

# Housing Green Paper Call for Evidence on Regulation Government Consultation - closes 6<sup>th</sup> Nov

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# The Plan for Today

**Housekeeping, the plan and ground rules!**



# We Are Encouraging Networking Today

- 9.45** Registration and refreshments
- 10.15** Welcome,  
Summary of Green Paper Proposals and the Hackitt review of building safety
- 10.30 Unconference Session One
- 11.15 Feedback
- 11.35** Refreshment break
- 11.50** Summary of consumer regulation
- 12.05 Unconference Session Two
- 12.45 Feedback
- 1.05** Lunch – Yum! And more networking
- 1.55 Unconference Session Three
- 2.35 Feedback
- 2.55** Prize draw
- 3.05** Thanks, round up, what's next
- Close by 3.15**

A quick summary of the Housing Green Paper  
– to get us started

# A New Deal for Social Housing

# Housing Green Paper Themes 1 and Hackitt

## Decent and Safe Homes

- Increase in decent homes standards – safety and energy efficiency
- Recommendations in the [Hackitt building regulations review](#)
- Trial of options to improve communication and engagement

## Hackitt

- Tenant information to keep them safe & give them access to risk assessments and maintenance documents
- Resident Engagement Strategy – involvement in decision making, rights and responsibilities during works, etc.
- Local/National Guidance on resident engagement to develop a culture
- Clear obligations for residents on building safety – tenant and neighbours

# Housing Green Paper Themes 2 and 3

## Complaints Resolution

- Speeding up complaint processes and possible RSH code of practice – **clear escalations from Hackitt**
- Improved mediation
- Awareness of tenant rights
- The 8 week rule to get to the Ombudsman

## Empowering Residents

- Provision of landlord KPI data – RSH publication? League Tables?
- Possible consideration of this data when allocating money for new build to landlords
- Separate call for evidence – consumer standards – **see later slide**

