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Our Ref
Your Ref

Date: 08 November 2023

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held at **Council Chamber**, Civic Offices, Civic Way, Swadlincote on **Thursday, 16 November 2023 at 18:00**. You are requested to attend.

Yours faithfully,

Chief Executive

To:- **Labour Group**

Councillor G Rhind (Chair), Councillor M Mulgrew (Vice-Chair) and Councillors A Archer, S Harrison, A Haynes, J Jackson, D Pegg, D Shepherd and A Tilley.

Conservative Group

Councillors D Corbin, M Fitzpatrick and J Lowe.

Liberal Democrats

Councillor J Davies.



AGENDA

Open to Public and Press

- 1** Apologies and to note any substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the Meetings held on:

09 March 2023 **4 - 6**

25 April 2023 **7 - 9**

01 June 2023 **10 - 13**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No. 10.
- 5** To receive any questions by Members of the Council pursuant to Council Procedure Rule No. 11.
- 6** CORPORATE PLAN 2020-24 PERFORMANCE REPORT (2023-2024 QUARTER 2 - 1 JULY TO 30 SEPTEMBER) **14 - 55**
- 7** REVIEW OF TENANCY STRATEGY AND TENANCY POLICY **56 - 82**
- 8** HOUSING COMPLIANCE IN CONJUNCTION WITH NEW REGULATOR CONSUMER STANDARDS **83 - 100**
- 9** REGULATOR OF SOCIAL HOUSING PROPOSED CONSUMER STANDARDS **101 - 202**
- 10** COMMITTEE WORK PROGRAMME **203 - 207**

Exclusion of the Public and Press:

- 11** The Chairman may therefore move:-

That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

- 12** To receive the Exempt Minutes of the Meetings held on:
 - 05 January 2023
 - 09 March 2023
 - 25 April 2023
 - 01 June 2023
- 13** To receive any exempt questions by Members of the Council pursuant to Council Procedure Rule No. 11.
- 14** LONG TERM LEASE OF PHILIP RICHARDSON MEMORIAL FIELD TO NETHERSEAL PARISH COUNCIL
- 15** TRANSFER OF SPORTS PAVILION TO WILLINGTON PARISH COUNCIL
- 16** HOUSING SERVICES REVIEW
- 17** BETTER CARE FUND UPDATE REPORT – FINANCIAL POSITION
- 18** FISHER CLOSE REPTON

HOUSING & COMMUNITY SERVICES COMMITTEE

09 March 2023

OPEN

PRESENT:

Labour Group

Councillor Rhind (Chair) and Councillor M. Mulgrew (Vice-Chair) and Councillors Dunn, Richards, Shepherd, and Southerd (Substitute for Councillor Heath).

Conservative Group

Councillors Corbin, Lemmon, Patten and Smith.

In attendance

Councillor Wheelton

HCS/80 APOLOGIES

The Committee was informed that apologies had been received from Councillors Heath (Labour Group), Councillors Dawson and Redfern (Conservative Group) and Councillor Roberts (Independent Group).

HCS/81 DECLARATIONS OF INTEREST

The Committee noted that a Personal Declaration of Interest had been received from Councillor Smith in relation to Item HCS/91.

HCS/82 QUESTIONS FROM MEMBERS OF THE PUBLIC UNDER COUNCIL PROCEDURE RULE NO 10

The Committee was informed that no questions from Members of the Public had been received.

HCS/83 QUESTIONS BY MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11

The Committee was informed that no questions from Members of the Council had been received.

MATTERS DELEGATED TO COMMITTEE**HCS/84 CORPORATE PLAN 2020-2024 PERFORMANCE REPORT (2022-23 QUARTER 3 – (1 APRIL TO 31 DECEMBER))**

The Strategic Director (Service Delivery) presented the report to the Committee and outlined the key areas regarding targets and the risk register.

RESOLVED:

1.1 *The Committee approved progress against performance targets set out in the Corporate Plan 2020 - 2024.*

1.2 *The Risk Register for the Committee's services were reviewed.*

HCS/85 BEAT THE STREET UPDATE

The Head of Cultural and Community Services presented the report to the Committee noting the launch date of Beat the Street and the various forms of publicity used to promote the project. The Head of Cultural and Community Services summarised the key objectives of the project.

Members commended the project and hoped that the project would be extended to reach rural areas in the future.

RESOLVED:

1.1 *The Committee noted the upcoming Beat the Street project and promote it across their networks.*

HCS/86 COMMITTEE WORK PROGRAMME

The Strategic Director (Corporate Resources) presented to report to the Committee.

RESOLVED:

That the Committee considered and approved the updated work programme.

HCS/87 LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)

The Chairman may therefore move:

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the

remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

ANY EXEMPT QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11

The Committee was informed that no exempt questions from Members of the Council had been received.

COMMUNITIES TEAM SERVICE ASSISTANT

RESOLVED:

That the Committee approved the recommendations in the report.

LONG TERM LEASE TO ROSLISTON, SEALES AND LINTON SCOUT GROUP

RESOLVED:

That the Committee approved the recommendations in the report.

LEISURE MANAGEMENT CONTRACT PROCUREMENT

RESOLVED:

That the Committee approved the recommendations in the report.

The meeting terminated at 18:30 hours.

COUNCILLOR G RHIND

CHAIR

HOUSING & COMMUNITY SERVICES COMMITTEE

25 April 2023

OPEN

PRESENT:

Labour Group

Councillor Rhind (Chair) and Councillor M. Mulgrew (Vice-Chair) and Councillors Dunn, Heath Richards and Shepherd.

Conservative Group

Councillors Corbin, Dawson, Ford (Substitute for Cllr Smith), Lemmon

In attendance

Councillor Wheelton

HCS/92 APOLOGIES

The Committee was informed that apologies had been received from Councillors Patten, Smith and Redfern (Conservative Group) and Councillor Roberts (Independent Group).

HCS/93 DECLARATIONS OF INTEREST

The Committee noted that Councillor Ford Declared a Personal Interest in HCS/100 by virtue of being a County Councillor.

HCS/94 QUESTIONS FROM MEMBERS OF THE PUBLIC UNDER COUNCIL PROCEDURE RULE NO 10

The Committee was informed that no questions from Members of the Public had been received.

HCS/95 QUESTIONS BY MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11

The Committee was informed that no questions from Members of the Council had been received.

MATTERS DELEGATED TO COMMITTEE

HCS/96 COUNCIL HOUSE LETTINGS AND VOID PROPERTIES

The Head of Housing presented the report to the Committee noting the revised action dates regarding the Overview and Scrutiny

recommendations The Committee was informed that the Housing Contractor would batch properties by street or area to enable work to be carried out more efficiently.

Councillor Lemmon welcomed the improvements welcomed, the new contractor and noted the importance of the weekly meetings with Novus.

RESOLVED:

1.1 The Committee noted the progress towards the targets and improvement plan agreed in the Report to the Overview and Scrutiny Committee of 04 January 2023.

1.2 The Committee approved the revised dates in the Improvement Plan and that the performance at the end of Quarter 1, 2023/24 was to be included in the Corporate Performance report.

HCS/97 **COMMITTEE WORK PROGRAMME**

The Strategic Director (Corporate Resources) presented to report to the Committee, noting that Committee dates and additional reports would be added the to Work Programme and reported at the next meeting.

RESOLVED:

1.1 That the Committee considered and approved the updated work programme.

HCS/98 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

The Chairman may therefore move:

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

ANY EXEMPT QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11

The Committee was informed that no exempt questions from Members of the Council had been received.

BETTER CARE FUNDING ALLOCATION – FINANCIAL POSITION

RESOLVED:

That the Committee approved the recommendations in the report.

The meeting terminated at 18:20hours

COUNCILLOR G RHIND

CHAIR

HOUSING & COMMUNITY SERVICES COMMITTEE

01 June 2023

OPEN

PRESENT:

Labour Group

Councillor G Rhind (Chair) and Councillor M Mulgrew (Vice-Chair)
and

Councillors A Archer, S Harrison, A Haynes, J Jackson, V Redfern
(substituting for Councillor Shepherd) and A Tilley.

Conservative Group

Councillors M Ford, K Haines (substituting for Councillor D Corbin)
and A Kirke.

In attendance

Councillor N Atkin

Councillor A Wheelton

HCS/01 APOLOGIES

The Committee was informed that apologies had been received from
Councillors D Pegg and D Shepherd (Labour Group) and Councillor D
Corbin (Conservative Group).

HCS/02 OPEN MINUTES

The Open Minutes of the Meetings held on 05 January 2023 and 02
February were approved as a true record and signed by the Chair.

HCS/03 DECLARATIONS OF INTEREST

The Committee noted that no Declarations of Interest had been received.

HCS/04 QUESTIONS FROM MEMBERS OF THE PUBLIC UNDER COUNCIL
PROCEDURE RULE NO 10

The Committee was informed that no questions from Members of the Public
had been received.

HCS/05 QUESTIONS BY MEMBERS OF THE COUNCIL UNDER COUNCIL
PROCEDURE RULE NO 11

The Committee was informed that no questions from Members of the Council had been received.

MATTERS DELEGATED TO COMMITTEE

HCS/06 **CORPORATE PLAN 2020-24: PERFORMANCE REPORT (202202023 QUARTER 4 – 1 APRIL TO 31 MARCH)**

The Strategic Director (Service Delivery) presented the quarterly report and the Risk Register to the Committee outlining the seven measures for this Committee of which five were on track. Section 4.5 of the report provided the details of the two measures not on track this quarter.

Members noted the successes highlighted in the report and requested and updated on Careline and sought more detail about several void properties and requested a viewing of the sites.

The Head of Housing clarified that there was substantial work required at the void properties and noted that since January there had been an improvement in progress and properties were being returned within 21-25 days. It was agreed that the Head of Housing would arrange a site visit to some of the void properties. The Head of Housing confirmed that the warden and call-out service, Careline, was operated by Derbyshire County Council and South Derbyshire District Council and on a joint basis and that South Derbyshire District Council would be conducting a separate review of the service which would be presented to Committee in due course.

RESOLVED:

1.1 The Committee approved progress against performance targets set out in the Corporate Plan 2020-2024.

1.2 The Risk Register for the Committee's services were reviewed.

HCS/07 **COUNCIL ANTI-SOCIAL BEHAVIOUR POLICY REVIEW**

The Head of Cultural and Community Services addressed the Committee and presented the report that outlined how the Council dealt with different types of anti-social behaviour. The Head of Cultural and Community Services noted the cross team working in the Council and that the policy included changes due to legislation.

Members welcomed the report and sought clarity on the implementation of the policy.

The Head of Cultural and Community Services confirmed how a Community Safety Officer and allocated funding for specific initiatives would bring about improvements referred to in the policy.

RESOLVED:

1.1 The Committee approved the Corporate Anti-Social Behaviour (ASB) Policy.

HCS/08 **PARKS AND GREEN SPACES SERVICE STANDARDS POLICY REVIEW**

The Head of Cultural and Community Services presented the report informing the Committee how the policy had undergone a title change and included legislative and other changes such as inclusion of the Forestry Centre, Tree Policy and the Environment Education Team.

Members raised queries regarding trees covered by the policy and the employment position of a Tree Officer.

The Head of Cultural and Community Services confirmed that only trees on South Derbyshire District Council land were covered by the policy and that there would be a separate policy for Tree Management which was not covered in the policy. The Committee was informed that Council employed a Tree Officer on a part time basis with a new officer currently being trained and that the structure of the Tree Officers was to be reviewed.

RESOLVED:

1.1 The Committee agreed and approved the Parks and Green Spaces Service Standards Policy.

HCS/09 **COMMITTEE WORK PROGRAMME**

The Strategic Director (Service Delivery) presented the work programme to the Committee.

RESOLVED:

1.1 The Committee considered and approved the updated work programme.

HCS/10 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

The Chairman may therefore move:

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

EXEMPT MINUTES

The Exempt Minutes of the Meeting held on 02 February 2023 were received.

ANY EXEMPT QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11

The Committee was informed that no exempt questions from Members of the Council had been received.

The meeting terminated at 18:40 hours

COUNCILLOR G RHIND

CHAIR

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 06
DATE OF MEETING:	16 NOVEMBER 2023	CATEGORY: DELEGATED
REPORT FROM:	LEADERSHIP TEAM	OPEN DOC:
MEMBERS' CONTACT POINT:	DR JUSTIN IVES (EXT. 5700) SEAN MCBURNEY (EXT. 5910)	
SUBJECT:	CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2023-2024 QUARTER 2 – (1 APRIL TO 30 SEPTEMBER))	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

- 1.1 That the Committee approves progress against performance targets set out in the Corporate Plan 2020 - 2024.
- 1.2 That the Risk Register for the Committee's services are reviewed.

2.0 Purpose of the Report

- 2.1 To report progress against the Corporate Plan under the priorities of Our Environment, Our People and Our Future.

3.0 Executive summary

- 3.1 The Corporate Plan 2020 – 2024 was approved following extensive consultation into South Derbyshire's needs, categorising them under three key priorities: Our Environment, Our People and Our Future. The Corporate Plan is central to the Council's work – it sets out its values and vision for South Derbyshire and defines its priorities for delivering high-quality services.
- 3.2 This Committee is responsible for overseeing the delivery of the key priorities and the following key aims:

Our Environment

- *Enhance the attractiveness of South Derbyshire.*

Our People

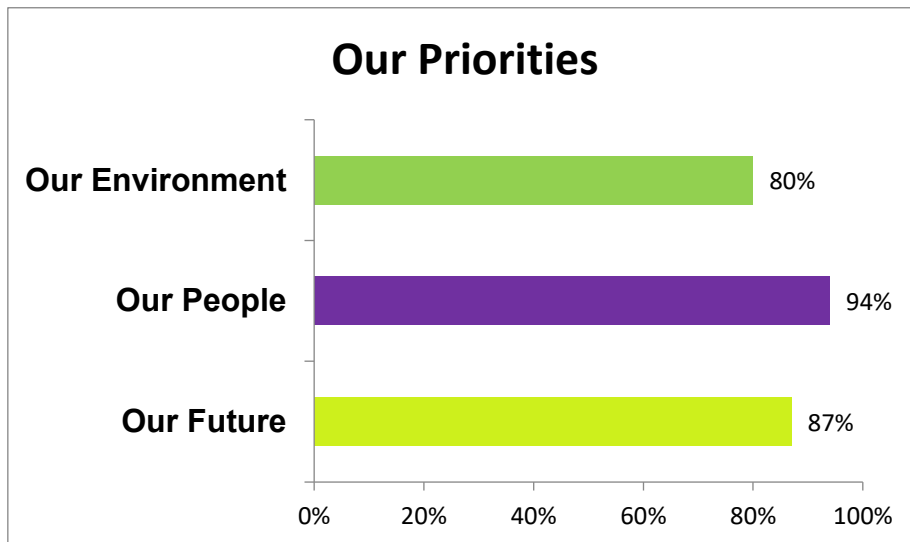
- *Engage with our communities.*
- *Supporting and safeguarding the most vulnerable.*



4.0 Performance Detail

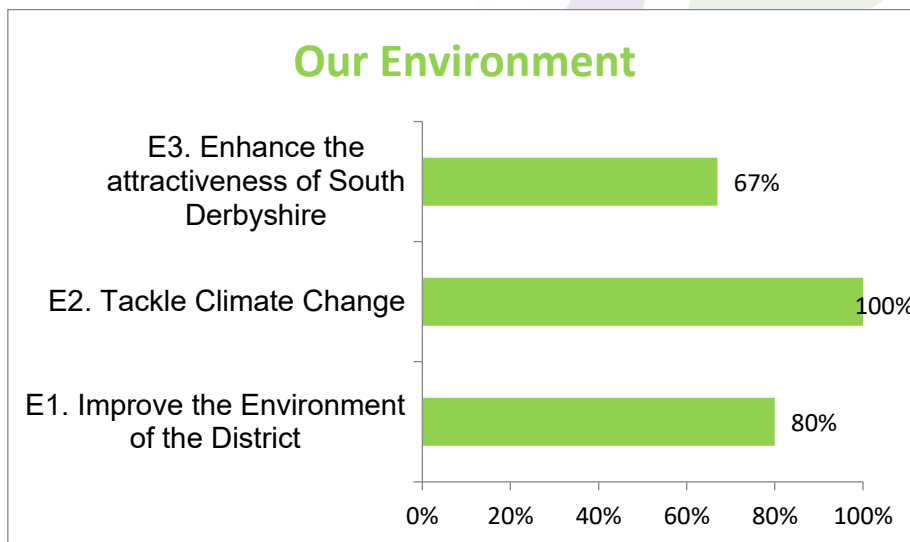
4.1 Overall Council performance against the priorities– Quarter two 2023-2024.

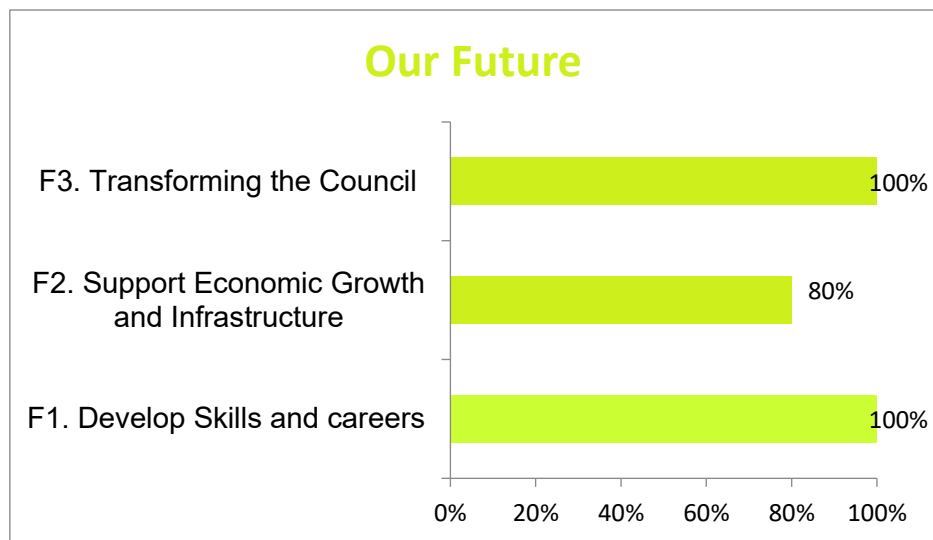
The below chart provides an overview for the percentage of measures that are on track to achieve the annual target.



4.2 Overall Council performance against key aims – Quarter two 2023-2024.

The below charts provide an overview for the percentage of measures that are on track to achieve the annual target within each key aim of the Corporate Plan.





4.3 Of the 35 measures which support the progress of the Corporate Plan 20-24, 25 are green, 3 are amber, 4 are red and 3 are grey.

Overall, 89% of the key aims within the Corporate Plan are on track. As at quarter two, 80% of indicators are on track for Our Environment, 94% are on track for Our People and 87% are on track for Our Future.

4.4 This Committee is responsible for overseeing the delivery of seven Corporate measures.

Below outlines the six (86%) measures for this Committee that are on track (green, amber or grey) for the quarter:

- The number of Green Flag Awards for South Derbyshire parks.
- Number of new and existing Community Groups supported.
- Number of Anti-Social Behaviour (ASB) interventions by type.



- Number of households prevented from Homelessness.
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group.
- Deliver the Planned Maintenance Housing programme over four years.

4.5 Below outlines the one (14%) measure for this Committee that is not on track (red) for the quarter:

- Average time taken to re-let Council homes.

For more detailed information please refer to **Appendix B**, Performance Measure Report Index.

4.6 An overview of performance can be found in the Performance Dashboard in **Appendix A**. A detailed update of the quarterly outturn of each performance measure including actions to sustain or improve performance is included in the detailed Performance Measure Report Index in **Appendix B**.

4.7 Questions regarding performance are welcomed from the Committee in relation to the Corporate performance measures that fall under its responsibility and are referenced in the detailed Performance Measure Report Index in **Appendix B**

5.0 **Financial and Implications**

None directly.

