

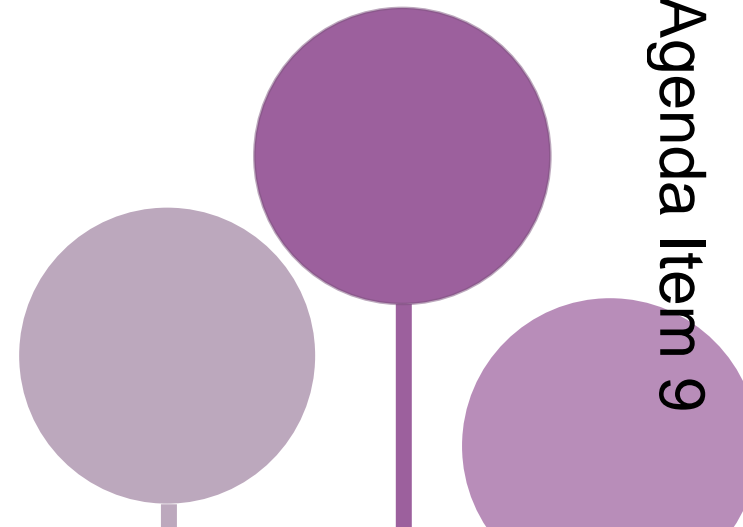


**Tamworth Borough Council
Corporate Scrutiny Committee
17 November 2022**

**Self-assessment of compliance with Regulatory
Standards**

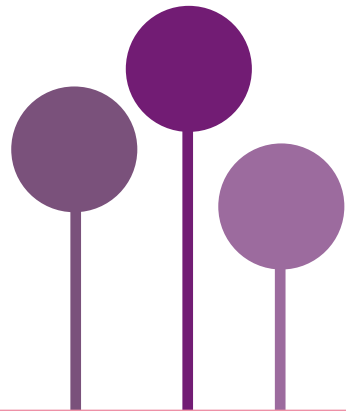
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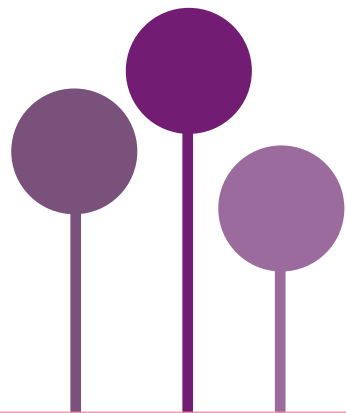
The assignment

Deliver a self-assessment of compliance with the Regulator of Social Housing's Regulatory Standards including the proposals in *The charter for social housing residents: social housing white paper* published in November 2020



Our approach

- Initial desktop document review
- Meetings with councillors, senior management, officers and involved tenants
- Triangulation of information from those meetings and the initial desktop document review
- Initial drafts of assessments shared with officers and feedback reflected in revised assessments where appropriate
- Assessments use the Regulator's potential ratings and wording (as we see them)
- Actions recommended graded as corrective actions on compliance (urgent), other suggestions for improvement (advisory) and Social Housing White Paper related actions (to be planned)



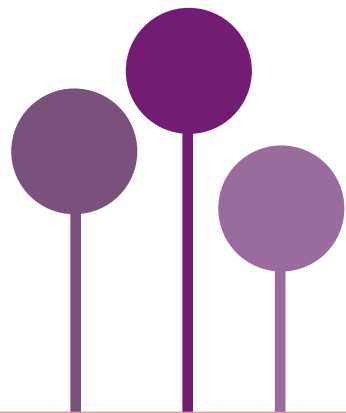
Our conclusions

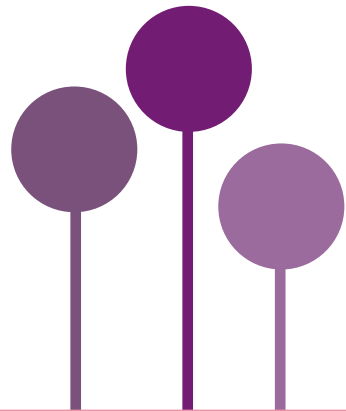
Tenancy Standard – C1 – The provider meets our Consumer Standard requirements

Home Standard and Neighbourhood and Community Standard – C2 – The provider meets our Consumer Standard requirements but needs to improve some aspects of its Consumer Standard arrangements to support continued compliance

Tenant Involvement and Empowerment Standard – C3 – The provider does not meet our Consumer Standard requirements. There are issues of serious regulatory concern and in agreement with us the provider is working to improve its position

N.B. There is no evidence that the serious detriment threshold is being breached





Questions	Explanation
1. Are there any gaps in the improvement plan for each of the consumer standards areas?	The Council is required to comply with the 4 consumer standards as set out in the report
2. Do Scrutiny agree with the priority areas illustrated as traffic lights – red being the priority; green being less so?	For example – the development of policies, service standards and performance to be more explicit within the Councils performance framework
3. The Council is required to compile and submit data on 22 Tenant Satisfaction Measures of which 12 related to tenants' survey – how do Scrutiny feel this should be managed given the councils wider surveying arrangements	Easy Read document attached on proposed measures'
4. In terms of the priority areas marked red; what would be Corporate Scrutiny's view on the reasonable timescales required?	Using the example above – should this be completed within 2023/2024 or longer?
5. The Government are reviewing responses on whether to introduce a rent cap? Does the Committee want to add anything further to the response?	To respond to the challenges around the rent charges the Council proposes a consultation exercise on the HRA business plan. What consultative arrangement do Scrutiny expect to see?
6. Any other observations from the Improvement Plan or connected with the proposed Social Housing (Regulation) bill?	

Thank You for listening

Your pack includes:

- Presentation
- Corporate Scrutiny Report
- Improvement Plan
- Tenant Satisfaction Measures – easy read guide