# Housing Green Paper Themes 4 and 5

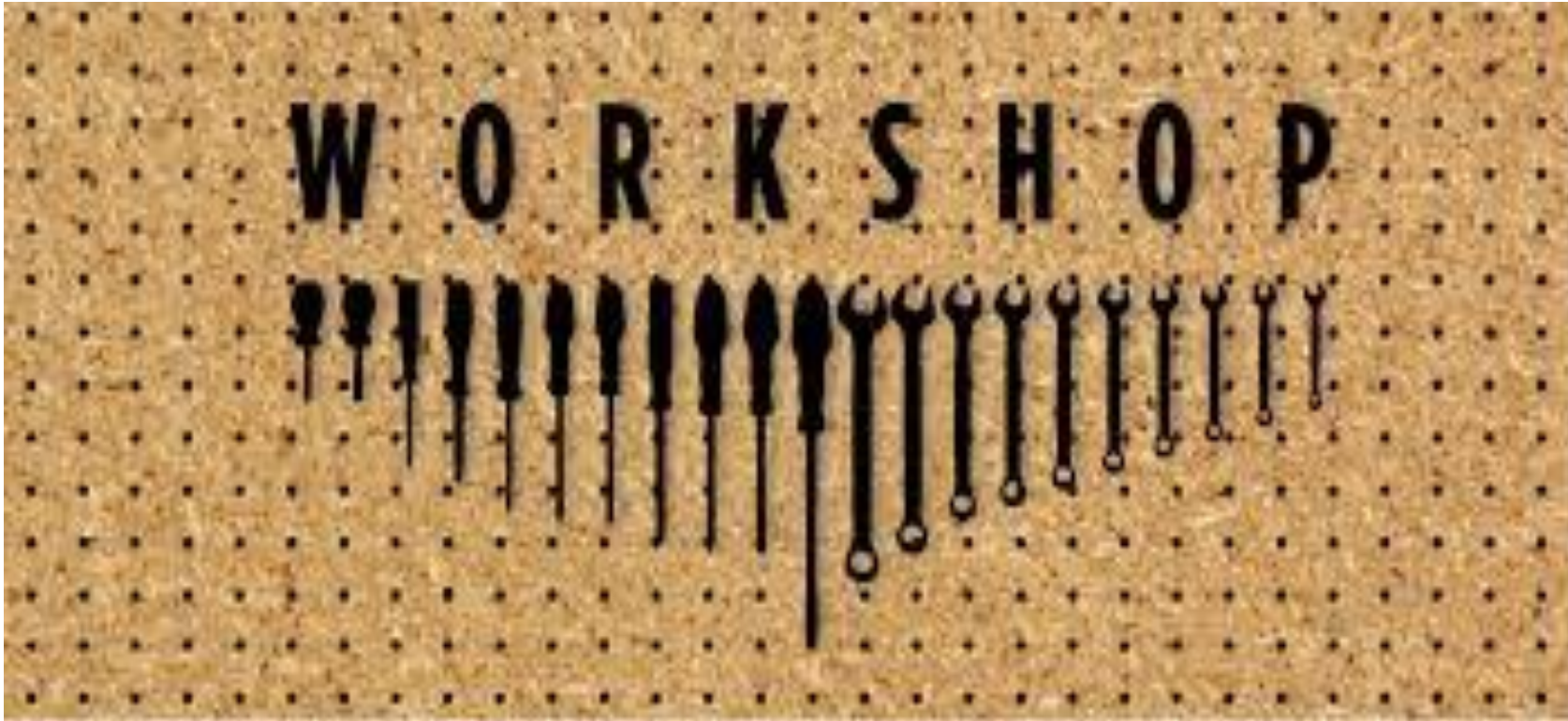
## Tackling Stigma – from CIH Report

- Support from government for community initiatives and events
- Greater professionalism in customer service culture
- Integrated developments in planning frameworks

## More homes and more home ownership (U Turns)

- Separate consultation on RTB
  - LAs don't have to sell off most valuable homes for HA RTB
  - Sales receipts to be kept by LAs to spend on new home provision
- Scrapping fixed term tenancies for LA tenants
- Retention of lifetime tenancy for those moving due to DV

# Unconference One





# Unconference Session One – Table One

## Effective Complaints Resolution

1. Are there ways of strengthening the mediation opportunities available for landlords and residents to resolve disputes locally
2. Should we reduce the 8 week waiting time to take the complaint to the ombudsman or the role of designated persons (Tenant Panel, MP or Councillor) altogether?
3. How can we ensure designated persons are better able to promote local resolutions?



# Unconference Session One – Table Two

## Effective Complaints Resolution

4. How can we ensure that residents understand how best to escalate complaint and redress?
5. How can we best ensure that landlords processes for dealing with complaints are fast and effective?
6. How can we best ensure safety concerns are handled swiftly and effectively with the existing redress framework



# Unconference Session One - **Table Three**

## Ensuring Homes are Safe and Decent

1. How can residents best be supported in this important role of working with landlords to ensure homes are safe?
2. Are there any changes to what constitutes the decent homes standard – what additional measures will ensure homes are safe and decent?



# Unconference Session One - **Table Four**

## Ensuring Homes are Safe and Decent

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# Unconference Session One - Table Five

## Empowering residents – Landlord Performance

### Proposed KPIs on Repairs, Safety, Complaints, Resident Engagement, Neighbourhood Management, ASB

1. Are the proposed indicators in the right areas? What is missing?
2. Should landlords report in these each year?
3. Should this report be to the regulator?
4. What more could be done for landlords to be more transparent with their residents



# Unconference Session One - Table Six

## Empowering Residents – Resident Experience

### Proposed KPIs on Repairs, Safety, Complaints, Resident Engagement, Neighbourhood Management, ASB

1. Should the right for the landlord to build be based on the resident view of their performance?
2. What incentives would deter worst performers and incentivise best practice
3. What about landlords that do not build?



# Unconference Session One - **Table Seven**

## Empowering Residents – Resident experience

1. Are current resident engagement and scrutiny measures effective?
2. What can be done to make residents aware of exiting ways to engage with landlords and influence how services are delivered?
3. Is there a need for stronger representation for residents at national level?
4. If its yes to (3), how should this best be achieved?