6.0 **Corporate Implications**

6.1 **Employment Implications**

None directly.

6.2 **Legal Implications**

None directly.

6.3 **Corporate Plan Implications**

This report updates the Committee on the progress against the key measures agreed in the Corporate Plan and demonstrates how the Council's key aims under the priorities, Our Environment, Our People and Our Future contribute to that aspiration.

6.4 **Risk Impact**

The Risk Register for the Committee's services is detailed in **Appendix C**. This includes the register, risk mitigation plans and any further actions for the relevant departmental risks. Each risk has been identified and assessed against the Corporate Plan aims which are considered to be the most significant risks to the Council in



achieving its main objectives. The Risk Register details a risk matrix to summarise how each identified risk has been rated.

The following risks have been updated for quarter two in the Service Delivery Risk Register:

- SD1 – Loss of income to the Housing Revenue Account. Current rent arrears have decreased from 3.05% to 2.77%. Void rent loss profit is currently up by £40k as the number of voids reduce. The void rent loss as a % of the rent debit has decreased from 3.68% to 3.25%. The void contractor surveying with additional management checks has now been implemented. Due to lack of passed development the higher value voids that need considerable investment above the standard minor / major is currently being explored. A single supplier of energy utility services (gas and electric) will be in place from January 2024 to reduce time taken to resolve meter debt and installation issues. Access to skilled and unskilled labour continues to be an issue and is impacting on the delivery of works, in particular, around damp proofing, floor laying and plastering. Novus continue to actively work with local contractors however this does fluctuate due to high demand on labourers.
- SD3 – Safety Standards. Gas and Fire/Building Project Officer roles have been filled. Project Officer Electrical was advertised for the third time. One applicant interviewed and start date 11 December 2023 has been agreed. Current structure is not suitable to meet the demand/workload. There will be a full review as part of the wider Housing Services review.
- SD6 - Ageing infrastructure at Rosliston Forestry Centre. The Rosliston Forestry Centre consultation is now complete, and the team are in the process of collating the findings and a report will go to committee to show the results in Quarter 3. The Cultural and Community Service team continue to collaborate with the National Forest Company and Forestry England to help shape the vision.
- SD11 – Tree Management. Additional tree officer and tree budget added in budget review process for 2023/24.
- SD15 – Leisure Centres. It is proposed that this risk is removed from the Service Delivery Risk Register. It relates to Covid-19 lockdown and the recovery grant and is no longer a risk.

7.0 **Community Impact**

7.1 **Consultation**

None required.

7.2 **Equality and Diversity Impact**

Not applicable in the context of the report.

7.3 **Social Value Impact**

Not applicable in the context of the report.



7.4 Environmental Sustainability

Not applicable in the context of the report.

8.0 Appendices

Appendix A – Performance Dashboard 2020-2024
Appendix B – Performance Measure Report
Appendix C – Service Delivery Risk Register



Priority	Key Aim	Outcome	Ref	How success will be measured	2019-2020 (baseline) Outturn	Q4 2020-2021: Apr - Mar	Q4 2021-2022: Apr - Mar	Q4 2022-2023: Apr - Mar	Q1 2023-2024: Apr - Mar	Q2 2023-2024: Apr - Sept	Plan Target 2020-2024	Head of Service	Strategic Lead	Committee	
Our Environment	Keeping a clean, green District for future generations	E1.1 Reduce waste and increase composting and recycling	E1.1A	Household waste collected per head of population	Cumulative (Apr-Mar) 404 kgs Q4 (Dec-Mar) 90kgs	460kgs	416kgs	395kgs	118kgs	229kgs	Sustain during Y1 and Y2. See a downward trend in Yrs. 3 and 4	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
			E1.1B	% of collected waste recycled and composted	Cumulative (Apr-Mar) 45% Q4 (Jan-Mar)39%	47%	46%	43%	50%	50%	Sustain during Y1 and Y2. See an upward trend in Y3 and Y4	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
		E1.2 Reduce fly tipping and litter through education, engagement and zero tolerance enforcement action where appropriate	E1.2A	Number of fly tipping incidents	714 (total figure for 2019/20)	1003	604	590	119	246	Downward trend over four years	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
			E1.2B	Improve the quality of the District through the Local Environmental Quality Survey	The first survey was completed in January 2020 the result was 89.67% above grade C+. Committee report being prepared. Some service PIs developed to assist overall performance.	Report in Q1 21/22	93.79% of streets meet grade B or higher	96.65% Grade B or above	96.65% Grade B or above	97.4% (Grade B or above)	>95% (Grade B or above)	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
		E1.3 Enhance biodiversity across the District	E1.3A	% of eligible new homes and commercial developments to achieve net gain in Biodiversity by a minimum of 10% compared to the sites pre development baseline.	Not possible to provide as outputs not held in software until April 2020. Monitoring underway and baseline data to be provided Q1 and Q2.	66.7%	66.7%	0	0	0	85%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
	E2. Tackle climate change	E2.1 Strive to make South Derbyshire District Council carbon neutral by 2030	E2.1A	Reduce South Derbyshire District Council carbon emissions	No update required for Q4. First update to be provided Q1 2020-21.	Achieved	Achieved	Achieved	Achieved	Target - Publish a revised Climate & Environment Action Plan - Achieved. >90% of actions in the C&EAP to be RAG rated 'Green' - Achieved	Reduce CO2 emissions through the achievement of actions in the South Derbyshire Climate and Environment Action Plan 2020-24 (C&EAP)	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
		E2.2 Work with residents, businesses and partners to reduce their carbon footprint	E2.2A	% of new homes to meet water efficiency targets as set out in the Part G optional standard of 110 litres of potable water usage per person per day	Baseline figure of 50% based on 18 qualifying decisions in Q4.	100%	75.6%	86%	89.5%	93%	85%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
	E3. Enhance the attractiveness of South Derbyshire	E3.1 Enhance the appeal of Swadlincote town centre as a place to visit	E3.1A	Increase Swadlincote Town Centre visitor satisfaction	49% of respondents would recommend Swadlincote Town Centre - May 2019. No update required for Q4. First update to be provided Q2 2020-21	55%	60%	66%	66%	66%	National small towns average 72%. Target to be above the National average by 2023/24	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS	
		E3.2 Improve public spaces to create an environment for people to enjoy	E3.2A	The number of Green Flag Awards for South Derbyshire parks	2	Achieved	3	3	3	4	Increase from two green flag park awards to four by 2024	Sean McBurney, Head of Cultural and Community Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS	
			E3.2B	Proportion of good quality housing development schemes	92%	Out turn unavailable	Out turn unavailable	Out turn unavailable	Out turn unavailable	Out turn unavailable	90% of schemes which score high	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
	wards of the District	P1. Engage with our communities	P1.1 Support and celebrate volunteering, community groups and the voluntary sector	P1.1A	Number of new and existing Community Groups supported	36	153 groups	160 groups	216	65	135	Year 1 -2(Proxy)- collate baseline data. Year 3-4 we will show an increase on the average over two years (>157)	Sean McBurney, Head of Cultural and Community Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS
			P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action	P1.2A	Number of ASB interventions by type	2,893 ASB reports	Minimal	Moderate	Moderate	Moderate	'Moderate' performance	Performance to be rated as 'High' or 'Moderate'	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS
		P2. Supporting and safeguarding the most vulnerable	P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.	P2.1A	Number of households prevented from Homelessness	103 cases	265 cases	261 cases	182 cases	47 cases	106	Proxy Measure to show service activity	Paul Whittingham, Head of Housing	Heidi McDougall, Strategic Director, Service Delivery	H&CS
				P2.1B	Continue to undertake interventions per year to keep families out of fuel poverty	Numbers of interventions in 2019/20 were not recorded	276	210	198	45	162	>160 interventions during 2023-2024 640 interventions over the four-year Plan	Matt Holford, Head of Environmental Services	Heidi McDougall, Strategic Director, Service Delivery	E&DS
			P2.2 Promote health and wellbeing across the District	P2.2A	Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group	Not applicable for Q4	Ongoing delivery of plan	Delivery of Health and Wellbeing Action Plan over 2021-22	Delivery of Health and Wellbeing Action Plan over 2022-23	Action plan for 2023/24 in development to be adopted.	On Track - Delivery against the 5 Keys priorities is underway all 5 of the priorities are being addressed	100% of actions identified delivered	Sean McBurney, Head of Cultural and Community Services	Heidi McDougall, Strategic Director, Service Delivery	H&CS
P2.3 Improve the condition of housing stock and public buildings.			P2.3A	Deliver the Planned Maintenance Housing programme over four years	£2,717,193.80	114.10% (£2,377,625)	89.1% (£2,116,365.65)	89.29% (£1,721,162.36 against total budget for 2022-2023.	22.67% £415,879.94	49.41% £882,083 of £1,785,216 spent.	100% spend against the planned maintenance budget	Paul Whittingham, Head of Housing	Heidi McDougall, Strategic Director, Service Delivery	H&CS	
			P2.3B	Develop and deliver the Public Buildings programme over four years	Project Plan for 2020-21 developed	29 surveys	44 surveys	38 surveys	7 surveys	14 surveys	100% of surveys undertaken	Steve Baker, Head of Corporate Property	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
			P2.3C	Average time taken to re-let Council homes	Q4 157 days YTD 122 days	200 days	156 days	169 days	199.91 days	176.01 days	Median Quartile Performance (Benchmark via Housemark)	Paul Whittingham, Head of Housing	Heidi McDougall, Strategic Director, Service Delivery	H&CS	

Working with communities and meeting the future need

P3. Deliver Excellent Services	P2.4 Support social mobility to ensure people have the opportunity to access skilled jobs, higher and further education.	P2.4A	Deliver the objectives identified in the Supporting Aspirations Plan	Ranked >311 in the Social Mobility Commission's Social Mobility Index	Research and data analysis	Supporting Aspirations Action Plan adopted.	Achieved	Reported annually in Q4	Reported in Q4	Deliver the objectives identified in the Supporting Aspirations Plan	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS		
	P3.1 Ensuring consistency in the way the Council deal with service users	P3.1A	Increase the number of customers who interact digitally as a first choice	1,219 Covid-19 business grants forms, 1,282 council tax & benefits forms and 12,343 online web form submissions. 14,844 in total (annual figure).	Total: 22,242	Total: 24,405	Total: 25,856	Total: 5,864	Total: 14,400	2023-2024 - Upward Trend on 2019/20 baseline data	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director, Corporate Resources	F&M		
	P3.2 Have in place methods of communication that enables customers to provide and receive information.	P3.2A	Reduce face-to-face contact to allow more time to support those customers who need additional support	2,463 enquiries dealt with at Customer Services Desk. Visitors to office 4,490. Please note this was up to 20 March 2020, when offices closed due to Covid 19. Quarter 4 figures.	0	744 self serve and 115 face to face	8,253	2,092	4,054	Downward trend <8253	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director, Corporate Resources	F&M		
	P3.3 Ensuring technology enables us to effectively connect with our communities.	P3.3A	Number of customer telephone calls answered by Customer Service	Total Calls 26,280 (21,350 calls handled & 4,930 automated call payments). Quarter 4 figures.	Total: 98,099	Total: 99,165	85,197	21,142	43,557	Downward Trend <85,197	Catherine Grimley, Head of Customer Services	Tracy Bingham, Strategic Director, Corporate Resources	F&M		
		P3.3B	Increase digital engagement (Twitter, Instagram, Facebook)	Total FACEBOOK fans: 22,440, total TWITTER followers: 11,448, No Instagram account yet, total ALL SOCIAL MEDIA fans: 33,888. Social Media queries: 287	43,850	49,181	52,682	55,781	58,708	Upward Trend	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M		
	P3.4 Investing in our workforce	P3.4A	Increase the level of staff engagement	No Q4 Update. First Staff survey to take place in 20/21.	Survey postponed until 21-22	Target not achieved				167 staff attended staff briefing sessions	Employee survey on hold until Q3.	Collate baseline data – proxy measure	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M
		P3.4B	Number of apprenticeships	4 (1.2% of head count)	5 (1.5% of head count)	6 (1.84% of head count)	9 (2.47% of workforce)	8 (2.1% of head count)	10 (2.67% of head count)			>2.3% of head count	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M
		P3.4C	Average number of staff days lost due to sickness	3.58	12.93	10.28	9.64	2.11	4.17			Downward Trend	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources	F&M
		P3.4D	The Council has a positive health and safety culture	No Q4 update for 19/20. First Staff survey to take place in 20/21.	Postponed until early 22/23	Postponed until early 22-23		81%	72%	75%			Annual upward trend in Health and Safety mandatory training delivered (%) and up to date health and safety policy	Fiona Pittam, Head of Organisational Development & Performance	Tracy Bingham, Strategic Director, Corporate Resources
	F1. Develop skills and careers	F1.1 Attract and retain skilled jobs in the District	F1.1A	Increase the number of employee jobs in South Derbyshire	32,000	32,000 Impacted by Covid-19	31,000 Impacted by Covid-19	34,000	34,000 Reported annually in Q4	34,000 Reported annually in Q4	Upward Trend	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS	
F1.2 Support unemployed residents back into work		F1.2A													
F2. Support economic growth and infrastructure		F2.1 Encourage and support business development and new investment in the District	F2.1A	Annual net growth in new commercial floorspace (sqm)	2,885 sqm	4,140 sqm	1,665 sqm	28,174 sqm net growth	28,174 sqm net growth Reported annually in Q4	28,174 sqm Reported annually in Q4	Net annual growth in commercial floorspace over the four year plan - 49,078 sqm net growth	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS	
		F2.1B	Total Rateable Value of businesses in the District	£67,486,786	£67,341,926	£67,234,722	£67,120,292	£75,432,537	£75,458,747	Upward trend >£75,132,472	Mike Roylance, Head of Economic Development and Growth	Dr Justin Ives, Chief Executive	E&DS		
		F2.2 Enable the delivery of housing across all tenures to meet Local Plan targets	F2.2A	Speed of decision on discharging conditions on housing applications	80%	100%	60.9%	78%	80%	76%	90% within 8-13 weeks or as agreed with the applicant	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
		F2.2B	% of planning applications determined within the statutory period	93%	98%	90.50%	83%	70.50%	80%		>90%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS	
F2.3 Influence the improvement of infrastructure to meet the demands of growth.		F2.3A	Secure new facilities and contributions through Section106 to mitigate impacts of development. Achieve all necessary highway, education, healthcare, and recreation contributions	No Q4 update for 19/20. New indicator, data will be collected from April 2020 onwards as retrospective data is not possible to collect.	94%	100%	90%	Rerported annually in Q4	Reported Annually in Q4	90%	Steffan Saunders, Head of Planning and Strategic Housing	Heidi McDougall, Strategic Director, Service Delivery	E&DS		
F3. Transforming the Council		F3.1 Provide modern ways of working that support the Council to deliver services to meet changing needs.	F3.1A	Deliver against the Transformation Action Plan	No Q4 update for 19/20. Transformation plan to report from Q1 onwards	On target	85%	On target	On target	On target	Deliver 100% against action plan	Anthony Baxter, Head of Business Change and ICT	Tracy Bingham, Strategic Director, Corporate Resources	F&M	
	F3.2 Source appropriate commercial investment opportunities for the Council	F3.2A	Develop our approach towards the commercialisation of services which include grants, sponsorship, fees and charges and operating models and increase the income generated from these activities	Preliminary discussion between Operational Services and Finance have taken place, working group and action plan not yet established					Plan approved at E&DS Committee Sep 23	An Operational Services Commercialisation Plan will be produced which will set out the aims and objectives of the commercialisation of the service for the next three years.	Gary Charlton, Head of Operational Services	Heidi McDougall, Strategic Director, Service Delivery	F&M		

Corporate Plan 2020-2024

Performance Measure Report

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: October 2023

Quarter 2, 2023-24



Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 17 Corporate measures under the key aims:

- E1. Improve the environment of the District.
- E2. Tackle climate change.
- E3 Enhance the attractiveness of South Derbyshire.
- P2. Supporting and safeguarding the most vulnerable.
- F1. Develop skills and careers.
- F2. Support economic growth and infrastructure.

Housing and Community Services Committee (H&CS) are responsible for seven corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire.
- P1. Engage with our communities.
- P2. Supporting and safeguarding the most vulnerable.

Finance and Management Committee (F&M) are responsible for 11 corporate measures under the key aims:

- P2. Supporting and safeguarding the most vulnerable.
- P3. Deliver Excellent Services.
- F3. Transforming the Council.

Housing and Community Services Committee (H&CS) are responsible for the following seven corporate measures.

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes

Priority: Our Environment

E3.2 Improve public spaces to create an environment for people to enjoy

Measure and Reference	E3.2A The number of Green Flag Awards for South Derbyshire parks	Committee	H&CS		
Definition	To measure the outcome of Green Flag inspections on parks or other green spaces within South Derbyshire.	Why this is Important	To ensure that everybody has access to attractive, green and open spaces which are appropriately managed and meet the needs of the community they serve.		
What Good Looks Like	Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024				
History of this Indicator	At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.				
2019/20 Baseline Data	Two Green Flag Parks in 2019				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	4 Green Flag Awards by 2024	Achieved	Achieved	Achieved	Achieved
2021/22	Four Green Flag Awards by 2024	Achieved	Achieved	Achieved	Achieved 3 Green Flag Awards in 2021/22
2022/23	Four Green Flag Awards by 2024	Achieved	3 Green Flag Awards	3 Green Flag Awards	3 Green Flag Awards
2023/24	Four Green Flag Awards by 2024	3 Green Flag Awards	We have successfully gained 4 Green Flag Awards for Eureka Park, Swadlincote Woods, Maurice Lea Memorial Park and Cadley Park		

Performance Overview - Quarterly Update	Actions to sustain or improve performance
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We have successfully gained 4 Green Flag Awards for Eureka Park, Swadlincote Woods, Maurice Lea Memorial Park and Cadley Park.	None.
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Priority: Our People

P1.1 Support and celebrate volunteering, community groups and the voluntary sector

Measure and Reference	P1.1A Number of new and existing Community Groups supported	Committee	H&CS		
Definition	The number of Community Groups (including Parish Councils) that are supported by the Services within the District Council.	Why this is Important	The Service offers support to Community Groups; however, this is not always recorded to gauge the level of impact on the Community		
What Good Looks Like	First year will be benchmarking and then see an increase in the numbers of groups supported.				
History of this Indicator	No historical monitoring of this indicator				
2019/20 Baseline Data	None				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Proxy	28	66	113	153
2021/22	Proxy	24	65	112	160
2022/23	Upward Trend on two year average (>157)	33	87	151	216
2023/24	Upward trend on the average over two years >157	65	135		
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
70 different organisations supported, 1st Newhall Scout Group Aston Bowls Club Aston on Trent Parish Council Barrow on Trent Parish Council Barrow on Trent Village Hall Birding for beginners Bosworth Home Care Burnaston PC Burton Sailing Club, Foremark Reservoir Castle Gresley Parish Council CFTTB of Nuneaton Jaguars American Football Club Citizens Advice Mid Mercia Coton in the Elms Parish Council Dalbury Lees Parish Council			All officers that support the community build on existing relationships and should promote their services far and wide. Word of mouth often plays a big part in advertising services.		