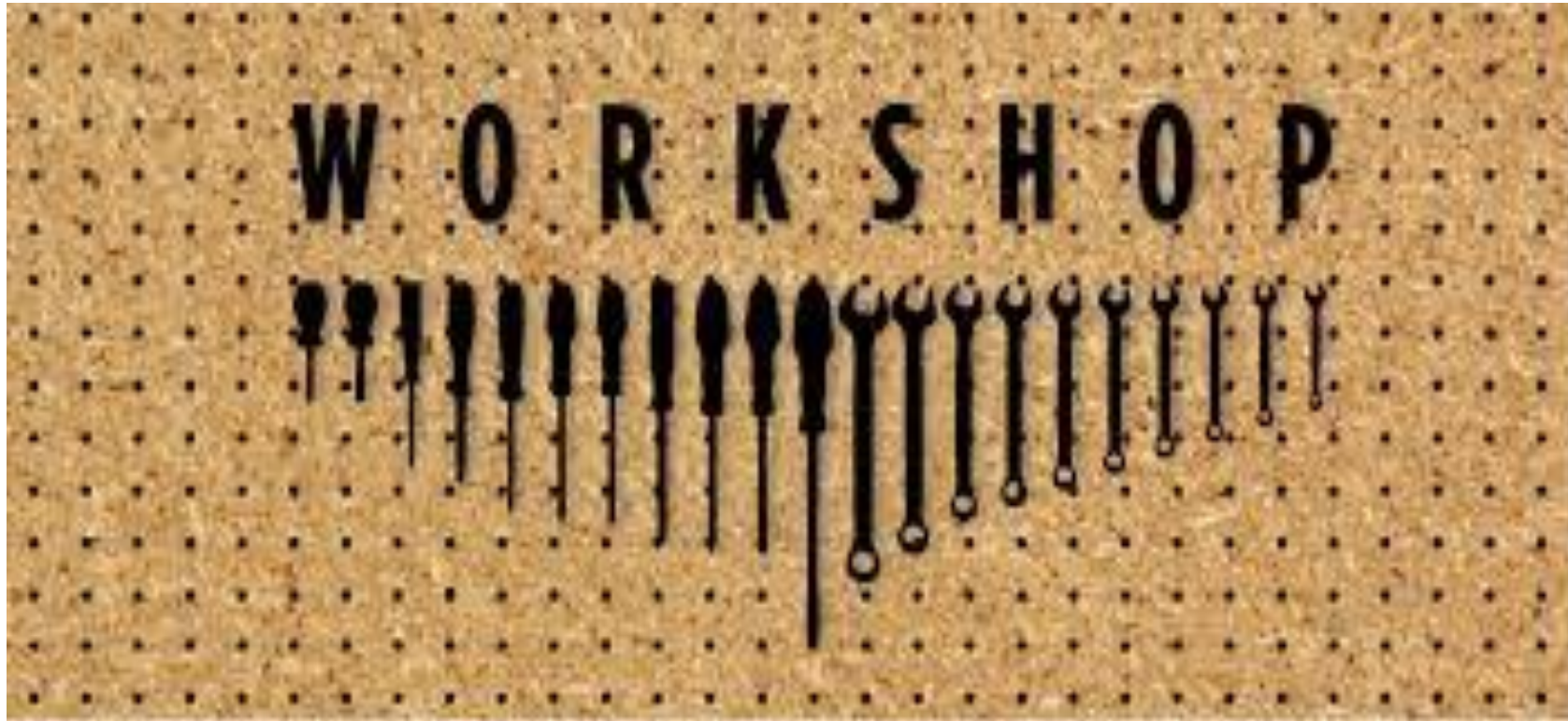


# 3 minutes of quick and dirty feedback





# Unconference Two



A quick summary of the call for evidence published  
for consultation in and with the Green Paper