Derbyshire & Nottinghamshire
Entomological Group
Derbyshire Bat Group
Derbyshire Wildlife Trust
Egginton Parish Speedwatch
Egginton Church
Egginton Parish Council
Etwall Cricket Club
Etwall Parish Council
Findern Parish Council
Foston & Scropton Parish Council
Friends of Newhall Park
Goesely Community Centre
Gresley Church Community Centre (St
Georges)
Hartshorne Parish Council
Hatton Parish Council
Hilton Harriers FC
Hilton Parish Council
Hilton Youth Group
LGBT+ Collective
Lunar Mind
Melbourne Dynamo Football Club
Melbourne Parish Council
Melbourne Sports Partnership
Melbourne Swifts Table Tennis Club
Melbourne United Reform Church
Community Hall
Midway Football Club
Netherseal Parish Council
Netherseal Village Hall
Newhall Social Club
Newhall Village Hall
Newton on Solney Almshouses
Newton Solney Parish Council
Overseal Parish Council
P3 Charity Swadlincote
Repton PC
Rosliston Astronomy Group
Rosliston Parish Council
Rosliston PC
Rosliston Seales & Linton Scout Group
Sharlow Parish Council
Sharpes Pottery & Heritage Arts Trust
SHOUT Youth Club
South Derbyshire Badger Group
South Derbyshire CVS
Springfield Junior School
St Georges & St Marys Community Centre,
Church Gresley
St Matthews Community Centre Overseal
St Peters Sports Club, Netherseal
St Wystans PCC, Bretby
Stanton Village Hall
Stenson Fields Parish Council
Swad in Bloom
Swarkestone Sailability

Walton on Trent Parish Council Weston on Trent Parish Council Willington Parish Council Woodville Parish Council Youth of Hatton	
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Priority: Our People

P1.2 Help tackle anti-social behaviour & crime through strong and proportionate action

Measure and Reference	P1.2A Number of ASB interventions by type	Committee	H&CS
Definition	The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions	Why this is Important	This is intended to show the service activity around interventions and the result of the interventions.
What Good Looks Like	The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology		
History of this Indicator	No historical monitoring of this indicator		
2019/20 Baseline Data	In 2019/20 there were 2893 reports of relevant forms of Anti-social behaviour (ASB) which were received by Derbyshire Constabulary and South Derbyshire District Council and 95 formal legal interventions of the type described in the detailed methodology		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	'Moderate' or 'High'	Minimal	Minimal	Minimal	Minimal
2021/22	'Moderate' or 'High'	Moderate	Moderate	Moderate	Moderate
2022/23	'Moderate' or 'High'	Moderate	Moderate	'Moderate' performance	'Moderate'
2023/24	Performance to be rated as 'High' or 'Moderate'	'Moderate' performance	'Moderate' performance		

<p>Performance Overview - Quarterly Update</p> <p>ASB reports to the Police to the end of August in 2023/24 are 26% lower than in the same period in 2018/19. ASB reports to the Council to the end of August in 2023/24 are 25% higher than in the same period in 2018/19. Overall, the number of ASB reports to both the Police and the Council to the end of August in 2023/24 are 9% lower than in the same period in</p>	<p>Actions to sustain or improve performance.</p> <p>A new PSPO in Swadlincote town centre has enabled the Councils Community Safety Enforcement Officers to have a tangible impact on town centre ASB. In particular, this has focused over the summer months in constructively and assertively dealing with the behaviour of youths in the town centre.</p>
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2018/19 (1,433 in 2018/19, 1,310 in 2023/24)	
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Priority: Our People

P2.1 With partners encourage independent living and keep residents healthy and happy in their homes.

Measure and Reference	P2.1A Number of households prevented from Homelessness	Committee	H&CS
Definition	The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved.	Why this is Important	To demonstrate the effectiveness of the Councils services in preventing homelessness from occurring.
What Good Looks Like	Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless.		
History of this Indicator	This is a new performance indicator which is guided by the Homeless Reduction Act 2017.		
2019/20 Baseline Data	During Q4 a total of 103 cases were either prevented or relieved.		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Proxy	64 cases total	127 cases	203 cases	265 cases
2021/22	Proxy	85 cases	164 cases	233 cases	261 cases
2022/23	Proxy	52 cases	79 cases	137 cases	182 cases
2023/24	Proxy Measure to show service activity	47 cases	106 cases		

Performance Overview - Quarterly Update	Actions to sustain or improve performance				
<p>Of the 85 homeless cases that were closed during Quarter 2: 74.12% were closed with the positive outcome of the client being housed.</p> <p>Please see the below table for a breakdown of which categories clients were housed in.</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="background-color: #d9e1f2;">Reason for Closure</th> <th style="background-color: #d9e1f2;">Count of Reason for Closure</th> </tr> </thead> <tbody> <tr> <td style="background-color: #ffff00;">1. Accepted a Council Stock Part VI Offer</td> <td style="text-align: right;">17</td> </tr> </tbody> </table>	Reason for Closure	Count of Reason for Closure	1. Accepted a Council Stock Part VI Offer	17	<p>Extra resource with the new Ukrainian & Asylum Tenancy Sustainment Officer.</p> <p>Weekly Temporary Accommodation Meetings to ensure timely move on from temporary accommodation into settled accommodation.</p> <p>X3 weekly Homeless Team Catch Up Meetings to</p>
Reason for Closure	Count of Reason for Closure				
1. Accepted a Council Stock Part VI Offer	17				

2. Accepted a Registered Provider VI Offer	30
5. Accepted an offer of supported Housing.	9
6. Secured Private Sector Accommodation	7
9. Contact lost	11
10. Other	7
8. Go from a Relief case to Full duty Case.	4
Total cases closed Jul - Sep	85

Total Cases Housed Apr - Sep	63
Total Cases Not Housed Apr - Sep	22

%age of cases housed	74.12%
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Total Prevented Cases Closed	42
Total Relief Cases Closed	40
Total Main Duty Cases Closed	3
%age prevention Cases	49.41%

The ratio of prevention to relief cases for Q1 & Q2: 51.37% Prevented cases v 48.63% Relieved cases. This supports the overall target to prevent clients from becoming homeless as opposed to relief work which focusses on supporting households in securing accommodation after they have become homeless.

The appointment of a new Temporary Ukrainian & Asylum Tenancy Sustainment Officer.

The continued use of a Temporary Accommodation Officer to support with move on from temporary accommodation.

Continued use of the Household Support Fund 4 (homelessness prevention payments for arrears, deposits and rent in advance) and (new homes furnishing fund for furniture to set up home).

Continued use of the Flexible Fund (domestic abuse monies administered by New Horizon's on behalf of the Council to support survivors of domestic abuse to re-build their lives).

Continued use of the P3 Preventing Homelessness by Supporting Mental Health Officers to support those suffering with mental health who are threatened with homelessness or with move on

discuss complex cases.

Additional resource / funds have been requested as part of the Pre-Tenancy Budget Setting for 24/25.

Priority: Our People

P2.2 Promote health and wellbeing across the District

Measure and Reference	P2.2A Deliver the objectives identified in the South Derbyshire Health & Wellbeing Group	Committee	H&CS		
Definition	Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council.	Why this is Important	To support the overall health and wellbeing of South Derbyshire residents.		
What Good Looks Like	<p>Achieve project milestones: The current key themes are:</p> <ul style="list-style-type: none"> • Health inequalities between different communities are reduced. • People are supported to improve both their physical and mental wellbeing. • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence. for as long as possible, and receive the support they need at the end of their lives. • Social Connectedness – reducing social isolation and loneliness. • Supporting communities to respond to and recover from the impact of the Covid 19 pandemic. 				
History of this Indicator	No historical monitoring of this indicator				
2019/20 Baseline Data	Not applicable				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	100% of actions delivered	Action plan developed and adopted	Ongoing delivery of the action plan by partners	Ongoing delivery of the action plan by partners	Ongoing delivery of plan
2021/22	100% of actions delivered	Draft action plan to be ratified	Action Plan adopted at SDP Co ordinating Group and Board Meeting	100% of actions delivered	Delivery of Health and Wellbeing Action Plan over 2021-22
2022/23	100% of actions delivered	Action plan developed and adopted	Achieved	Ongoing delivery of the action	Delivery of Health and Wellbeing Action Plan

				plan by partners	over 2022-23
2023/24	100% of actions identified delivered	Action plan for 2023/24 in development to be adopted.	On Track - Delivery against the 5 key priorities is underway.		
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
<p>All five of the priorities are being addressed and intervention is assigned accordingly.</p> <ul style="list-style-type: none"> -Health and Wellbeing Grant applications assessed and awarded. -Get Active in The Forest Project. -South Derbyshire Walking Consortium set up and £20k funding received - Action plan devised -Exercise by Referral Delivery ongoing. <p>Breakdown of Exercise By Referral for April - Sept 23</p> <p>New Referrals - 6 In Progress Referrals - 90 Complete - 63 Number of Clients Booking an Induction-118 Number of clients attending induction - 106 Number of Clients Completing 12 weeks - 11 Total - 167</p> <p>Beat The Street - 6,365 players (12.6% of the population) Report Available on request.</p> <ul style="list-style-type: none"> - 42% of less active children became more active. - 55% of inactive adults became more active. - Improved mental wellbeing for adults. 			<p>SDDC - Health Partnership Manager now in post. DCC - Service Development Officer now recruited and in post.</p>		

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

Measure and Reference	P2.3A Deliver the Planned Maintenance Housing programme over four years	Committee	H&CS		
Definition	Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard	Why this is Important	To ensure that Council properties are being maintained through a programme of planned and contracted works		
What Good Looks Like	Deliver 100% of the planned maintenance project over four years. The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.				
History of this Indicator	No historical monitoring of this indicator; The plan will change annually subject to stock condition surveys and any other property fitness assessment.				
2019/20 Baseline Data	Not applicable				
Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	100% against the annual plan for 2020-21	35% (£ 594,406)	88.95% (£ 1,188,813)	95.6% (£ 1,783,219)	114.10% (£ 2,377,625)
2021/22	100% against the annual plan 2020-21	111.5% (£662,477.87)	105.6% (£1,255,878.14)	77.5% (£1,841,719.16)	89.1% (£2,116,365.65)
2022/23	100% against the annual budget 2022-23	18.38% (£1,927,550)	34.25% - (£660,135.65)	50.54% - £974,241 against total budget for 2022-2023.	89.29% - £1,721,162.36 against total budget for 2022-2023.
2023/24	100% spend against the planned maintenance budget	22.67% £415,879.94	49.41% £882,083 of £1,785,216 spent to the end of Q2		
Performance Overview - Quarterly Update			Actions to sustain or improve performance		
Following Q1, the asset team reviewed the profile spend for the year and made the required adjustments. The Contracts and			Overall, the outcome is on target. The budgets and profile spend to be reviewed again in November and adjusted. Regular		

Finance Officer and Asset and Improvement Manager are monitoring the spend monthly. This is shared with the team in the monthly team meeting. The profile spend will need adjusting following the first quarter.

Overall, we are on track for Q2 but some areas we are behind and aware of the reasons. Please see breakdown of budget spend -

Kitchen (inc Voids) – Budget £250,000, Spend £114,814 – overspend on voids and planned against profile. We have allowed for 19 Void Kitchens based on 2022-2023 figures. Planned programme is due to commence November 2023.

Bathroom (inc Voids and shower replacements) - Budget £87,866, Spend £50,198 – no current void bathrooms replaced, higher spend on electric shower replacements. We have allowed for 10 Void Bathrooms based on previous figure.

Roofing – Budget £215,000 Spend £174,038 – on track and works to be completed by the end of August 2023. Additional properties added and profile spend to be adjusted. A couple of properties to be completed January 2024.

Rewires (inc Voids) – Budget £384,600, Spend £90,069 – void rewires on track. Planned rewires are currently behind due to staff changes within the rewire contractor. We have met with the Director and have reassurances works will commence again in Q2. Profile spends have been adjusted and contractor to catch up over Q3, and Q4.

Electric fire/heating – Budget £0, Spend £0 – Budget reduced from £20,000-£0.

Active Fire Protection – Budget £30,000, Spend £1,156 – full review of fire alarms and emergency lighting components currently in progress. Fire alarm at Smallthorn Place requires immediate renewal. £27,000 and works booked in for 16 October 2023.

Passive Fire Protection – Budget £40,000, Spend £11,092 – new contractor procured from 25 May 2023 and now set up. Works issued to contractor and further works to be issued.

Door renewal – Budget £58,000, Spend

monthly meetings to continue with finance and all staff.

£30,857 – budget based on last year’s spend. Budget increased from £20,000 to £58,000. To be monitored closely. Note: these are reactive and front door replacements carried out through repairs.

Heating Installations – Budget £319,750, Spend £265,063 – budget reduced from £416,000 to £319,750. Boiler lifecycle changed from 15 years to 17 years.

Window renewal – Budget £50,000, Spend £3,500 – reduced from £52,8500 to £50,000.

Communal Doors – Budget £50,000, Spend £0 – reduced from £100,000 to £50,000 orders placed for intercom upgrades with contractor and scheduled for November.

Car Park – Budget £50,000 Spend £0 – no spend to date and no orders placed. In discussions over a couple of schemes. We have an estimate for three options at Hawthorn Avenue, Netherseal which range from £84,000 to £97,000 plus fees, consultation etc. This is for owner-occupier and council occupied properties.

Smoke Alarm renewal (inc Voids) – Budget £250,000, Spend £141,296 - changes to Smoke/CO Alarm Regulations came into force on 1st October 2022. We are now installing CO2 detectors to all properties that have a gas boiler. This resulted in a higher spend to date. Profile spends adjusted from £150,000 to £250,000.

Priority: Our People

P2.3 Improve the condition of housing stock and public buildings.

Measure and Reference	P2.3C Average time taken to re-let Council homes	Committee	H&CS
Definition	This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period.	Why this is Important	Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list.
What Good Looks Like	This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve 'Median Quartile' performance when benchmarked against a similar peer group.		
History of this Indicator	This is a new indicator and will report against the average time to re-let all Council homes.		
2019/20 Baseline Data	During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days.		

Reporting Year	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2020/21	Median Quartile Performance (Benchmark via Housemark)	206 days	209 days	192 days	200 days
2021/22	Median Quartile Performance (Benchmark via Housemark)	190 days	174 days	160 days	156 days
2022/23	Median Quartile Performance (Benchmark via Housemark)	183 days	183 days	189 days	169.52 days
2023/24	Median Quartile Performance (Benchmark via Housemark)	199.91 days	176.01 days		

Performance Overview - Quarterly Update	Actions to sustain or improve performance
Across Q1 and Q2, a total of 142 properties have been let, with an average void days per property of 176.01. This is an improvement from the Q1 performance of 199.91 days. If we look at Q2 in isolation, the average void days across the 85 properties let was 155.78.	• Staffing changes – a dedicated Voids Officer (trial basis) is now in post which is a change to the previous structure of

The majority of the properties have been delivered by Novus, with our additional contractor Matthews & Tannert delivering the remainder of the properties. The average void days breakdown for each contractor is as follows:

Contractor	No of properties Let	Average Void Days
M&T Void Properties	17	120.88
Novus	125	183.50
All properties	142	176.01

Whilst the average void days for Q1 and Q2 remains above target, the following should be noted:

- The level of work, and subsequent costs required to bring our properties up to the Lettable Standard continues to increase – the average void cost for properties let over this period is £3437.41 per property.
- Our voids are categorised as Major Voids (currently defined as any void costing in excess of £2,500) and Standard Voids. This means that, based on the average void cost, most of our voids would be classed as “Major”. For Q1 & Q2 for 2022/23, just 18% of voids let were classed as Major. For this year this has risen to 56.34%.
- Within their benchmarking, Housemark allows for 50% more days to turn around a major void. Whilst service PIs reflect these different void types in reporting, this corporate PI does not and looks at all properties as a whole.
- If we were to split out the average void days for this period’s lettings across the two void types, the comparison is as follows:

Total Days	23305
Total Households	136
Average days for all	176.01
Average if Major	206.73
Average if Standard	136.37

multiple Inspectors + 1 x voids admin. This is already providing a more focussed, all-round management of the void list which should realise time savings in coming weeks.

- Focus on minimising the time voids spend with the SDDC Voids team prior to being handed over to the contractor for surveying.
 - o For properties where we already hold an Asbestos Survey and no improvements are planned, properties are passed to the contractor within 5 working days.
 - o For properties where an Asbestos survey is required and no improvements are planned, properties are passed to the contractor within 10 working days.
 - o Properties which require improvement works can take from 2 weeks up to 10 weeks to hand to contractor, but this is mainly due to issues with the mains isolators stated above. Work is being done on this to improve performance here. This is a significant improvement on previous performance where properties spent an average of 51 days with the SDDC voids team previously.
- Increase in number of Pre-Void Inspections Completed – only 12% completed in 2022-23 vs 91% complete for properties void since Aug 23. Pre-Voids are an essential element of void preparation in:
 - o Identify the level of work potentially required at the

• There have been a number of high value voids let over Q1 & Q2 which, due to the level of works required, have taken longer to bring up to standard. A breakdown of properties let by void value is as follows:

Cost Between		No of Properties	Average Void Days
£0.00	£1,000	29	121.59
£1,001	£5,000	68	164.10
£5,001	£10,000	39	221.03
£10,001	£30,000	6	281.33

• Whilst it is a positive that these high value, long term voids are now available for our customers to move into, it must be noted that there will be a detrimental effect on the overall void days figures which will continue to be seen for the remainder of this financial year, due to this being a cumulative figure.

• For our properties requiring a rewire without a mains isolator, we are still experiencing delays from Western Power in fitting these. These are monitored frequently by the Improvements team and expedited where possible. Changes to the pre-void process will help identify ahead of time where mains isolators are required to allow for earlier ordering.

• Utility suppliers are also the cause of further delays with regards to exchanging of faulty gas and/or electric meters, primarily from traditional prepay meters (with a key or card) to a digital meter. Work has been done to drastically reduce this from 7 properties requiring replacement in June to just 1 as at the end of Q2. This one should be resolved in the next 2 weeks to allow this property to be let.

• Adding a second contractor, Matthews & Tannert, to complete work on our void properties has had benefits in terms of making workloads more manageable for both contractors and enabling us to resource more appropriately. Some commercial negotiations have delayed some of the properties being returned by M&T and so the average days for these properties is not where it should be. Any outstanding commercial matters have now been resolved and so far in Q3, M&T properties are on track to be returned from the contractor in a more appropriate timescale.

property to allow for effective labour planning.

- o Identification and resolution of gas and electric meters in debt.
- o Allowing for transparency with our customers about any potential recharges they may incur as a result of the condition of the property at the time of their leaving.

• Decrease in time taken to resolve meter issues by a combination of:

- Pre-void action on meters in conjunction with outgoing customer
- More effective liaison with Utility management company
- Development of procedures around temp properties by cross team working with Housing Solutions
- Development of separate void types to enable greater clarity in reporting success of process changes (i.e. contractors completing survey) and allow for future development of DLO completing voids, e.g. starting with Temp Properties

• Driving standards with new post void inspection form. The new form contains specific reference to the Lettable Standard to ensure that properties are safe and appropriate for our customers to move into. This has seen a decrease in the number of post-signup repairs reported since its introduction.

• With both our Voids contractors completing surveys, a 2-stage

checking process by SDDC has been introduced. This ensures that the financial control remains with SDDC, and all work required to make properties fit to let is instructed as part of the survey, without excessively impacting on void days.

- Continue to have weekly meetings with both contractors to ensure all parties aware of where each property is in the void process, what issues are outstanding and expected handover dates are provided for all properties by the contractor. As part of this process, the contractors are proactive in identifying possible variations to surveys during the void works and ensuring SDDC approval so that expected handover dates are not negatively impacted.

Quarter 2, 2023-2024 Service Delivery Risk Register

REF	RISK TITLE & DESCRIPTION	RISK CAUSE	RISK IMPACT	RISK CATEGORY Strategic, Resource Operational Financial Knowledge management Compliance, Partnership	Current Risk Rating (See table below for guidance)			CONTROLS IN PLACE TO MITIGATE THE RISK	Risk Rating after mitigations (See table below for guidance)			FURTHER ACTION REQUIRED	SUMMARY OF CHANGE SINCE LAST QUARTER	RISK OWNER
					LIKELIHOOD	IMPACT	RISK RATING		LIKELIHOOD	IMPACT	RISK RATING			
SD1	Loss of income to the Housing Revenue Account (HRA)	Reduction of income through the Impact of: Universal Credit (UC) (increase rent arrears) Void Properties (rent loss) Right to buy properties (rent loss)	Loss of income into the (HRA)	Financial	4	3	12	<ul style="list-style-type: none"> A revised Income Management Policy has been approved by Housing and Community Services Committee and new operational/ IT procedures implemented. New dwellings mitigate revenue lost through Right to Buy (RTB). New Builds can still be purchased under (RTB) after three years for Secure Tenancies. Daily monitoring of UC, and income management. The Housing Service has made operational changes to deal with this increase which have been subject to a successful audit review. Programme in place to reduce the void rent loss. Council House Development Group is in place. Rent Arrears have reduced from 3.05% to 2.77%. The void rent loss as a % of the rent debit has reduced from 3.68% is 3.25% Void Property work plan presented to Overview and Scrutiny Committee 4/1/23 with a further update presented to Housing and Community Services Committee on 25th April 2023 An additional contractor has been employed to increase capacity. Survey of small HRA development sites completed with options for redevelopment. Surveys of Smallthorn Place have been completed which include redevelopment and refurbishment options. Derbyshire County Council have now commenced the tender process for Careline and independent living services contracts which are currently delivered by the Council. A reduced service has been retendered for commencement in March 2024. The Council will unlikely to be in a position to bid for these contracts as either a sole or consortium provider. This will reduce the funding into the HRA from DCC by up to £300k from March 202 	4	3	12	<ul style="list-style-type: none"> Increased focus on collection of rent and other housing debt. Monitoring and review of arrears, evictions and rent loss due to voids. Council House development group to develop a pipeline of development schemes. Government Rent Increase Cap confirmed at 7%. Council members have agreed a rent increase limited to 3% The Council is undertaking its own review of the Careline and ILS service to enable a new service proposal to be made to the NHS which may attract funding to mitigate any loss. Suggested partnership approaches were included in the response to DCC as part of the soft market testing process in May 2023. These have not been accepted. Further discussions are underway with NHS although as yet no funding has been agreed. An alternative service will be presented to Councillors later in 2023. 	Rent arrears are at 2.77%. Void rent loss profit is currently up by £40k as the number of voids reduce. and the void rent loss as a % of the rent debit has reduced from 3.68% to 3.25%. The void contractor surveying with additional management checks has now been implemented. Due to lack of passed development the higher value voids that need considerable investment above the standard minor / major is currently being explored.	Head of Housing Services

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											<ul style="list-style-type: none"> Skilled and unskilled labour issues in addition to fluctuation in labour rates have affected progress towards targets in Q2. In particular this has affected. <ul style="list-style-type: none"> Plastering Floor laying Damp works <p>Novus is still actively working with local contractors however this does fluctuate due demand on labourers.</p> <ul style="list-style-type: none"> Further additional contractor capacity is being sought through procurement frameworks. A new method for the management of surveys is being considered with contractors. Options for the Construction Design Management (CDM) of the inhouse team are being pursued to allow void and other works to be done "in house". A single supplier of energy utility services (gas and electric) will be in place from January 2024 to reduce time taken to resolve meter debt and installation issues. 	<p>Single utilities supplier has been delayed, now excepted January 2024.</p> <p>Labour issues are impact on the delivery of works in particular around damp proofing, floor laying and plastering.</p>		

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											<ul style="list-style-type: none"> Area based surveys and work plans are in place. A different approach to major and minor works is being devised. 			
SD3	Safety standards	Failure to comply with basic safety standards in flats/blocks with communal areas.	Risk to property and life	Compliance	2	4	8	Housing Safety policies are now in place for: <ul style="list-style-type: none"> Fire Lift Electrical Gas Asbestos Legionella A recent Internal Audit of Housing Safety has confirmed that the systems in place provide “reasonable assurance” in this area. Contracts are in place to deliver property improvements for all aspects of property safety. Recruited an Asset and Compliance post. Agency staff in place to cover Heating, Electrical, Fire safety Project Officer Roles. Posts have been regraded through the JEQ process to assist in permanent recruitment. Fire safety checks in sheltered and communal schemes being completed by Careline Support Coordinators. Successful recruitment to Gas and Building Project Officer roles. New Tenant Satisfaction Measures include specific property safety indicators. The Council will be required to respond to forthcoming consultation with the Regulator of 	2	4	8	<ul style="list-style-type: none"> Monitoring and carrying out safety checks as per the Housing Safety Policies. Reconfiguring software (lifespan) to manage this. Full review required into software systems. Gas and Fire/Building Project Officer Roles have been filled, Project Officer Electrical was advertised for the third time. One applicant interviewed and start date 11 December 2023 agreed. Current structure is not suitable to meet the demand/workload. Full review as part of the wider Housing Services review. 	Mitigating actions have been updated to advise the Electrical Project Officer post has been recruited to start date 11 December 2023 agreed.	Head of Housing Services

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								<p>Social Housing on a new suite of “consumer standards” for housing. Current Performance against these indicators is:</p> <p>Fire – 100% - 82/82 Fire Risk Assessments to communal block and community rooms complete.</p> <p>Legionella – Risk Assessment to 74 high risk properties complete and remedial actions completed.</p> <p>Electric – 94.68% (2792/2949) have an up to date EICR, orders for remaining properties placed and in progress with contractor.</p> <p>Gas – 99.93% (2777/2779) properties have valid gas certificate. Two properties out of time currently with legal seeking an injunction to gain entry.</p> <p>Asbestos – 100% (76/76), annual asbestos management surveys carried out to communal blocks and community rooms where required.</p> <p>Lifts – 100% 3/3, Lifts at Unity Close, Pear Tree Court, and Coniston Court with service completed. (106 passenger stair lifts at domestic properties all on service programme and within time).</p>						

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SD5	Reduction in funding for Cultural and Community Services	Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service.	There is likely to be additional funding needed to replace income lost through Covid-19.	Financial	3	3	9	<ul style="list-style-type: none"> Forward budget planning over several years, to cover the medium-term- up to and including 2023/24. Approvals received for reserve spend to secure staffing initially for Active Communities. The Council receives an annual Community Safety funding allocation from the Police and Crime Commissioner (PCC) of £25,000. In December 2021, the new PCC confirmed that this level of funding will continue for a further three years. The Council receives an annual Basic Command Unit funding allocation of £35,000 from the Chief Superintendent. This annual allocation, currently with no long-term commitment. A new three-year sponsorship of the Environmental Education Project with Rolls Royce has been confirmed. Government Funding via the National leisure Recovery Fund (NLRF) for the Leisure Centres has been received. No more post covid support for leisure – working with Max associates to look at soft market testing for potential future delivery and/or negotiate potential contract extension. Active Derbyshire Partnership may help to open up other funding potentials related to Physical Activity. 	3	3	9	<ul style="list-style-type: none"> Maintain current funding contribution that the Council makes towards the Active Communities service. Continue to seek and secure relevant external funding opportunities to continued support service delivery. Monthly assessment of income and expenditure. Review reserves and potentially use to fund projects if needed. 	No change in Q2	Head of Cultural and Community Services
SD6	Ageing infrastructure at Rosliston Forestry Centre	Need to upgrade infrastructure at Rosliston Forestry Centre	Unable to deliver services at Rosliston.	Strategic	2	3	6	<ul style="list-style-type: none"> Condition survey updated as part of future procurement exercise for new contractor, informed by a wider strategic review. Focus on implementing infrastructure requirements identified in external consultant's report. Capital Programme bid successful with most projects supported. Engage tenants and keep Senior Leadership Team informed. Covid-19 pandemic has enabled an opportunity to do some minor health and safety works whilst the site was closed to the public. Vision for site to be reviewed considering the pandemic, informed by the wider climate emergency debate. New lease is now signed for 30 years with Forestry England. 	2	3	6	<ul style="list-style-type: none"> Work commenced on the delivery of capital projects. Collaboration with Head of Corporate Property on improvements to the Planned Preventative Maintenance (PPM). Regular meetings held at operational and strategic levels with Forestry England. Link with National Forest on future vision works. 	<p>New 30-year lease signed.</p> <p>The RFC consultation is now complete – collating findings report to go to committee to show results in Q3</p> <p>Continue working with National Forest</p>	Head of Cultural and Community Services

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													Company and Forestry England to help shape vision in collaboration.	
SD7	Failure to meet housing delivery targets set out in the five-year supply	Economic slowdown, material or labour shortages, supply chain issues. There has been a small decrease in housing completions during the COVID pandemic.	A loss of control of new developments and reduced likelihood of achieving the necessary section 106 contributions and the potential for developments to be approved in unsustainable locations	Strategic	4	3	12	<ul style="list-style-type: none"> Local Plan is in place which sets out the five-year supply. In August E&DS Committee approved that the local plan should have a review undertaken which will identify sufficient sites to provide an up-to-date five-year housing land supply. Active pursuit of schemes and opportunities. Increased focus on facilitating prompt commencement of development. Current five-year housing land supply rate at 6.29 years- most sites started are building at a rate above that originally anticipated such that 919 were completed in 2021/22. Despite a small reduction on the previous year the council has maintained its five-year housing land supply and a strong bounce back from COVID is already occurring. A consultation has been completed on the Issues and Options for the Local Plan Review with several sites put forward to enable a five-year housing land supply to be maintained, Support government proposals to offer flexibility in supply and delivery requirements in light of COVID-19 effects. The Housing Position Paper reported to January 26 EDS Committee confirmed a 5-year housing land supply to 6.29 years. 	2	3	6	<ul style="list-style-type: none"> Develop action plan(s) where necessary. Monitoring/review of performance ongoing. 	No change for Q2.	Head of Planning and Strategic Housing
SD9	Melbourne Sports Park	Failure to deliver against external funder requirements at the Melbourne Sports Park	MSP negatively affected by Covid-19 with no income generation for several months. Some external	Financial	2	3	6	<ul style="list-style-type: none"> Scheme to deliver additional car parking on site completed. Drainage scheme on MSP site and adjacent landowners complete. Improved rugby pitches playability should increase income generation from bar and catering. 	2	3	6	<ul style="list-style-type: none"> Regular Artificial Grass Pitch (AGP) Steering Group meetings. Matter under regular review at MSP Board meetings. 	No change in Q2	Head of Cultural and Community Services

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		(MSP). Ongoing discussions with external funders.	grants success to support this impact but not all.					<ul style="list-style-type: none"> Work on three new tennis courts completed. Improvements to third rugby pitch and training area underway. These projects will aid future viability. Development sub-committee to be re-established to look at future works/developments at the site. Council representative on the Sub-Committee. 				<ul style="list-style-type: none"> Key funder in attendance at AGP steering group meetings. MSP Board meeting business plan income targets, however close monitoring is required. 		
SD11	Tree Management	Failure to manage the Council's tree stock in line with adopted Tree Management policy.	Breach of tree policy and/or accident/incident involving trees.	Strategic	4	3	12	<ul style="list-style-type: none"> Review of approved Tree Management Policy completed. Zurich Municipal has provided support to assess the Council's risk on its Tree Policy and Strategy. A new tree policy and management plan has been agreed by committee on 17 March 2022. Unable to recruit an assistant tree officer so have gained approval to revise the structure of the Parks and Green Spaces to facilitate the flexible retirement of the current post holder and the creation of an additional tree officer (at a more senior level) to enable the sharing of knowledge and experience. 	3	3	9	<ul style="list-style-type: none"> The new Policy requires implementing and backlog of work procured and prioritised. A budget has been agreed. External support for tree inspections is being procured. Assistant tree officer appointed and is being mentored by Tree Officer Temporary support from agency to help with volume of tree work related to planning. Due to volume of workload reviewing staffing structure to ensure resourced adequately going forward. 	Additional tree officer and tree budget added in budget review process for 2023/24	Head of Cultural and Community Services

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SD12	Ageing Infrastructure at Greenbank Leisure Centre	Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment.	Unable to deliver services at Greenbank Leisure Centre	Strategic	3	3	9	<ul style="list-style-type: none"> Building condition survey is being updated and a planned preventative maintenance (PPM) programme put in place by Head of Corporate Property. Complete the necessary works identified in external consultant's report, informed by a wider strategic review (SOPM). Improvements made to pool pipework and roof. Ensure that there is sufficient capital funding to complete the necessary works and revenue funding for on-going PPM. Facility Planning Model (FPM) being undertaken to assess strategic need of leisure stock through to 2038. The FPM work above is now complete and will inform the Local Plan. Further work is being undertaken on the SOPM. Beginning work to look at future leisure provision including a replacement site for Green Bank. 	3	3	9	<ul style="list-style-type: none"> Review of the operational management and deliverability of PPM Options presented by FPM to be assessed and presented to Members in the future. Also Built Facility Strategy to be commissioned to support FPM. Working project group looking at long term options for leisure provision. Created a project working group to look at long term options for leisure centre. 	No change in Q2.	Head of Cultural and Community Services
SD15	Leisure Centres	Due to the National Lockdowns and control of coronavirus measures.	The Council's Leisure Contractor can no longer sustain its business	Strategic Financial	2	3	6	<ul style="list-style-type: none"> Application to Government for National Leisure Recovery Fund (NLRF) successful and distribution being arranged. Increase risk to leisure providers viability nationally due to rising utility costs. Pre-planning within the budget setting process and close working relationship with leisure contractor. Monthly contract meetings are taking place to track contractor financial and operational performance. 	2	3	6	<ul style="list-style-type: none"> Monthly assessment of Leisure Contractor finances and assessment of Council support through monthly contract meetings. Contingency plans are also being developed should the contractor not be able to deliver the contract at short notice. Final settlement of financial negotiations during Covid closure is complete. End of year accounts have been received from contractor. It is clear that the trading conditions have been challenging but participation is now increasing. However 	This risk can be archived because it is related to Covid-19 lockdown and the recovery grant.	Head of Cultural and Community Services

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												numbers are below pre pandemic levels. <ul style="list-style-type: none"> Energy costs have risen dramatically – impact on contractor and SDDC as part of energy bench marking – awaiting to hear on grants from Sport England to support LA with swimming pools. Continual monitoring is essential. 		
SD16	Voluntary and Community Sector	A reduction in resources for partners who deliver services for or on behalf of the Council.	Evidence that this is occurring with CVS and Citizens Advice having core funding reduced in recent years	Strategic Financial	2	3	6	<ul style="list-style-type: none"> It is considered that the Council is undertaking as much action as is reasonably possible at this stage to mitigate the risk. The Council's current grant funding has been increased in 2022/23. The Council employs a dedicated Community Partnership Officer to support the voluntary sector and local organisations. Capacity in the sector is starting to recover in light of Covid-19 and the Council is working to support the relevant organisations. 	2	3	6	<ul style="list-style-type: none"> The Council continues to work with the Voluntary and Community sector to ensure its funding delivers the Council's Corporate Plan objectives. 	No change in Q2	Head of Community and Cultural Services
SD17	Sustainable Urban Drainage features (Suds)	Failure to manage the Suds in line with national guidance.	Serious accident at a Suds feature, and / or failure of feature to prevent flooding	Operational Strategic Financial	3	4	12	<ul style="list-style-type: none"> A recent report by Alliance Consulting has highlighted risks associated with SUDs features that the Council has adopted / is due to adopt. There are potentially nine sites. The Council has a capital budget to implement the findings of the Alliance report on Council-owned sites. The Council no longer adopts SUDs as part of new developments. These are transferred to Severn Trent Water subject to them meeting appropriate standards. 	2	3	6	<ul style="list-style-type: none"> The Council has reviewed the independent SUDs report and is undertaking all reasonable and practicable actions to mitigate any risks. 	No change in Q2	Head of Community and Cultural Services

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SD18	Fluctuations in recycle prices	Failure to monitor and report fluctuations in recycle prices	An escalation in the cost of delivering the recycling service.	Operational Financial	2	3	6	<ul style="list-style-type: none"> At the time of awarding new recycling contracts in July 2021, an assessment of material prices over the last 30 months was undertaken. This showed that prices fluctuate from month to month. In assessing the bids, using the lowest material prices from the last 30 months was considered the most prudent way to budget for the service through the Medium-Term Financial Plan (MTFP), with a reserve established to bank any income over that budgeted to cover any periods where income falls below that budgeted. A quarterly update within the Revenue Monitoring Report is presented by the Head of Finance to Finance and Management Committee to allow Members to keep this under review. This position should be fully reviewed following the initial two-year period. 	2	3	6	<ul style="list-style-type: none"> Continue to report quarterly on recycle income 	No change in Q2.	Head of Operational Services
SD19	Animal welfare costs	Significant increase in dog ownership, illegal dog breeding, stray dogs and poor animal welfare	Substantial costs from animals taken into possession which have been found to be suffering. At the peak in Sept 2022 the Council had possession of approx. 190 animals.	Financial, Compliance, Partnership	4	3	12	<ul style="list-style-type: none"> Powers under s20 of the Animal Welfare Act. Mutual support agreement with RSPCA. Dog fostering scheme agreed with a dog fostering charity. No win no fee agreement with a third-party Financial Investigator to enable the Council to pursue Proceeds of Crime Act action against offenders to recover costs. Additional budget has been proposed for the 2023/24 financial year in the draft budget. 	2	3	6	<ul style="list-style-type: none"> Ongoing monitoring required of the CEH00 R4400 budget to review the effects of the existing mitigations. Prosecution files being prepared in relation to animal welfare and illegal breeding offences. Draft animal in distress policy currently out for consultation. 	The number of animals in Council possession remains similar to Q1 with 16 fostered and 5 in kennels (an increase of one in kennels from Q1.)	Head of Environmental Services
SD20	Green Homes Grant Project	Failure to deliver the volume of Green Homes Grants agreed with the project sponsors	Repayment of grant allocation to the project sponsors Loss of reputation	Strategic, Financial, Operational, Partnership	4	2	8	<ul style="list-style-type: none"> An existing project management framework is in place in accordance with the agreed Memorandum of Understanding with the project sponsors (BEIS and Midland Net Zero Hub) New contractors have been procured to increase the contractor capacity to deliver the target number of Green Homes Grants. 	2	2	4	<ul style="list-style-type: none"> Review volume and quality of delivery of newly appointed contractors. Communicate with stakeholders. 	No change in Q2	Head of Environmental Services

Risk Matrix Template

The table below outlines how the impact and likelihood of the risk is scored using the threshold and description as guidance.

1.1

Impact	Very High (4)	4	8	12	16	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td style="background-color: #FF0000; color: white; text-align: center;">12-16</td></tr> <tr><td style="background-color: #FFD700; text-align: center;">6-9</td></tr> <tr><td style="background-color: #008000; color: white; text-align: center;">1 - 4</td></tr> </table>	12-16	6-9	1 - 4
	12-16								
	6-9								
	1 - 4								
High (3)	3	6	9	12					
Medium (2)	2	4	6	8					
Low (1)	1	2	3	4					
		Remote (1)	Possible (2)	Probable (3)	Highly Probable (4)				
		Likelihood							

Impact	Thresholds and Description
1 – Low	Limited impact on service objectives if any, section objectives unlikely to be met, financial loss less than £10,000, no media attention.
2 – Medium	Slight delay in achievement of service objectives, minor injuries, financial loss over £50,000k, adverse local media attention, breaches of local procedures
3 – High	Significant threat to Council objectives. Non-statutory duties not achieved, permanent injury, financial loss over £100,000, negative national media attention, litigation expected, serious issues raised through inspection, breakdown of confidence of partners.
4 – Very high	Objectives cannot be delivered. Statutory duties not achieved, death, financial loss over £500,000 adverse national media attention, litigation almost certain, prosecutions, breaches of law, inspection highlights inadequate service, Council unable to work with partner organisation.
Likelihood	Thresholds and Description
1 – Remote	May occur only in exceptional circumstances (e.g. once in 10 years)
2 – Possible	Unlikely to occur but could at some time (e.g. once in three years)
3 – Probable (in two years)	Fairly likely to occur at some time or under certain circumstances (e.g. once in two years)
4 – Highly probable (in 12 months)	Will probably occur at some time or in most circumstances (e.g. once in 12 months)

Service Delivery Risk Matrix

The below table summarises the risk likelihood and impact for risks after controls have been put in place to mitigate the risk.