# **Review of Social Housing Regulation**

# The Regulatory Standards

## Economic

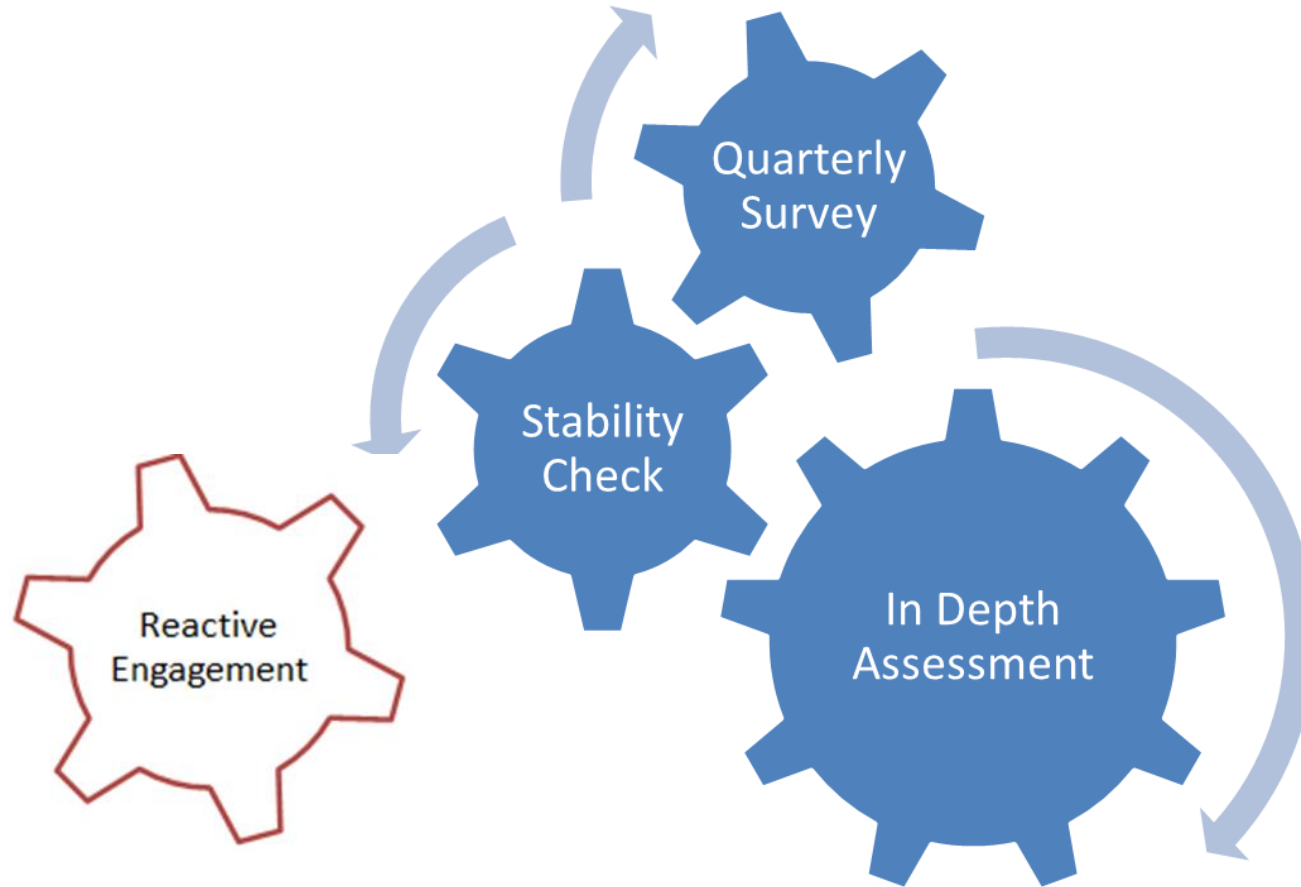
- Governance and Financial Viability
- Value for Money
- Rent

## Consumer

- Tenant Involvement and Empowerment – inc. complaints, access & equalities
- Home – inc. repairs & improvements
- Tenancy – inc. tenure, allocations & mutual exchanges
- Neighbourhood and Community – inc. estate services, ASB and working in partnership



# Elements of the Operational Model



# Review of Social Housing Regulation - Purpose

## Consultation

- Is the regulatory regime adequately delivering Safe Homes and Quality Services from landlords?
- Some of the proposals consider some of Dame Judith Hackitt's recommendations – which require legislation/regulation in the autumn

## Principles of Social Housing

- Protect and empower residents (4 million homes)
- To secure public and private investment to deliver new homes

## Lots and lots of questions

- Is this right, Is this working? What needs changing?