Impact	Very High (4)		SD3, SD9		
	High (3)		SD6, SD7, SD15, SD16, SD17, SD18, SD19	SD5, SD12	SD1, SD11
	Medium (2)		SD20		
	Low (1)				
		Remote (1)	Possible (2)	Probable (3)	Highly Probable (4)
		Likelihood			

SD1	Loss of income to the Housing Revenue Account (HRA)	Reduction of income through the Impact of: Universal Credit (UC) (increase rent arrears) Void Properties (rent loss) and right to buy properties (rent loss).
SD3	Safety standards	Failure to comply with basic safety standards in flats/blocks with communal areas.
SD5	Reduction in funding for Cultural and Community Services	Reduction of Council funding into Cultural and Community Services. Unable to source external funding to service.
SD6	Ageing infrastructure at Rosliston Forestry Centre	Need to upgrade Infrastructure at Rosliston Forestry Centre.
SD7	Failure to meet housing delivery targets set out in the five-year supply	Economic slowdown, material or labour shortages, supply chain issues. There has been a small decrease in housing completions during the COVID pandemic.
SD9	Melbourne Sports Park	Failure to deliver against external funder requirements at the Melbourne Sports Park (MSP). Ongoing discussions with national funders.
SD11	Tree Management	Failure to manage the Council's tree stock in line with adopted Tree Management policy.
SD12	Ageing Infrastructure at Greenbank Leisure Centre	Infrastructure at Greenbank Leisure Centre including pipework to pool and roof structure needs investment.

SD15	Leisure Centres	Due to the National Lockdowns and control of coronavirus measures.
SD16	Voluntary and Community Sector	A reduction in resources for partners who deliver services for or on behalf of the Council.
SD 17	Sustainable Urban Drainage features (Suds)	Failure to manage the Suds in line with national guidance.
SD18	Monitor fluctuations in recycle prices	Failure to monitor and report fluctuations in recycle prices.
SD19	Animal Welfare Costs	Significant increase in dog ownership, illegal dog breeding and poor animal welfare.
SD20	Green Homes Grant	Failure to deliver the volume of Green Homes Grants agreed with the project sponsors.

REPORT TO:	HOUSING & COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	16 NOVEMBER 2023	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	TENANCY SERVICES MANAGER – SALLY DAMMS sally.damms@southderbyshire.gov.uk	DOC:
SUBJECT:	REVIEW OF TENANCY STRATEGY AND TENANCY POLICY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01

1.0 Recommendations

- 1.1 That the Committee approves the draft Tenancy Strategy and Tenancy Policy for consultation with Council Tenants and other partners.
- 1.2 That final versions of both the Tenancy Strategy and Tenancy Policy are presented to this Committee at a future date after the conclusion of the consultation process.

2.0 Purpose of the Report

- 2.1 To seek Members' approval to the draft Tenancy Strategy 2023 – (at Appendix A) and draft Tenancy Policy 2023 – (at Appendix B).

3.0 Executive Summary

- 3.1 Further to the Localism Act 2011, Local Authorities have a statutory duty to publish a Tenancy Strategy. Following new and updated legislation namely the Housing and Planning Act 2016, Homelessness Reduction Act 2017 and Secure Tenancies (Victims of Domestic Abuse) Act 2018 the Tenancy Strategy and Tenancy Policy adopted by the Council in 2016 requires updating.

4.0 Detail

- 4.1 The draft Tenancy Strategy 2023 sets out the types of tenancies that can be granted, the circumstances that apply to the granting of the tenancy type and how a tenancy will be bought to an end.
- 4.2 The draft Tenancy Strategy 2023 sets out a framework/guidance for all of the District's Registered Providers (RPs). The draft Tenancy Policy 2023 is the document under which Council tenancies will be managed.
- 4.3 Reference and a process for the use of Fixed Term/Flexible Tenancies is made in both documents should Registered Providers or the Council wish to use this tenancy type in exceptional circumstances at a future date. The Councils previous Policy provided

that Flexible Tenancies would be used. The revised policy seeks to make the use of Flexible Tenancies optional rather than mandatory. It is the Council's intention to grant Introductory Tenancies and then Secure Tenancies as a matter of course.

5.0 Financial Implications

- 5.1 There are no direct financial implications for the Council. However, there could be additional administrative costs should flexible tenancies be adopted in future as a legal timescale and review process would need to be developed and implemented.

6.0 Corporate Implications

6.1 Employment Implications

None directly

6.2 Legal Implications

The Localism Act 2011 states the Council must adopt a Tenancy Strategy and must have regard to it in exercising its housing management functions. The previous policy was adopted in 2016, and stated the Council would offer Flexible Tenancies. The Council did not, offering only introductory and secure tenancies. No tenants have been prejudiced by the above non-compliance; secure tenancies provide a higher tenure. The adoption of the revised policy, excluding Flexible Tenancies, rectifies the position.

6.3 Corporate Plan Implications

The draft Tenancy Strategy 2023 contributes towards the Council's Corporate Plan which aims to:

Help tackle anti-social behaviour and crime through strong and proportionate action; Support and safeguard the most vulnerable; With partners, encourage independent living and keep residents healthy and happy in their homes.

6.4 Risk Impact

There is no direct impact on Corporate or Service Delivery Risk Registers contained within this report.

7.0 Community Impact

Consultation

- 7.1 A consultation will be undertaken on the framework set out in the draft Tenancy Strategy 2023 and draft Tenancy Policy 2023.
- 7.2 The consultation period will start on Monday 20 November and close on Monday 18 December 2023.
- 7.3 The responses and results of the consultation period will be analysed and the results presented to the Committee in early 2024.
- 7.4 The consultation will operate as follows:-

- the draft Tenancy Strategy 2023 and draft Tenancy Policy 2023 documents will be posted on the Council's website
- as appropriate for each document tenants and the Council's tenant's voice group, council staff, registered providers and housing related support providers across the District will be contacted electronically (either by email or text) advising of these documents and where appropriate their comments are invited. Contact information will include a link to the draft Tenancy Strategy and draft Tenancy Policy documents with advice to read these two documents before answering the smart survey on these documents. Wherever possible and to meet green / paper reduction, the survey will be completed electronically online
- consultation via a smart survey will open to all tenants either digitally, in person with tenants at coffee mornings and via the tenants' voice group
- where there is no access to electronic communication, the Council can send manual (paper) instructions on how to access these documents or a paper copy
- a link to the draft Tenancy Strategy 2023 and Tenancy Policy 2023 will be included in all consultation information
- responses / comments on the survey can be left as part of the Council's Smart Survey
- comments on the surveys will be checked weekly
- evaluation of comments on both documents will be made at the end of the consultation period
- feedback from the consultation: The Smart Survey system can collate comments. The comments in turn will then be grouped together for feedback and put into a report for Members.

Equality and Diversity Impact

- 7.5 An Equality Impact Assessment has been completed and is attached to this Report (at Appendix C).

Social Value Impact

- 7.6 Wherever possible the Council would like to offer safe and secure homes to its tenants with the assurance of a degree of security of tenure.

Properties will be provided with the appropriate tenure for our tenants according to their circumstances to support them to maintain their tenancies and also make the best use of council stock.

Environmental Sustainability

- 7.6 Not applicable in the context of the report.

8.0 Conclusions

- 8.1 Both the draft Tenancy Strategy 2023 and draft Tenancy Policy 2023 require updating to ensure compliance with the Council's duties under the Localism Act 2011 and subsequent legislation.

9.0 Background Papers

Tenancy Strategy and Tenancy Policy 2016
Allocations Policy 2020

Draft

Tenancy Strategy 2023

Service Area: Housing Services

Head of Service: Paul Whittingham

Date: June 2023

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Version Control

Version	Description of version	Effective Date
2.0	Draft	17 08 2023
2.0	Final	[16 11 2023]

Approvals

Approved by	Date
Housing and Community Services Committee - Draft	17 08 2023
Housing and Community Services Committee - Final	[16 11 2023]

Associated Documentation

Description of Documentation	
SDDC Tenancy Policy 2023	
SDDC Allocations Policy 2020	
SDDC Domestic Abuse Policy 2021	
Localism Act 2011	
Housing and Planning Act 2016	
Homelessness Reduction Act 2017	
Secure Tenancies (Victims of Domestic Abuse) Act 2018	



1.0 Introduction

- 1.1 The aim of the Tenancy Strategy (“Tenancy Strategy”) is to provide guidance to Registered Providers (“Registered Provider(s)”) on the type of tenancies the Council would like to see used in lettings in the South Derbyshire District Council area.
- 1.2 The Localism Act 2011 sought to expand the use of fixed term tenancies in the affordable housing sector in England. As the range of tenancy options increased, the Localism Act 2011 required local housing authorities in England to prepare and publish a ‘Tenancy Strategy’ setting out the matters to which the Registered Providers of social housing (including the Council as a provider) for its District are to have regard of in formulating policies to:
 - the type of tenancies they grant
 - the circumstances in which they will grant a tenancy of a particular kind
 - where they grant tenancies for a fixed period
 - the circumstances in which they will grant a further tenancy towards the end of an existing tenancy
- 1.3 Any Registered Provider seeking to utilise fixed term tenancies (and this also means and includes references to flexible tenancies and vice versa) will also have to publish a Tenancy Policy in order to be able to do so.
- 1.4 The original Tenancy Strategy (“Tenancy Strategy”) was adopted by the Council in 2016. As the objectives of the original strategy are the same, this new version represents a review and refresh to ensure that more recent legislation and local circumstances are updated within the previous document.
- 1.5 South Derbyshire District Council’s Housing Service will produce a Tenancy Policy setting out its own tenancy offer after the approval of the revised Tenancy Strategy.

2.0 Context

Legislative Changes

- 2.1 Since the introduction of the Localism Act 2011 other pieces of legislation have been enacted that impact on the type of tenancy that can be offered by Local Authorities and Registered Providers.



- 2.2 The **Housing and Planning Act 2016** sought to introduce fixed term tenancies for new local authority tenancies (with a small number of exceptions). By 2018 the Government stated that provision to end local authorities' powers to offer lifetime tenancies will not be enacted 'at this time.' If the Government changes this position, then a full review of the Tenancy Strategy will be required.
- 2.3 The **Homelessness Reduction Act 2017** added two new duties to the original statutory rehousing duty:
- A duty to prevent homelessness
 - A duty to relieve homelessness

The legislation extends entitlements to help, places a renewed focus on the prevention of homelessness and local joint working and has the potential to provide more client-focussed, personalised statutory homelessness services.

- 2.4 The **Secure Tenancies (Victims of Domestic Abuse) Act 2018** supports victims of domestic abuse in social housing to leave their abusive situation. The bill required local authorities when re-housing an existing lifetime social tenant or offering them a new sole tenancy in their own home, to grant a new lifetime tenancy if the local authority is satisfied that the tenant or a member of their household has been a victim of domestic abuse and the new tenancy is granted in connection with that abuse.

South Derbyshire District Council has its own Domestic Abuse Policy which came into effect in November 2021.

Local Policy

- 2.5 The Council's **Corporate Plan 2020-2024** sets out the Council's vision, values and priorities. The tenancy strategy links into one of these priorities:

Our People - Working with Communities and meeting the future needs of the District by:

- *Engaging with our Communities*
- *Supporting and Safeguarding the most Vulnerable*
- *Delivering Excellent Services.*

- 2.6 This Tenancy Strategy will provide guidance to Registered Providers with housing stock in South Derbyshire and will link into the Council's wider Strategic ambitions for housing in the District and should be read in conjunction with the Council's Housing Allocations Policy 2020 that operates within the District.



2.7 The Strategic Housing Market Assessment 2019-2028 (SHMA) identified that newly arising housing need was largely being met through the annual new supply across the District (new affordable homes plus vacancies in existing social rented stock). The main driver for the Government introducing fixed term tenancies was to increase the supply of affordable housing to those in genuine need. In South Derbyshire the relatively high level of supply reduces the need to introduce fixed term tenancies.

3.0 Overview of Housing in South Derbyshire

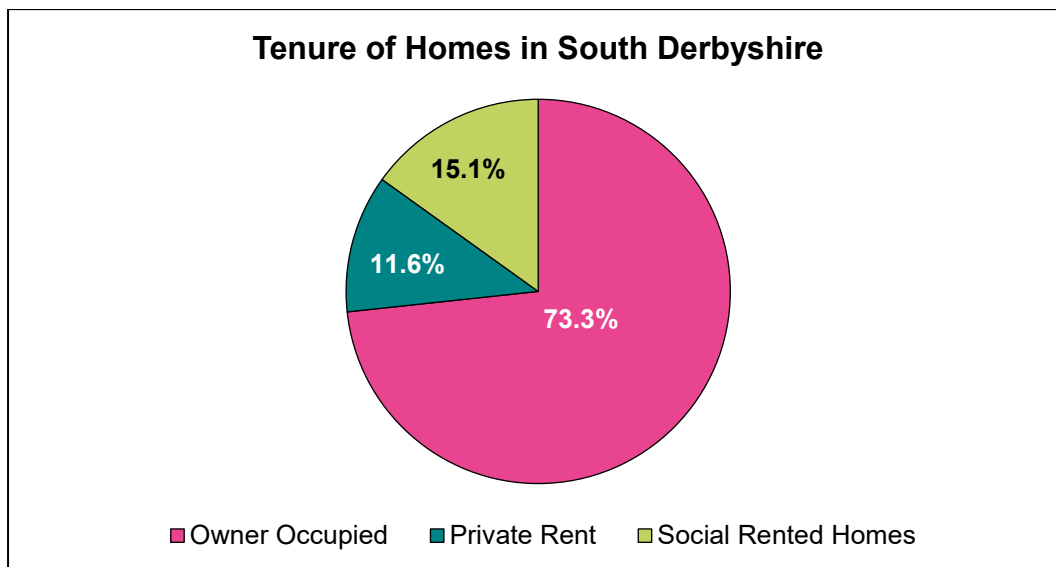
3.1 South Derbyshire is a largely rural District at the heart of the National Forest. It is one of the fastest growing areas in England with a current population of over 105,000. This is set to grow by nearly 15% between 2019 and 2028 to increase this total to over 120,000 people. The majority of people within the District live in the private sector (84.9%), with 73.8% owning their own home and 11.6% private renting. Only 15.1% of households live in social rented housing.

3.2 The table and pie chart below show the breakdown of housing by tenure types in each of the wards within South Derbyshire. There are currently 45,085 homes within the District.

Tenure of Homes in South Derbyshire

Ward Name	Owner		Social Rented				
	Occupied		Private Rent		Homes		Total
	n	%	n	%	n	%	
Aston	3,345	88.0%	211	5.6%	243	6.4%	3,799
Church Gresley	2,832	73.8%	600	15.6%	406	10.6%	3,838
Etwall	2,191	86.0%	188	7.4%	168	6.6%	2,547
Hatton	988	80.3%	118	9.6%	124	10.1%	1,230
Hilton	3,391	80.8%	564	13.4%	242	5.8%	4,197
Linton	2,113	82.7%	191	7.5%	252	9.9%	2,556
Melbourne	1,875	76.7%	321	13.1%	250	10.2%	2,446
Midway	2,859	75.1%	290	7.6%	656	17.2%	3,805
Newhall and Stanton	2,380	69.5%	437	12.8%	606	17.7%	3,423
Repton	1,751	85.3%	191	9.3%	111	5.4%	2,053
Seales	1,924	79.7%	215	8.9%	274	11.4%	2,413
Stenson	1,837	86.3%	212	10.0%	79	3.7%	2,128
Swadlincote	3,113	71.8%	548	12.6%	672	15.5%	4,333
Willington and Findern	2,576	90.0%	127	4.4%	158	5.5%	2,861
Woodville	2,958	70.8%	627	15.0%	591	14.2%	4,176
Total	36,133	73.3%	4,840	11.6%	4,832	15.1%	45,805





3.3 Affordable Housing: Over the last five years the Council have delivered new affordable housing through the following mechanisms:

- Negotiation of section 106 agreements for new housing developments.
- Supporting Registered Providers to delivery new homes with Homes England grant funding.
- Direct delivery of new Council Housing through acquisition and new build schemes on Council owned land.

3.4 Key facts about affordable homes in South Derbyshire:

- There are 4,733 social rented homes in the District (15.1% of all homes in the District).
- The Council owns 2,952 of these homes.
- Alongside the Council, there are 14 Registered Providers that have housing stock within the District of South Derbyshire.

Derwent Living	East Midlands Housing Group
Futures Housing Group	Guinness Partnership
Longhurst Group	Metropolitan Housing
Midland Heart	Midlands Rural
NCHA	Platform Housing
Riverside Housing	Sanctuary Housing
Trent & Dove	Trident Housing

- The Council works closely with its Registered Provider partners to provide affordable housing to people on the Council’s waiting list.
- The average weekly rent of a property at social rent is £78.20 for Council tenants and £85.88 for Registered Provider tenants.
- The average weekly cost of a property with rent set at affordable rent level is £98.40 (including service charges).



4.0 New Supply of Affordable Homes

- 4.1 The Council is committed to delivering new affordable homes across the District to meet newly arising need. The Strategic Housing Market Assessment (SHMA) indicates that there is a current shortfall of around 325 affordable rented homes per year which is largely being met by both new delivery and vacancies arising in existing social rented stock. The Council delivered 156 new affordable homes during 2021/2022 and are on track to deliver around 200 affordable homes by the end of the current financial year (2022/23).
- 4.2 The table below shows the numbers of affordable rented housing within each ward:

Submarket / Ward	Registered Providers and Council Stock
Derby Fringe Total	975
Aston Ward	257
Melbourne Ward	252
Repton Ward	140
Stenson Ward	77
Willington & Findern Ward	249
Northwest Fringe Total	498
Etwall Ward	207
Hatton & Hoon Ward	103
Hilton Ward	188
Swadlincote & South Fringe Total	3260
Church Gresley Ward	368
Linton Ward	258
Midway Ward	553
Newhall & Staton Ward	566
Seales Ward	253
Swadlincote Ward	655
Woodville Ward	607
TOTAL	4733



5.0 Guidance on Affordable Rents

- 5.1 Affordable housing includes social rent and affordable rent homes and ensures homes are provided to eligible households via the Council's Housing Register and Registered Provider's waiting lists to households whose needs are not met by the market.
- 5.2 Social rent homes are owned and managed by Local Authorities and Registered Providers for which formula rents are heavily influenced through the national rent regime. Social rents are typically 60-70% of market rents, whereas affordable rented homes may be as much as 80% of the local market rents.
- 5.3 Affordable rents are rents set at approximately 80% of market level rents and are intended to provide additional funding to support new build investment. All Registered Providers who have entered into development contracts with Homes England are required to charge affordable rents on newly completed schemes. Registered Providers with Homes England development contracts can also convert a proportion of their social rent re-lets to affordable rents.
- 5.4 The Council acknowledges that developments funded by Homes England grant will be delivered at affordable rent levels and that some Registered Providers will choose to convert existing socially rented homes to affordable rents when re-let. However, the Council will not support affordable rent on sites with or without Homes England funding if rent levels charged (including services charges) would be above the Local Housing Allowance levels and therefore unaffordable for tenants on low incomes.
- 5.5 Summary of the Council's position on Affordable Rent:
- Social rent is the preferred tenure for existing and new social housing in the District.
 - The Council encourages Registered Providers to use their discretion to set Affordable Rents below 80% of the market rent to ensure developments are affordable.
 - The Council does not wish to see households facing financial difficulties because their income is insufficient for their housing costs and other essential expenditure
 - The Council encourages Registered Providers to ensure that properties remain affordable for those subject to the benefit cap.
 - The Council seeks commitment from Registered Providers that a reasonable level of locally based reinvestment will result from charging Affordable Rent in the District.
 - The Council does not wish to see an area experience high concentrations of Affordable Rent conversions.

6.0 Objectives

- 6.1 The overall objective of the Tenancy Strategy is:



'To ensure that registered providers of affordable housing in South Derbyshire can use their properties as effectively as possible to provide homes for South Derbyshire residents in housing need.'

Although the preference of South Derbyshire District Council is for Registered Providers operating in the District to offer lifetime tenancies, the Council recognise that the use of fixed term/flexible tenancies can help meet the overall objective.

6.2 When utilising fixed term tenancies, the Council expects Registered Providers to:

- Help more people move on from affordable housing once they can sustain an alternative solution, such as home ownership or the private rented sector.
- Tackle under-occupation by giving local Registered Providers more opportunity to move people to smaller accommodation if they find themselves in a property that is too big for them. This will release larger properties for those that need them, including overcrowded households.
- Encourage tenants to take control of their lives by providing support when it is needed at a time of crisis but encouraging people to prepare for independence once their situation has improved by making it clear from the start of their tenancy that the arrangement is not necessarily a permanent one.

6.3 The Council is aware that Registered Providers often work across many local authority areas but where possible the Council would like to ensure all tenancy policies are transparent and so far as possible equitable to housing applicants. Registered Providers are expected to provide information and consult on their tenancy policies with both tenants and the Council.

7.0 Tenure Offer

7.1 The Council's preference is for Registered Providers to offer a **Lifetime Tenancy** to tenants. Historically, lifetime tenancies will be secure tenancies in the Council housing sector and assured tenancies in the Registered Provider sector.

7.2 The Council supports Registered Providers using **Introductory, Starter or Assured Shorthold Tenancies**. The foregoing tenancies are tenancies often for one year, which provides the tenant with a trial period. Tenants can then progress to a lifetime tenancy. These tenancies are a useful tool for landlords to address issues such as anti-social behaviour.



7.3 As an alternative to a lifetime tenancy, Registered Providers can offer a **Fixed Term/Flexible Tenancy**, if the circumstances of the case dictate that this would be the most appropriate course of action. If a Registered Provider intends to use a fixed term/flexible tenancy, it should be for a minimum period of five years. The Council believes this ensures social housing residents in South Derbyshire have a reasonable degree of security whilst also allowing Registered Providers to make best use of their stock without creating a significant administrative burden.

The Council would not support tenancies of less than five years.

7.4 The Council would not support the offer of a fixed term/flexible tenancy to vulnerable households. In these situations, a lifetime tenancy will be suitable. The Council supports this approach in cases such as, but not limited to, the following:

7.4.1 people with a long and enduring illness or condition of a serious nature and where a person's circumstances are unlikely to change.

7.4.2 older people in sheltered accommodation.

7.4.3 families with disabled children (where in the medical examiner's view a longer tenancy would provide stability).

7.4.4 people leaving care.

7.4.5 injured ex-service personnel.

7.5 Secure tenancy rights of existing housing association tenants should be protected so as not to discourage downsizing or movement within the housing association stock and cross-Borough/District mobility schemes.

7.6 In cases of domestic abuse where a tenant of social housing either flees their property or makes an application to turn their joint tenancy into a sole tenancy, the Council supports a 'like for like' approach. In all circumstances where a tenant has a lifetime tenancy, a tenancy with the same security of tenure must be offered if the Registered Provider is satisfied that the person or member of the person's household is or has been the survivor of domestic abuse carried out by another person and the Registered Provider grants a new tenancy for reasons connected with that abuse. This is in line with the Secure Tenancies (Victims of Domestic Abuse) Act 2018 and the Council expects Registered Providers to follow this approach as the legislation includes 'assured tenancies' within the definition of a 'qualifying tenancy' under the Act.

7.7 The Council supports properties being let on a **Temporary Licence** as a short-term agreement usually for no more than 12-months, which gives households experiencing homelessness the right to stay in a scheme such as hostel/supported housing until they are ready to be re-housed.



7.8 The Council supports properties being let at social and affordable rents to households on the Housing Register. The Council expects that all affordable rent properties the Council has nomination rights to, will be let to households in need, as prioritised via the Allocations Policy.

8.0 Fixed Term/Flexible Tenancy Reviews

8.1 The Council expects that those affordable Registered Providers who elect to offer Fixed Term/Flexible Tenancies clearly set out within their Tenancy Policy how they will review a fixed term/flexible tenancy.

8.2 The Council expects the tenancy review criteria will reflect South Derbyshire District Council's Allocation Policy when determining the suitability of the property.

8.3 In terms of tenancy conduct, it is important that the review of the fixed term/flexible tenancy is not used as an alternative to the usual remedies available to address breaches of tenancy. On that basis, the Council would not expect a landlord to decide not to renew a fixed term/flexible tenancy due to the way the tenant has conducted the tenancy unless formal possession action is already underway.

8.4 The Council expects tenancies will be automatically extended where one or more of the following apply:

8.4.1 The household make-up has not changed since the original allocation of the property.

8.4.2 A tenant or member of their household has a disability, substantiated by their doctor and the property has been substantially structurally adapted to meet the disability needs of that person.

8.4.3 A tenant or member of their household has a severe learning disability, substantiated by their doctor or social services.

8.4.4 A tenant is a registered foster carer for the Families and Young Persons Service and the tenancy needs to continue to enable them to perform this role.

8.5 The Council expects tenancies will not normally be extended where the property significantly does not meet the needs of the household. This may include one or more of the following:



- 8.5.1 The property is permanently under occupied by more than two-bedrooms.
- 8.5.2 The property has been substantially structurally adapted/extended or specifically built to meet the needs of a disabled tenant or member of their household who no longer resides at the property.

9.0 Termination of Fixed Term/Flexible Tenancy

- 9.1 The Council expects that tenants who have had a review of their tenancy will be given at least six (6) months' written notice that the tenancy is not to be extended. The Registered Provider must give the tenant adequate reasons in writing for the decision to end the tenancy and give information on the right to appeal.
- 9.2 Given the role of the Council in tackling homelessness, it is expected that affordable Registered Providers will allow a tenant to remain in their property at the end of the tenancy until a suitable alternative has been found. The Council expects the Registered Provider to offer advice and assistance, as well as financial support, such as rent deposit guarantee schemes, for those re-housed in the private rented sector or access to shared equity products to those interested in low-cost market housing.

10.0 Suitable accommodation at the end of a Fixed Term/Flexible Tenancy

- 10.1 The Council considers "suitable accommodation" means the following unless otherwise agreed with the tenant:
- 10.1.1 Where a tenant has children attending a local school the accommodation is within the catchment area of that school.
- 10.1.2 The accommodation meets the decent homes standard and the household will not over-occupy the property.
- 10.1.3 Where the tenant or a member of the household is a nominated carer of a relative who does not live with the carer that the accommodation is within a reasonable distance to ensure continuity of care. This includes ensuring that appropriate public transport is available if this is the current mode of transport used by the carer to visit the relative.

11.0 Appeals

- 11.1 The Registered Provider's Tenancy Policy must clearly set-out the process for the tenant to appeal a decision to terminate their tenancy. This should include:
- Advice on their right to appeal the decision and where they can seek support and assistance to help them prepare their appeal.



- The tenant should be given a minimum of 21 days to make an appeal after receipt of the Registered Provider's written decision not to extend the fixed term/flexible tenancy.
- A review should be carried out independently by a senior officer who has not been involved in the original decision.
- The senior officer should base their decision on the known facts at the time of the review. In some cases, they may need to ask the tenant for more information to help them make a decision.
- The senior officer should make a decision and write to the tenant explaining their reasons for it within 28 days of receipt of the written appeal.
- The tenant should be informed that if they are not happy with the outcome of the appeals process they will still have the right to recourse through the Courts.



Draft

Tenancy Policy 2023

Service Area: Housing Services
Head of Service: Paul Whittingham
Date: June 2023



Version Control

Version	Reason for review (review date/legislation/process changes)	Author (A) / Reviewer (R)	Effective date
1.0	Legislation Changes	Lyndsay Taylor (A)/Sally Damms (R)	31.10.2022
	Update of Tenancy Strategy 2016	Lyndsay Taylor (A)/Sally Damms (R)	31.10.2022

Approvals

Approved by (Committee/Leadership Team)	Date
Housing & Community Services Committee – Draft approval for consultation	17 08 2023
Housing & Community Services Committee – Final approval	[16 11 2023]

1.0 Content

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2.0 Introduction

2.1 The Localism Act 2011 sought to expand the use of fixed term tenancies in the affordable housing sector in England. As the range of tenancy options increased, the Localism Act 2011 required local housing authorities in England to prepare and publish a Tenancy Strategy (“Tenancy Strategy”) setting out the matters to which the Registered Providers (“Registered Providers”) of social housing (including the Council as provider) for its District are to have regard of in formulating policies to:

- the type of tenancies they grant
- the circumstances in which they will grant a tenancy of a particular kind
- where they grant tenancies for a fixed period
- the circumstances in which they will grant a further tenancy towards the end of an existing tenancy

2.2 Since the introduction of the Localism Act 2011 new legislation has been enacted that impacts on the types of tenancies that should be offered by Local Authorities and Registered Providers, namely:

- The Housing & Planning Act 2016
- The Homelessness Reduction Act 2017
- The Secure Tenancies (Victims of Domestic Abuse) Act 2018

2.3 The Tenancy Strategy 2023 is based on The Localism Act 2011 and the new legislation as described in 2.2 above to allow affordable Registered Providers more freedom to:

- Continue to grant lifetime tenancies either for all or specific household groups/property types/locations;
- Provide new tenants with a fixed term/flexible tenancy (and this also means and includes references to flexible tenancies and vice versa) where it is believed to be more appropriate than a lifetime tenancy;
- Establish the length of the fixed term tenancy to be offered;
- Develop their own Tenancy Policy setting out the criteria to be issued in determining whether to issue a new tenancy at the end of any fixed term;
- Let new build homes or re-let of existing homes under the new affordable rent tenure, which allows for affordable Registered Providers to charge higher rent levels (up to 80% of market rents).

2.4 South Derbyshire District Council’s Tenancy Strategy (agreed by the Housing and Community Services Committee in **November 2023**) has been developed within the context of the Council’s overall Corporate Plan 2020-24 and its strategic priority:

“Our People - Working with Communities and meeting the future needs of the District by:

- *Engaging with our Communities*
- *Supporting and Safeguarding the most Vulnerable*
- *Delivering Excellent Services.*

2.5 With a retained landlord function South Derbyshire District Council Housing Services has a duty to publish a Tenancy Policy which describes the types of tenancies we will offer and the way in which these tenancies will be managed.

- 2.6 The Tenancy Policy has been developed with full regard to South Derbyshire District Council's Tenancy Strategy. The policy follows the principles and objectives of the Tenancy Strategy and should be read in conjunction with it.
- 2.7 This Tenancy Policy sets out:
- The types of tenancies the Council will offer
 - The circumstances in which tenancies will be granted
 - The process for reviewing tenancies
 - How succession rights will be managed
 - The Council's approach to tenancy sustainment
- 2.8 This policy applies to all new tenancies that commence from [date to be confirmed following consultation].

3.0 Aims & Objectives

3.1 The Council will issue tenancies that are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community and the efficient use of our housing stock.

3.2 The Tenancy Policy seeks to:

- Ensure our tenants and staff are aware of the types of tenancies offered
- Ensure that all our tenancies are transparent and fair
- Aid mobility and respond to the changing needs of our tenants
- Make best use of our housing stock especially by reducing under occupation and overcrowding and ensuring adapted homes are lived in by those who need them.
- Have regard to the Council's Tenancy Strategy
- Provide all tenants with the advice and support needed to be able to manage their tenancies satisfactorily

4.0 Local Context

4.1 South Derbyshire is a largely rural District at the heart of the National Forest. It is one of the fastest growing areas in England with a current population of over 105,000. This is set to grow by nearly 15% between 2019 and 2028 to increase this total to over 120,000 people. The majority of people within the District live in the private sector (84.9%), with 73.8% owning their own home and 11.6% private renting. Only 15.1% of households live in social rented housing.

4.2 There are currently 45,085 homes within the District.

Affordable Housing

4.3 Over the last five years the Council have delivered new affordable housing through the following mechanisms:

- Negotiation of section 106 agreements for new housing developments
- Supporting Registered Providers to delivery new homes with Homes England grant funding

- Direct delivery of new Council Housing through acquisition and new build schemes on Council owned land.

4.4 Key facts about affordable homes in South Derbyshire

- There are 4,733 social rented homes in the District (15.1% of all homes in the District)
- The Council owns 2,952 of these homes
- Alongside the Council, there are 14 Registered Providers that have housing stock within the District of South Derbyshire
- The Council works closely with its Registered Provider partners to provide affordable housing to people on the Council's waiting list

5.0 Types of Tenancies to be offered

5.1 Introductory Tenancies

5.1.1 New tenants will be introductory tenants for the first year of their tenancy. Their tenancies will become fixed term or secure tenancies at the end of this period provided the introductory tenancy's conditions have not been broken.

5.1.2 All introductory tenants will receive a tenancy agreement setting out the introductory tenancy period and indicating the type of tenancy to be granted at the end of the introductory period, subject to there having been no breach of the tenancy agreement during the introductory tenancy period.

5.1.3 New tenants who are transferring from another social or affordable home, whether with the Council or another social landlord, will not normally be offered an introductory tenancy if they are a secure or assured tenant or hold a fixed term tenancy.

5.1.4 At the end of a twelve-month introductory period, the tenant will usually be granted a lifetime tenancy, or in exceptional circumstances, a fixed tenancy. Alternatively, the Council may extend the tenant's introductory period, if the Council considers that the tenant would benefit from additional time to demonstrate that they can keep to tenancy terms or to clear rent arrears.

5.1.5 An introductory tenancy may be brought to an end if the tenancy terms are broken. This includes where tenants commit crime, or anti-social behaviour, or fail to pay their rent.

5.2 Secure/Lifetime Tenancies

5.2.1 Lifetime tenancies are intended for:

5.2.1.1 All existing tenants of South Derbyshire District Council ("the Council") or those of Registered Providers who currently have a lifetime tenancy agreement.

5.2.1.2 New lettings to designated supported older person accommodation.

5.2.1.3 Tenants who have successfully completed their introductory tenancy unless the Council considers it appropriate to grant a fixed term tenancy.

5.3 Temporary Agreements

- 5.3.1 These agreements are short-term usually for no more than 12 months, which give a tenant the right to stay in a scheme such as hostel/supported or temporary housing until they are ready to be re-housed

5.4 Fixed Term Tenancies

- 5.4.1 A Fixed Term tenancy is a tenancy for a fixed period, as created under the Localism Act 2011. Although it contains many features of a secure tenancy, the main difference is that a secure tenancy can only be brought to an end by the landlord if a court order is granted, and the court considered possession reasonable. With a Fixed Term tenancy, the court must award the landlord possession as long as the fixed term has expired, the correct notices have been served and any appeal has been considered.
- 5.4.2 The Council will not grant Flexible or Fixed Term Tenancies and will grant a Secure or Lifetime Tenancy for all tenants following the successful completion of the introductory tenancy period.
- 5.4.3 Older people living in designated supported accommodation schemes will be offered secure lifetime tenancies.

6 Succession

When a tenant dies the tenancy can sometimes be passed on to another member of the family and this is known as succession. There are different succession rights in law for different types of tenancies and this is known as a statutory succession.

- 6.1 Secure Tenancies Granted before 1st April 2012.

- 6.1.1 The law allows for one statutory succession to either:

- 6.1.1.1 The deceased tenant's spouse or civil partner provided they were residing with the deceased tenant at the time of their death as their main home, *or*
- 6.1.1.2 A member of the deceased tenant's family who had been residing with the deceased tenant for twelve months prior to the tenant's death as their main home.

- 6.1.2 Family members are defined as, parents, grandparents, children (including adopted children), grandchildren, siblings, uncles, aunts, nephews and nieces and partners. The law does not allow for joint succession, so if there are a number of potential joint successors they need to choose who will take over the tenancy. If they cannot choose, the landlord is able to do so. Where the successor is not a spouse or civil partner but is a member of the family and the property is too large for them, they can be granted the tenancy of a smaller property which meets their needs.

- 6.2 Secure Tenancies Granted on or after 1st April 2012.

- 6.2.1 The law allows one statutory succession to a spouse or civil partner of the deceased tenant, who was living with them at the time of the tenant's death as their main home.

6.3 Successor is unable to remain.

6.3.1 Where the property is too large, i.e., underoccupied for the statutory successor the Council will require them to move to an alternative property which meets their needs unless their circumstances are exceptional to ensure best use of Council housing stock. Schedule 2 to the Housing Act 1985 sets out the “Grounds” on which the Council can seek to evict a secure tenant. Only a court can decide whether a particular Ground is established and whether to issue a Possession Order. The Council would consider Ground 15A of Schedule 2 (the successor Ground). The housing need will be assessed in line with the Council’s Bedroom Standard in the Allocations Policy. The statutory successor can bid for alternative properties for six months after which time if no property is selected a direct offer will be made.

6.4 Discretionary Succession.

6.4.1 In certain circumstances if the tenant dies and there has already been one statutory succession at the property, the Council may allow a person or household to remain in the property. To be eligible the applicant must:

6.4.1.1 Be a spouse or civil partner of the deceased secure tenant and have lived with them as their main home for a minimum of one year, or

6.4.1.2 Be a family member defined as; parents, grandparents, adult children, grandchildren and brothers and sisters who have lived with the deceased secure tenant as their main home for a minimum of three years.

6.4.2 Where there is more than one person living in the household who is eligible for a discretionary succession, the Council expects the household to decide who should benefit. Provided that person meets the criteria outlined here, the Council will generally respect this choice. However, the final decision will be agreed by the Council.

6.4.3 Discretionary successors will only be able to remain in the original home if it is the size needed in accordance with the Council’s Bedroom Standard in the Housing Allocation Policy. If the discretionary successor is required to move they will be able to bid for an alternative property for six months after which time one direct offer will be made

6.4.4 If appropriate a new fixed term tenancy could be considered (following the successful completion of an introductory tenancy). This may be at the original home or another property depending on the size of property needed which will be assessed under the Council’s Bedroom Standard or any equivalent standard set out in the Housing Allocation Policy. If a property other than the original home is offered the applicant will be able to bid for a period of six months after which time one direct offer will be made. Upon expiry of a fixed term tenancy a further fixed term tenancy may be offered in line with the Tenancy Policy.

7 Supporting Tenants

- 7.1 The Council is committed to ensuring that tenants are well informed about their rights, responsibilities and how to access services. Information is available on the Council's website. The Council will consult tenants on all matters relating to the management of their homes.
- 7.2 The Housing Solutions Team provides advice and assistance to tenants who wish to move home.
- 7.3 Support for new tenants includes:
- 7.3.1 Information at the outset on what is expected of a tenant throughout their tenancy. For fixed term tenancies this will include information on when a new tenancy will be offered.
- 7.3.2 Visits to introductory tenants within six weeks of the start of their tenancy to ensure they have settled into their new home and to provide more detailed information on available services.
- 7.3.3 Regular communication with Housing Officers to make agreements to pay rent and arrears.
- 7.3.4 Tenancy support, welfare benefit and debt management advice through our Tenancy Sustainment Officer.
- 7.3.5 Housing related support through our Careline Support Co-ordinators.
- 7.3.6 Close working with the Department for Work & Pensions to ensure Housing Related benefit claims are assessed and paid promptly.
- 7.3.7 Referrals to appropriate agencies for tenants with social or mental health issues to help them to live independently.
- 7.4 Ending a tenancy and seeking possession for a breach of tenancy conditions is always a last resort and is only ever considered after all available support has been offered but has been declined or failed. Much of the support detailed above is designed to provide support at an early stage and prevent eviction. Even once possession is being pursued, support will continue to be offered, tenants will be clearly advised of the processes being followed, the seriousness of the situation and their legal rights.

8 Performance and Monitoring

The following local performance indicators will be used to monitor effectiveness of this policy:

- 8.1 Number of failed Introductory Tenancies within year.