# Unconference Session Two - Table One

## A stronger regulator – consumer standards

**Standards on Involvement, Customer Care, Complaints, Allocations, Mutual Exchanges, Repairs and Improvements, Estate Management, Nuisance and ASB, Tenancies, Social and Economic Wellbeing**

1. Are the 4 consumer standards right – Home, Tenancy, Involvement and Neighbourhood/Community?
2. Should they change to align to any of the new performance indicators? If so – How?
3. Should the regulator be given powers to produce other documents such as code of practice to provide further clarity on requirements of the consumer standards



# Unconference Session Two - **Table Two**

## A Stronger Regulator – Breaches of Standards

**Serious Detriment threshold = serious breach of health and safety**

1. Is serious detriment the right level at which the regulator should intervene for breaches in consumer standards?
2. If not – the regulator be more proactive in consumer regulation?



# Unconference Session Two - **Table Three**

## A Stronger Regulator – Breaches of Standards

**Serious Detriment threshold = serious breach of health and safety**

1. Should the regulator use KPIs and phased interventions as a means of identifying and tackling poor performance on consumer standards?
2. Should the regulator have a greater ability to scrutinise Councils, ALMOs & Co-operatives? Are the enforcement measures right – **see chart!**





# Unconference Session Two - **Table Four**

## Tacking Stigma - Thriving Communities

1. How could we support or deliver a best neighbourhood competition?
2. As well as sharing positive stories of social housing residents and their neighbourhoods – what more could be done to tackle the stigma of social housing?



# Unconference Session Two - **Table Five**

## Embedding Good Customer Services

1. What is needed to further encourage the professionalisation of housing management to ensure all staff deliver a good quality service?
2. What KPIs should be used to measure whether landlords are providing good neighbourhood management?
3. What more could we do to help leaseholders of a social housing landlord?



# Unconference Session Two - **Table Six**

## Embedding Good Neighbourhood Services

1. What evidence is there of the important role that many landlords play beyond their key responsibilities?
2. Should landlord report on the social value they deliver?
3. How are landlords working with local partners to tackle ASB
4. What performance indicator could be used to measure this work?



# Unconference Session One - **Table Seven**

## Empowering Residents – Resident Choice & Control

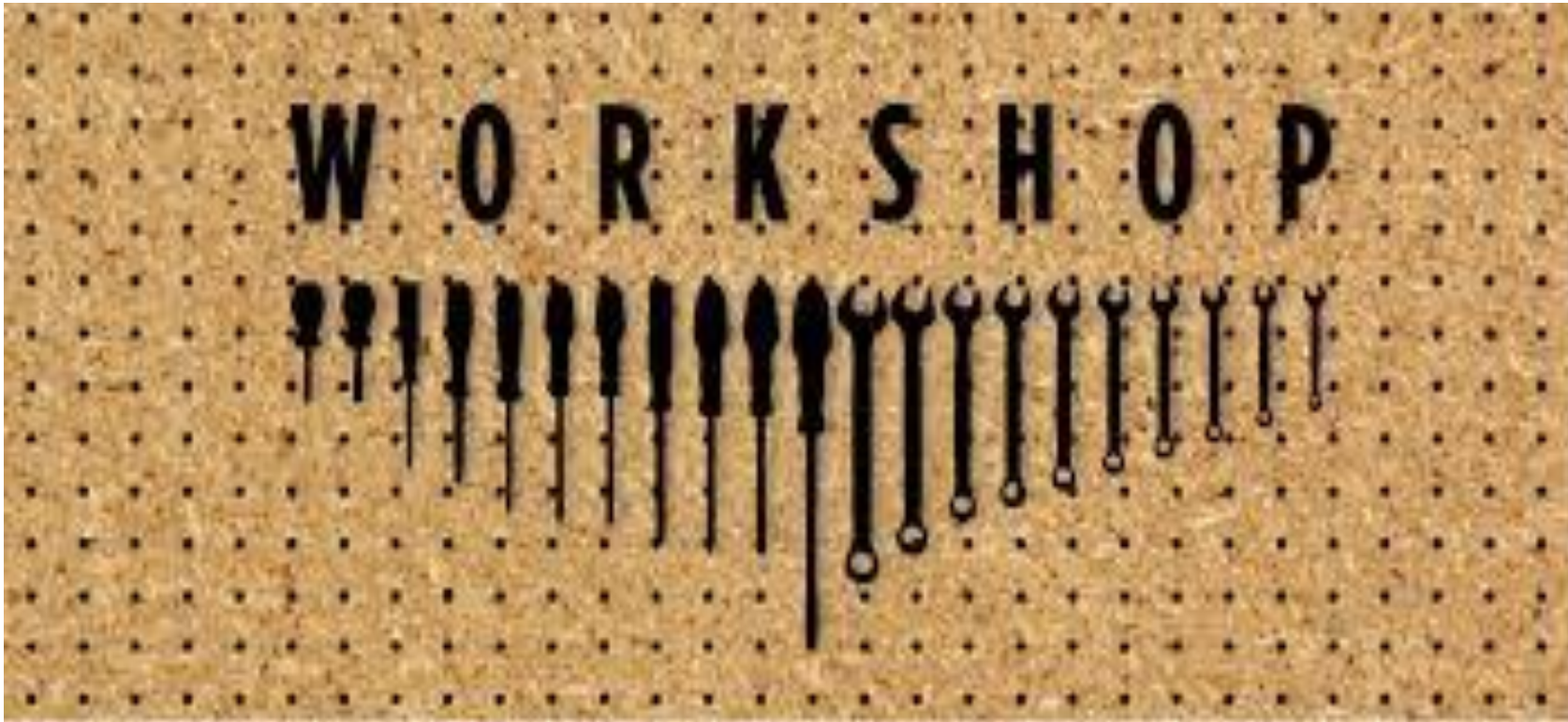
1. Are there more innovative ways of giving social housing residents greater choice and control over the services they receive from their landlords
2. Do you think there are benefits to models that support residents to take on some of their own services? What is needed to make that work?
3. How can landlords ensure residents have more choice over contractor services, while retaining oversight of quality and value for money