9 Roles and Responsibilities

- **Consulted:**
- **Informed:**

Responsible (<i>Service area who performs an activity or does the work</i>)	Accountable (<i>Service area which is ultimately accountable for the service being provided</i>)
<ul style="list-style-type: none"> • JOB ROLE/SERVICE AREA Housing Officer: <ul style="list-style-type: none"> • Granting of tenancies • Reviewing tenancies Tenancy Services Manager: <ul style="list-style-type: none"> • Hearing appeals • Approval of renewals if required • Complaints 	<ul style="list-style-type: none"> • JOB ROLE/SERVICE AREA Head of Housing <ul style="list-style-type: none"> • Ensuring compliance with service & corporate objectives • Complaints
Consulted (<i>Services who need to be engaged and contribute to the policy</i>)	Informed (<i>Services or stakeholders that needs to be informed of the policy</i>)
<ul style="list-style-type: none"> • JOB ROLE/SERVICE AREA Tenants Other Housing Staff outside of Tenancy Services	<ul style="list-style-type: none"> • JOB ROLE/SERVICE AREA/ STAKEHOLDER Council Staff

10.0 Sustainability Impact Assessment

Our Environment	Potentially positive impact (Y/N)	Potentially negative impact (Y/N)	No disproportionate impact (Y/N)	Sustainable Assessments findings <i>(Please utilise the guidance provided for assessment findings.)</i>
Improve the Environment of the District			Y	N/A
Tackle Climate Change			Y	N/A
Enhance the attractiveness of South Derbyshire			Y	N/A
Our People				
Engage with Communities			Y	N/A
Supporting and Safeguarding the most vulnerable	Y			Vulnerable demographics eg elderly/disabled will have security of tenure without fear of having to move from their home at the end of a tenancy
Deliver Excellent Services	Y			Provide properties at the correct tenure for our tenants according to their circumstances to support them to maintain their tenancies and also make the best use of council stock
Our Future				
Develop Skills and careers			Y	N/A
Support economic growth and infrastructure			Y	N/A
Transforming the Council			Y	N/A

11.0 Policy Review

This Tenancy Policy will be subject to regular review and any changes will be agreed by the Housing & Community Services Committee. The Tenancy Policy will be reviewed every three years or sooner if the Tenancy Strategy 2023 is amended or circumstances and legislation change significantly.

12.0 Associated Documentation

Description of Documentation	Document Reference
SDDC Tenancy Strategy 2023	
SDDC Allocations Policy 2020	
SDDC Domestic Abuse Policy 2021	
Localism Act 2011	
Housing and Planning Act 2016	
Homelessness Reduction Act 2017	
Secure Tenancies (Victims of Domestic Abuse) Act 2018	

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 08
DATE OF MEETING:	16 NOVEMBER 2023	CATEGORY:
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	JASON DHESI (ASSET AND IMPROVEMENT MANAGER) jason.dhesi@southderbyshire.gov.uk NICOL PICKLSEY (REPAIRS AND VOIDS MANAGER) nicol.picksley@southderbyshire.gov.uk	DOC:
SUBJECT:	HOUSING COMPLIANCE IN CONJUNCTION WITH NEW REGULATOR CONSUMER STANDARDS	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01

1.0 Recommendations

Members are asked to:

- 1.1 To accept the proposals outlined in the Financial Implications part of this report in order to meet key legal and regulatory requirements.
- 1.2 Seek approval from the Finance and Management Committee on 23rd November 2023 to agree the expenditure proposals outlined in this report.
- 1.3 To delegate authority to the Strategic Director - Service Delivery to procure the software and surveys recommended in this report, using an approved procurement option.

2.0 Purpose of the Report

- 2.1 The report continues to update the Committee with progress on preparing for the Regulator of Social Housing's (RSHs) white paper originally brought to this Committee's attention on 28 January 2021.
- 2.2 The report seeks to gain permission to commission a programme of continual Stock Condition and Asbestos Risk surveys.
- 2.3 Once the results of the commissioned Stock Condition and Asbestos Surveys is available, permission is sought to use the information to create new budgets with rolling programmes of associated works to remediate any findings that breach legal and/or regulatory requirements or standards, to include proactive removal and associated

costs of asbestos where the risk or condition of the asbestos containing materials (ACMs) indicates this is the best course of action.

- 2.4 The report seeks permission to procure and implement a full asset management software solution to manage the associated asset, compliance, and health and safety workstreams.
- 2.5 The report seeks permission to increase the voids budgets based on the increased number of voids being made ready to let and the increase in costs that need to be factored in for material costs, labour costs and electrical regulation changes that have increased the specifications required; and to ensure the lettable standard is met.

3.0 Executive Summary

- 3.1 Imminent changes to the RSHs Consumer Standards are tabled to come into force in April 2024. The newly proposed standards were published in July 2023 (see **Consumer Standards Consultation: Reshaping Consumer Regulation**) and clearly set out what the Regulator requires from social housing providers.
- 3.2 The standards are explicit about having current and up to date risk information at a 'property by property' level. This is to ensure homes are free from health and safety risks and disrepair. The standards also require a high level of tenant engagement and services to be tailored to their diverse needs.
- 3.3 The impact of these changes mean that the council needs asset information readily available via up-to-date stock condition and risk surveys. By doing so, it can efficiently and effectively: plan its improvement programmes; undertake urgent repairs identified; and target resources effectively, using real time information.
- 3.4 It is vital that the information collected in the risk management and stock condition surveys is held in a solution that allows it to be integrated with the existing proprietary housing management software, to meet the compliance, current health and safety legislation, best practice, and regulatory standards, that safeguard the health and safety of residents, our employees, and contractors.
- 3.5 Asbestos Safety and meeting the Decent Homes standard have already been highlighted as an area of concern by several Councils in the UK, who have recently self-referred to the Health and Safety Executive (HSE) for non-compliance. Recent internal reviews in this regard have also highlighted areas of weakness.
- 3.6 This report seeks to create solutions that safeguard the health and safety of our staff, contractors, and residents, by strengthening asset and compliance risk assurance, and mitigating the risk of breaching regulations or RSH requirements.
- 3.7 By undertaking the recommendations of this report, the Council will also be able to strategically manage its asset and compliance obligations, undertake all its planned, reactive, cyclical repair work along with its compliance checks using a risk based, data driven approach and meet all of the Decent Homes and Health and Safety Requirements set out in the RSHs Consumer Standards.
- 3.8 In order to comply it is essential that the properties that we make ready to let meet the regulatory requirements and the work is undertaken prior to the tenant moving into the property.

4.0 Detail

Regulator for Housing: Proposed Consumer Standards

- 4.1 In July 2023 the RSH published its final consultation iteration of the newly proposed Consumer Standards for the social housing sector.
- 4.2 Through the 2023 Act, government have amended the Housing and Regeneration Act 2008 to provide the RSH with powers to publish a Code of Practice that will inform the Consumer Standards. It is anticipated that the details of the final consultation will be accepted and put into full force in April 2024 (see **Consumer Standards Consultation: Reshaping Consumer Regulation**)
- 4.3 The RSH has proposed a range of what it calls 'specific expectations' which provide the basis for which the **Tenant Satisfaction Measures** (TSMs) will be rooted in. The measures require strict and robust reporting around a range of aspects such as the Stock Condition and the way data is managed, the **Decent Homes Standards**, Tenancy Management and Health, Safety and Compliance. The measures are designed to optimise the quality and safety of social housing, whilst also improving the quality of service to tenants.
- 4.4 The new proposed TSMs reiterate much of what was introduced over nearly two decades ago, however, from April 2024 the RSH will have enhanced powers to enforce against non-compliance with the standards it sets out (see TSM Technical Requirements: measures RP01 for Decent Homes p26 and BS01 -BS05 for F.L.E.G.A.L measures p29-34) .

Decent Homes Standard and Stock Condition Compliance

- 4.5 The Decent Homes standard was first implemented in 2004. The standard states that dwellings should be:
 - a. Free from Category 1 HHSRS Hazards.
 - b. Must be in a reasonable state of REPAIR.
 - c. Must have reasonably modern FACILITIES and SERVICES.
 - d. Must provide a reasonable degree of THERMAL COMFORT.
- 4.6 The Housing Health and Safety Risk System (HHSRS) consists of 29 Risk categories which includes the 'big six' compliance disciplines: Fire, Legionella, Electrical, Gas, Asbestos and Lift (F.L.E.G.A.L) Safety. The F.L.E.G.A.L compliance areas have extensive legal and regulatory frameworks associated with them, for which the Council's CEO is the Duty Holder for, and therefore must be able to demonstrate full compliance.
- 4.7 Stock Condition Surveys need to incorporate three key elements: an assessment of the condition of its key components such as the roof, walls, kitchen, bathroom; a HHSRS assessment to identify any Category 1 Hazards and an Energy Efficiency Performance Certificate (EPC) to determine if the property is at risk of excessive cold.
- 4.8 Under the regulations, if a property has a 'Category 1' hazard under the HHSRS then the house is then classed as 'non-Decent' and under the new proposed Consumer Standards, this must be reported on and as far as reasonably practicable, remediated as a matter of urgency. This information should also be used to inform capital programmes. Currently this is planned on a reactive basis, due to the lack of stock information. (In sections: 2.21; 7.21; 7.22; and 7.30 of *The Department for*

Communities and Local Government's: Decent Homes Standard, A Guide to Implementing the Decent Homes Standard: 2006)

4.9 Under Section 5, Part 1 of the Housing Act 2004 it states:

“Category 1 hazards: general duty to take enforcement action:

(1) If a local housing authority consider that a category 1 hazard exists on any residential premises, they must take the appropriate enforcement action in relation to the hazard.”

Whilst this has previously been interpreted as only applying to the private rented sector, new guidance indicates the same rules applies to social housing landlords.

4.10 Recent internal reviews of compliance and the TSMs has led to some successful process re-engineering, leading to significant improvement in some compliance workstreams, such as Electrical Compliance, which has now increased from 68-95%. However, significant investment in infrastructure is required to strengthen the work that has already commenced.

4.11 The internal risk assurance review also raised several concerns in terms of the lack of risk and stock condition survey data and the lack of systems to manage workflows.

4.12 Historically, the Council has previously relied on cloned stock condition data generated from a sample survey of 20% of its stock in 2018. However, the new Consumer standards explicitly states all stock needs to be regularly surveyed.(See Proposed Consumer Standards on: Stock Condition and Decent Homes pages 19-20). Data received from this informs capital works programmes and health and safety remedials.

4.13 There is currently no established budget for undertaking stock condition surveys. This needs to be done periodically and regularly on a rolling basis every 3 years.

4.14 Stock-condition data is not only vital to determining if homes meet the Decent Homes Standard, but it is also essential to meeting key legal and regulatory compliance requirements which are also incorporated in the HHSRS. Whilst many of these requirements require separate surveys and compliance checks one vital aspect that must be readily available to all staff, contractors and residents is Asbestos information.

Asbestos Compliance

4.15 Recent internal compliance reviews have identified a number of weaknesses in current asbestos risk assurance.

4.16 Under the Control of Asbestos Regulations (CAR2012, Regulation 4 and 5), Housing Act 2004 (Part 1, Section 5), The Health and Safety At Work Act 1974 (Part 1), The Management of Health and Safety at Work Regulations 1999 (Part 3), and Construction and Design Regulations 2015, the Council has a duty to manage, monitor and control the risk of asbestos to its tenants, employees and contractors, by holding a full Asbestos Register that records the presence, location and condition of ACMs and having a plan to monitor and manage the risk to all who are in danger of being exposed.

4.17 Regulations require The Duty Holder to keep the Asbestos Register accurate, up to date, and made available to those that are at risk of exposure.

4.18 Of its 2,950 dwellings and 409 garages, 8 Community Rooms and 85 Communal Areas, it is estimated that around 70% of housing stock contains ACMs.

- 4.19 Due to the absence of any linked compliance software to the main proprietary housing software, the council is currently holding part of its digitised risk surveys in an Asbestos Register hosted by a third party contractor and the remainder in PDF format (that can not be extracted into a register due to the image format of the document). Whilst employees have access to this information, the disparate locations and lack of a complete Asbestos Register, increase the risk of The Duty Holder not meeting their obligations under the regulations.
- 4.20 In addition to the Asbestos Register being incomplete, only a sample of housing stock has been thoroughly assessed for ACMs.
- 4.21 Whilst planned (major) works receive in depth asbestos risk surveys prior to any works within a property, reactive repairs and some contractors are currently relying on archetype information, which could lead to a breach of regulations as this doesn't provide a high level of assurance that the condition of ACMs is being captured and monitored on a property by property basis, this could increase the risk of accidental exposure and result in serious risk or harm to those that come into contact with the ACMs.
- 4.22 To provide greater risk assurance it is recommended that the remaining 70% of the Council's housing and garages are assessed to meet regulatory requirements and regularly assess the condition of the ACMs to determine any deterioration in condition.
- 4.23 The results of the Asbestos Risk Management Surveys would create a full and complete Asbestos Register, whilst also providing the data in which to create future programmes of removals and risk management through periodic monitoring

Asset Management Software - Issues

- 4.24 The strengthened RSH Consumer Standards will catalyse further than ever before, the need to operate and report using a data driven, and risk based approach to managing its assets and compliance. The requirements of the Tenant Satisfaction Measures require in depth tenant engagement and reporting, and this cannot be achieved efficiently or effectively using the current ways of working via Microsoft Teams, emails, and spreadsheets.
- 4.25 A breach of the F.L.E.G.A.L compliance disciplines could cause injury or death and result in the regulator taking action against the Council or prosecution from the Health and Safety Regulator (HSE).
- 4.26 The existing asset recording software (Lifespan) is essentially a database that doesn't link to any other systems within the Council. This is not fit for purpose and does not allow the Council to meet its obligations under the RSHs Consumer Standards under Asbestos and Decent Homes
- 4.27 There is no single version of truth for asset and compliance data. Currently, asset and compliance workstreams are managed through spreadsheets and other disparate locations such as third-party contractor portals, and individual email accounts. This means that stock condition and compliance data is inaccurate and incomplete. This makes complex case management arduous, as Officers do not have a 'single version of truth' that they can refer to, to respond to enquiries or complaints in a timely manner.
- 4.28 There is no centralised reporting. An asset management system should lead on asset components and health and safety data, then feed those into the housing management system for: customer services; [Page 67 of 207](#) management; or front-line repair teams; to

manage the workflows generated. (see TSM Technical Requirements: measures RP01 for Decent Homes p26 and BS01 -BS05 for F.L.E.G.A.L measures p29-34 for details of reporting requirements)

- 4.29 Information is not available to all stakeholders. No asset software will provide a complete solution, which is why it is vital that the preferred software supplier is able to integrate with the main housing management software system.
- 4.30 A key requirement and focus under the proposed Consumer Standards is Transparency, Influence and Accountability. It requires social landlords to be open, transparent and allow tenants access to key information, whilst also treating them with 'fairness and respect, by 'understanding the diverse needs of tenants that arise from protected characteristics' (page 24 and 25, Section 7 (SE1 and SE2) of Proposed Consumer Standards: Transparency, Influence and Accountability Standard)
- 4.31 There is no visibility or efficient use of resident information: complex cases often require a range of intervention, coordinated across a number of housing teams; such as remediating Category 1 hazards; supporting tenants with tenancy management issues; signposting to other services such as food banks, debt management or charities, whilst also having to keep accurate and contemporaneous records should legal action be required for an injunction to gain access.
- 4.32 There is a lack of automated processes. Whilst the current asset recording software and contractor portals can record results of compliance visits it has no connection or interfaces with other systems, and therefore, cannot manage the sophisticated workflows generated when Compliance, Tenancy Management Issues and / or Category 1 hazards are identified (such as repairs, improvement works or forcible entry to complete compliance checks). This is a key reporting requirement under the TSMs that currently cannot be met efficiently or effectively.
- 4.33 There is no single point of data entry. The relationship between asset information, repairs and tenancy management is symbiotic and requires inputs and outputs from each facet. Current solutions results in multiple versions of master data being double (or triple) entered into various software solutions, to meet the competing demands of the users of the data.

4.34 **Asset Management Software – Current Impact of the Issues**

(see Appendix 1 for further details of the complex workflows needed to run asset and compliance workstreams):

- a. A lack of automation means inordinate amounts of time is expended working on spreadsheets
- b. Poor data quality
- c. Real time data is not available to staff, contractors or residents on demand
- d. A huge manual effort is required to reconcile the data to the master asset register software
- e. Reports have to be manually created from multiple sources as no automated dashboards exist.

Asset Management Software – Benefits of Procuring an Asset and Compliance Software Solution

4.35 **Secure Document Management:**

- a. Certificates, photographs and relevant documentation are recorded in a central location and viewable for each v [Page 88 of 97](#) stakeholders.

4.36 **Efficiently Manage Access Processes:**

- a. Escalation processes for failed access are built in and include the generation and recoding of letters and other communication sent to residents and responsible members of staff, negating the need to manually put together legal packs when applying for a court injunction for access.

4.37 **Manage Service and Inspections Efficiently**

- a. All service and inspection visits can be recorded regardless of if the service was completed
- b. Inspections to be undertaken by Officers or DLO can be undertaken with user defined survey templates using a mobile solution.
- c. Where inspections identify follow up action, the action can be automatically created and assigned to an individual or team (workflow), and there is a full audit trail through to resolution offering full visibility to all workflows.

4.38 **Flexible Integration**

- a. Servicing and inspections have automatic two way integration with the Housing / Repairs systems. This enables sending jobs out and receiving back appointments, such as failed access, completions and certificates
- b. Where integration with Housing / Repairs may not be available a software solution can provide APIs or interfaces with other data sets of third party providers, allowing for data to be fed into the main Housing and Repairs software environment

4.39 **A Strategic View of the Data**

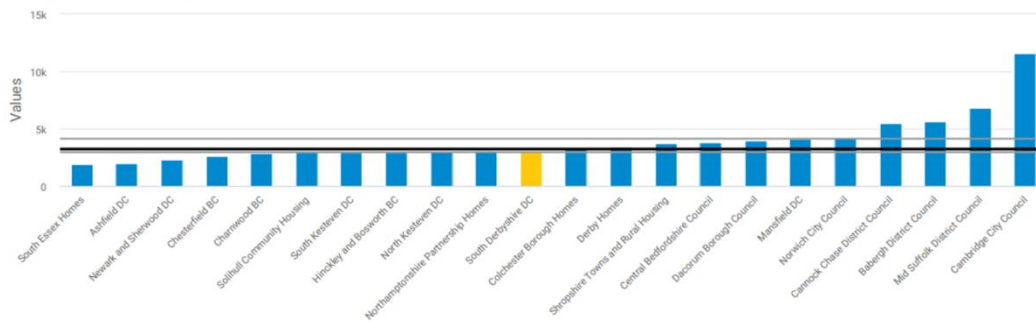
- a. A fully integrated software solution to the proprietary housing management software would provide the facility to maintain data for and report on, independent quality audits of fieldwork
- b. Information on the status of compliance under various workstreams could be visible to those that need it, both within a solution and through integrations with other third party systems
- c. A comprehensive reporting dashboard could be utilised to report to Members, the Housing Regulator, staff and residents

4.40 **Voids Budget Increase**

The budget increase is being requested for the following reasons:

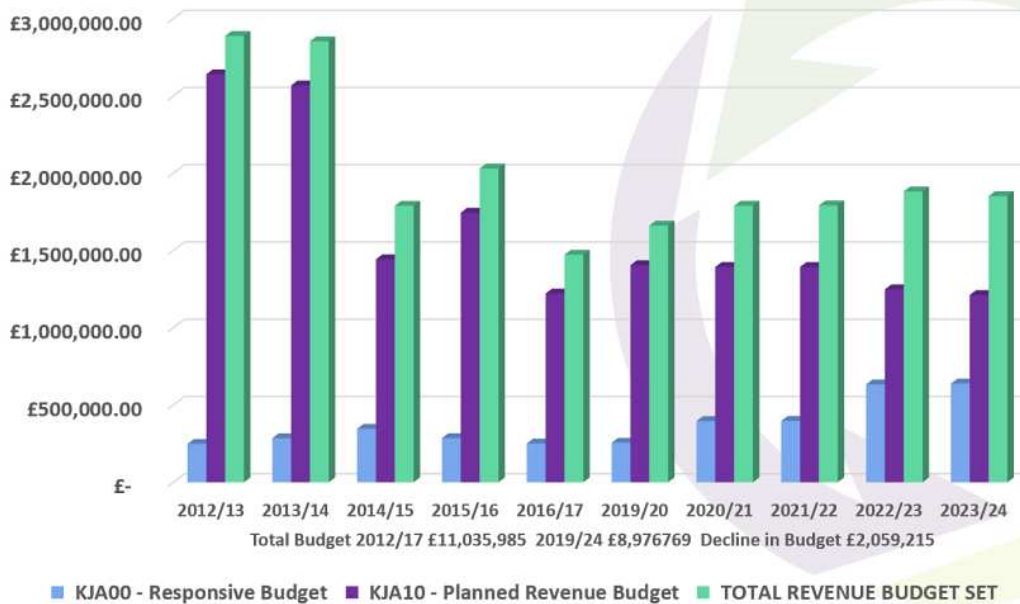
- a. For the whole of the last financial year 2022-2023 the department financially completed 128 voids. In the Q1 and Q2 of 2023-2024, 134 properties have been financially completed.
- b. The budget had been originally agreed had been based on historical figures of £2,500.00 per property with an average of 4.4 properties per week and did not allow for the backlog of void properties already in the system. Currently we are trending at 5.5 properties per week for properties becoming void.
- c. The Council's average cost excluding excessive strategic voids is £3,634.00 per property. This figure is in line with the Housemark reported void costs average of £4,162.37 for 2022-2023. Chart below extracted from Housemark report 2022-2023.