# 3 minutes of quick and dirty feedback



# Unconference Three



# Principles of Regulation (1)

1. Are the current statutory objectives , monitoring and enforcement right? Do you have any amendments to suggest?
2. Is regulated self assurance the right approach? If not how should it be changed?
3. Views on current approach to economic regulation. Is it effective and does it meet the needs of an evolving sector
4. Any issues in the Framework that Government should be made aware of?



# Principles of Regulation (2)

1. Are there any risks arising from improving the approach to consumer regulation enforcement
2. Views on the risks and opportunities presented by the regulatory regime suggested by Dame Judith Hackitt. How should that work with social housing regulation
3. Further information that might inform the review of the regulatory framework





# Expanding Supply & Supporting Home Ownership (3)

1. How can we boost community led housing and overcome the barriers communities experience to developing new community owned homes?
2. What level of additional affordable housing over existing investment plans could be delivered by social housing providers if they were given long term clarity over funding?
3. How can we best support providers to develop new shared ownership products to enable people to build up more equity in their homes?



# Questions on Strengthening Choice & setting up Co-operative/Community Based HAs (4)

- Should councils transfer their homes to community based housing associations?
- Could a programme of trailblazers help to develop greater resident leadership in the sector
- Are tenant management organisation delivering positive outcomes for residents and landlords?
- Are the way that TMOs are set up suitable? Do they represent the right balance of resident control and accountability



# Planning and Design of Social Housing (5)

## Strengthening Guidance, Safe Healthy Active Communities, High Quality Design, Encouraging Design Based on Needs – older and family housing

1. What other ways can planning support good design of social housing??
2. How can we encourage social housing residents to be involved in the planning and design of new developments?



# Right to Buy – Use of the Receipts (6)

## Spending Period, Restrictions, Returning Them, Use of Them by LAs/ALMOs

- Should councils use Right to Buy receipts for shared ownership units as well as units for affordable and social rent transfer of land from a local authority's General Fund to their Housing Revenue Account at zero cost.
- Do you have any other comments to make on the use of Right to Buy receipts and ways to make it easier for local authorities to deliver replacement housing?
- Should the Government focus be on a wider measurement of the net increase in the supply of all social and affordable housing instead of the current measurement of additional homes sold and replaced under the Right to Buy? If so – what measure would the Government use?

# 3 minutes of quick and dirty feedback



# Name Badges, Feedback Forms and Thanks



# Thanks for Supporting the Unconference



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