Average cost of a void repair



- d. The Revenue Budgets for planned and responsive repairs has significantly reduced, despite increased costs. The total budget between 2012-2017 was £11,035,985. The total budget between 2019-2024 was £8,976,769. A decline of £2,059,215, however as detailed in the chart below, this significantly dropped from 2013-2014. This has resulted in a significant decline of the property standards.

Revenue Comparison 2012/17 & 2019/24

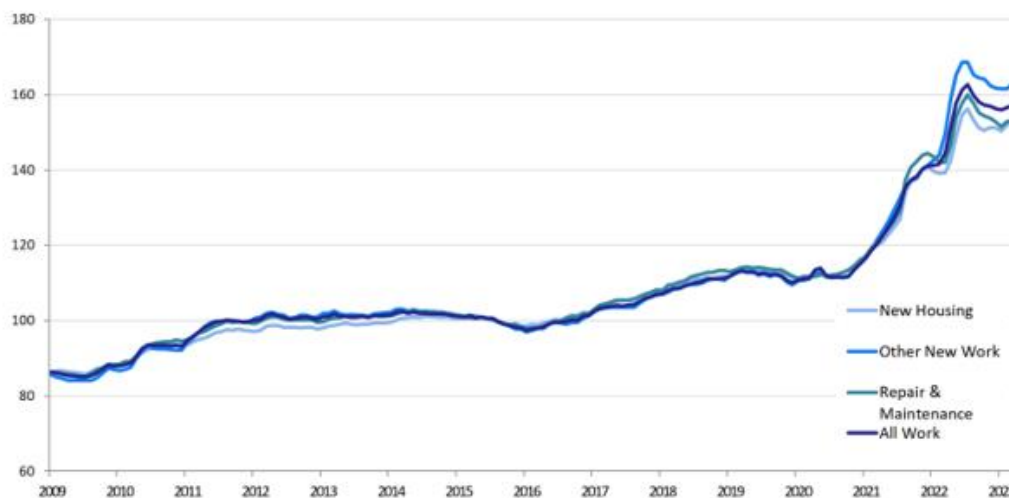


- e. The total Capital average budget between 2012–2017 was £18,778,356. The average budgets between 2019–2024 was £10,879,204. A decline of £7,899,152. This results in a significant decline of property standards and has negative effects of the decency of our homes.
- f. The removal of the planned preventive maintenance budget also puts additional pressure on the void costing.
- g. Regulatory changes to the British Standards ‘BS 7671:2018+A2:2022’ for the mains isolators and additional fire protection has resulted in a significant increase in the costs of the electrical work being undertaken in our properties. It is further impacted by changes required for managing damp and mould in our properties, following the Governments Social Housing White Paper. This is also a Category 1 hazard under the HHSRS.

- h. The budgets have remained static for the last two years despite there being 4 version code/ rate changes to the National Housing Federation (NFH) SORs (Current version is 8). During this time Novus price increases have been benched marked against Version 6.2 with manual uplifts of 8% for 2022–2023 and 10.1% for 2023-2024. Their request is inline with Version 7.2 which was current at the time of their request. For changes to contracts that use NFH SOR, it is recommended, with the introduction of the new system that current versions are used to ensure the current pricing, health and safety, regulatory changes and enhancements are also changed.
- i. Building Materials on average rose 3-5% per year. However following Brexit and the pandemic the world has seen extraordinary increases. The government has released the following information regarding material spends

Material Price Indices

Chart 2: Construction Material Price Indices, UK
Index, 2015 = 100



- The material price index for **'All Work'** increased by **8.7%** in March 2023 compared to the same month the previous year. This followed an increase of 10.6% in February 2023 compared to February 2022.
- Looking at the year-on-year changes, the **'New Housing'** price index had the greatest increase (+9.5%), whilst the **'Repair and Maintenance'** price index had the lowest increase (+7.5%).

The market has seen significantly inflated prices for the last 3 years, the market is stabilising, but has remained higher than the usual expected growth for those 3 years.

- j. The request for budget also includes the costs for 27 Maple Road, Midway, Swadlincote. This is a property had been rented to the same couple since 1974. There is historical subsidence at the property which the insurance will not cover but extensive works are needed at the property. Currently one quote has been obtained and if agreed in principle, two further quotes will be requested to ensure value for money.

5.0 Financial Implications

5.1 The additional resources required for approval are outlined in the below table:

Additional budget Requirements

Item	Revenue or	2023/24	2024/25	2025/26

	Capital			
Repairs to Void Properties	Revenue	499,000		
Planned Maintenance	Revenue	173,000		
Asbestos Surveys	Revenue	30,000	150,000	
Stock Condition Surveys	Revenue	20,000	230,000	
Implementation of Asset Software	Capital	100,000	0	0
Annual Computer Maintenance of System	Revenue	20,000	60,000	60,000
Total		842,000	440,000	60,000

- 5.2 The repairs to voids £499k is additional to the allocation of earmarked reserves approved at Finance & Management Committee in July 2023. The estimated level of additional expenditure is based on the current run rate of 5.5 properties becoming void per week, due to the trends seen in the first 2 quarters of the year. However, the run level for the previous year was 4.1 if the void levels reduce the spend required could reduce by up to £100k.
- 5.3 The planned maintenance of £173k has arisen due to the planned maintenance programme budget historically subsidising the responsive repair works required for voids. This has led to under resourcing of planned work required for asbestos removal, damp works and heating maintenance.
- 5.4 In order to commence the procurement and contracting of Asbestos Management surveys for all housing stock it is proposed that £30k be allocated for surveys to commence from January 2024 to March 2024 and £150k in the following year to expediate the process from 3 years to 1.
- 5.5 To expediate the programme of Stock Condition Surveys over a 12-month period starting from January 2024 £20k is required in 2023/24 to commence work and £230k in 2024/25 to allow for all housing stock to be assessed.
- 5.6 A complete Asset Management software solution is required to hold all of the asbestos and stock condition survey information with an estimated implantation cost of £100k and a hosting fee of £80k. The additional budget required for the hosting the system will reduce by £20K due to the decommissioning of the current asset recording software 'Lifespan', which the full Asset Management software solution will replace.
- 5.7 The additional expenditure required can be somewhat offset by the favourable position at quarter 2 from rental income due to the reduction of void properties and the HRA's share of investment income from the Councils investment portfolio.
- 5.8 Details of the predicted outturn position including the additional items of expenditure is detailed below:

	Budget	Q2 Forecast (pending FMC review)	Q2 Forecast + Additional Expenditure
Rent and Rechargeable Repairs	- 12,982,571.05	-13,118,868.21	-13,118,868.21
Interest Receivable	-96,604.20	-1,126,278.00	-1,126,278.00

Total Income	- 13,179,175.05	-14,245,146.21	-14,245,146.21
Repairs and Maintenance	3,580,001.51	4,081,168.00	4,823,168.00
Managing Tenancies	2,218,464.39	2,321,062.39	2,321,062.39
Supported Housing	729,551.54	707,968.54	707,968.54
Interest Payable	1,508,043.50	1,508,051.50	1,508,051.50
Capital and Debt Repayment	4,807,022.69	4,807,022.69	4,807,022.69
Bad Debt Provision	131,000.00	131,000.00	131,000.00
Total Expenditure	12,974,083.63	13,556,273.12	14,298,273.12

Net Operating Position	-205,091.42	-688,873.09	53,126.91
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Contingent Sums	2,439,326.00	2,439,326.00	2,439,326.00
Earmark Reserve Drawdown		-133,000.00	-133,000.00

HRA (surplus)/Deficit	2,234,234.58	1,617,452.91	2,359,452.91
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Capital		
Software replacement/upgrade	Funded from Major Repairs Reserve	£100,000.00

Reserves	HRA General Reserves	Major Repairs Reserve
Balance brought forward	-4,609,000.00	-4,986,832.00
Drawdown	2,359,452.91	100,000.00
Projected Balance March 2024	-2,249,547.09	-4,886,832.00

5.9 The additional income being achieved on the HRA will offset some of the additional revenue expenditure of £742k and will impact the budgeted position on the HRA's general reserves by £258k because of the movements for Quarter 2. The allocation of earmarked reserves for voids works of £133k will reduce the impact to the HRA's general reserve moving the deficit on the HRA for the year from £2.23m to £2.36m.

5.10 The current level of HRA general reserves is £4.6m (April 2023) this would therefore reduce by a further £125K, in addition to the budgeted deficit of £2.23m.

5.11 The costs associated with the implementation of the Asset Management software will be funded from the Major Repairs Reserve which stood at £4.99m as at April 2023.

5.12 It is important to note that budgetary could reduce dependant on the levels of voids coming onto the register and the turnaround times giving unbudgeted rental income.

6.0 Corporate Implications

Employment Implications

6.1 None

Legal Implications

6.2 Details of the legal implications can be found in the legislation noted in the background papers section.

Corporate Plan Implications

6.3 None

Risk Impact

6.4 By accepting the recommendations of this report, the Council will be ensuring employees, service users and other third parties who resort to our residential properties, community rooms and garages are safe, so far as is reasonably practicable, from the risk of harm from asbestos exposure and other Category 1 risks under the HHSRS.

7.0 Community Impact

Consultation

7.1 As the recommendations are to undertake elements that are already covered in legislation and we have a duty to comply with current regulations, consultation outside of the housing and leadership team and committee is not applicable.

Equality and Diversity Impact

7.2 There are no negative equality or diversity issues arising from this report

Social Value Impact

7.3 There are no negative social impact issues arising from this report

Environmental Sustainability

7.4 There are no negative environmental sustainability issues arising from this report

8.0 Conclusions

8.1 To meet the increasing demands of the RSH it is recommended that the Council embarks on a programme of investment in its Asset and Compliance operations.

8.2 By approving the capital budget recommendations of this report and supporting further development of other stock and compliance initiatives which will become clearer when the Council has the results from its stock condition and asbestos

management surveys, the Council will ensure that its housing stock remains, safe, legally compliant, and in a good state of repair both now and in the future.

8.3 By investing in an asset management software solution that links to the main housing management software solution, the Council can embark on using a risk based, data driven approach to strategically managing its Assets, whilst also amassing key management reporting information that can be used to demonstrate and manage all its asset and compliance obligations under the Consumer Standards, Tenant Satisfaction Measures and legal and regulatory requirements.

8.4 A software solution would also offer improved ways of working, collaboratively across all teams within housing, using real-time data that could be inputted and updated in any location, including in tenant's homes. This would significantly increase the quality of service and efficiency of operational delivery.

9.0 Appendix

9.1 **Appendix 1** details all of the components, data, and workstreams, required to manage and maintain the Council's Housing stock's asset data and compliance workstreams. These elements are intrinsically linked to the management of the HHSRS, which are predominantly remediated via Reactive Repairs and Tenancy Management.

10.0 Background Papers

Regulator for Social Housing: Consumer Standards Consultation: Reshaping Consumer Regulation, published July 2023 ([Link](#))

Regulator for Social Housing: Tenant Satisfaction Measures, Technical Requirements published April 2023 ([Link](#))

Department for Communities and Local Government: A Decent Home: Definition and Guidance for Implementation, June 2006 Update ([Link](#))

Department for Levelling Up, Housing and Communities and Ministry of Housing, Communities & Local Government Housing Health and Safety Risk System (HHSRS): Guidance for landlords and property related professionals, 26 May 2006 ([Link](#))

The risk associated with asbestos will be managed in accordance with the undernoted legislation and guides:

The Housing Act 2004 ([Link](#))

The Health and Safety at Work Act 1974 ([Link](#)).

The Construction (Design and Management) Regulations 2015 (CDM2015) ([Link](#)).

Managing Health in Construction approved HSE code of practice (L153) ([Link](#))

The Control of Asbestos Regulations 2012 (CAR12) ([Link](#)).

Health and Safety Executive approved code of practice (L143), second edition, 2013 and guides ([Link](#)).

The Management of Health and Safety Regulations 1999 ([Link](#))

Appendix 1

Asset Management Software Requirements



DATA IN/OUT- FINANCIAL

Current 'MRA Excel Spreadsheet' detailing capital works –'Key Components' Under Decent Homes

Data Subject:	Bathrooms	Electrics (Re Wires, Smokes)	Heating	Kitchens	Roofs	Windows / Doors	Planned External Maintenance
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Other Changes to Asset Value:
Reactive Repairs / Voids / Adaptations / Social Decarbonisation Fund Works /Ongoing compliance checks, cyclical maintenance

Use Case Needed:
Financial information to be extracted from various systems and sources to a single location that provides management reporting functions to allow costing analysis, identify patterns and trends and strategically plan whole asset management lifecycle
All contractors to be set up on the system so that financial information links directly to orders raised on the system this will give proper cost analysis rather than manual reconciliation of emailed orders

Asset data needs to be synchronised with the Repairs system so that operatives, contractors and staff have access to component information which will inform decision making around repairs and defect liability periods

DATA IN – Current Reconciliation With Other Data Sources

Assets – System Data Required From Other Software / Sources to keep Asset Information current and up to date

Data Subject:	Grounds Maintenance Asset Data	Sold Property Data	New Property Data		Adaptions Data	Planned and Reactive Repairs Data
Software / Data Source:	Astun GIS Software / Ad hoc additions raised via queries	RAMS / MRI Enterprise	Local Land and Property Gazetteer (LLPG) (new property address data)	Strategic Housing (property attribute data)	Disabled Facilities Grants (Capital works –attribute data and maintenance schedules)	MRI (works over certain value= Capital works /attribute data and maintenance schedules)
Data Format:	GIS Shapefiles, Excel, PDFs of maps	CSV File /Business Objects Report	CSV file	CSV / Excel / PDFs/ Word files?	CSV file	Excel File
Purpose:	Informs Maintenance Programmes for Housing Land. Such as: Planned grass cutting, street scene schedules, Planned maintenance scheduling on garage sites, Housing Land etc	Ensure sold properties are 'retired from system' Plan future works for any maintenance obligations that are agreed for post sale	Ensures all new properties contain accurate and up to date addresses LLPG UPRN can be used as the 'golden thread' a cross council data sets (will ensure ease of use of Business Objects)	Informs Maintenance Programmes and compliance scheduling works on new properties	Enable Housing Officers to allocate suitable houses post void. Enable accurate property attribute data used to plan works and gauge amount spent on property	Used as part of Right to Buy - £ spent on property Used to inform decision on Void management and planned works
Use Case Required:	Creation of Housing Maintenance Schedule of Works	Retire property and de commission any works planned.	Data Synchronisation: add / amend / delete address data	Creation of Improvement Schedules and Compliance Programmes	Data Synchronisation: add / amend / delete adaption data	Data Synchronisation: add / amend / delete repair data (inc. cost)
Frequency:	Ad hoc plus when complaints arise	As and when changes emerge	As and when changes emerge	As and when changes emerge	As and when changes emerge	As and when changes emerge

These processes are currently manually inputted into the Asset Recording Software and manually updated in every compliance excel spreadsheet and within MRI Enterprise

Data currently sits in its respective software application and isn't linked or shared with other applications

DATA IN/OUT - FLEGAL – Legal and Regularity Requirements

Compliance – System Data Required To Programme and Manage Compliance Workstreams

Data Subject:	Heating	Environment	Buildings	Buildings (SHDF) Decent Homes	Electrical	Lifts	Fire
Software / Data Source:	Outlook (email)	Outlook (email)	Sharepoint / Outlook / Excel	Outlook (email)	'Master Elec' excel asset record, contractor programmes in excel	Outlook	Outlook
Data Format:	Certs -PDF (new installs and LGSR annual checks)	Certs -PDF	Certs -PDF, MRA data manually transposed from invoices	Certs -PDF, MRA data manually transposed from invoices	Certs -PDF, asset data manually transposed into excel	Certs PDF	Certs -PDF, FRAs managed via excel
Purpose:	Record works, attribute data, and plan future schedules for: New Heating Installs Gas Safety Checks CO2 and smoke detection	Record compliance works and plan future schedules of surveying /testing and remedials for: Asbestos Management Legionella Safety Lifts (Communal areas and domestic properties)	Record works and plan future schedules for: FRAs, Fire detection and emergency lighting checks (Communal) Replacement Kitchens, Bathrooms, Windows, Roofs	Record Condition Surveys and plan future schedules	Record compliance works and plan future schedules of surveying /testing and remedials for: Re-Wire Installations Electrical Testing Smoke Detection Upgrades (LD1 And LD2)	Record Lift Inspections (LoIer??)	Record Fire Risk Data and associated test and inspections
Use Case Required:	Need 'protected characteristics data' to adapt appointments if need be. Workflow management to raise repair, inspection and tenancy management jobs. Appointment Management Solution. Record and store Compliance Reports and report on overall compliance management –dashboard. Contractors to feed results directly into the solution via existing contractor portal in MRI Repairs and Planned Maintenance						
Frequency:	Daily/Weekly/Monthly						

These compliance workstreams are managed predominantly by email and excel spreadsheets. Results are recorded across multiple systems manually. Many of the data formats are non compatible for management reporting (PDF compliance reports as opposed to CSV files). Remedial works and compliance results are not automated or linked to other systems. No overall compliance dashboards to workflow performance trackers. Risk information not readily available to Decent Home Organisation for repair Risk Assessment Planning

Compliance / survey data needs to be synchronised with the Repairs system so that operatives and contractors have access to key risk information such as asbestos risk information

DATA IN/OUT- FLEGAL

Communal Areas - Checks and Management

	Communal Areas - Checks and Management						Community Rooms
Data Subject:	Tenancy Breach	Electric	Heating	Fire Alarm	Emergency Lighting testing and servicing	Fire Door Checks	Inspections and Testing
Details:	Storing hazardous materials (e.g paint in communal cupboard)	Legal Compliance = Fire Alarms (regular tests and checks), Emergency Lighting, EICRs	testing and servicing	testing and servicing	testing and servicing	checks	Compliance checks and inspections. Repairs
What is recorded?	Incidents of tenancy breaches	Compliance results. repairs	Compliance results. repairs	Compliance results. repairs	Compliance results. repairs	Compliance results. repairs	EICRs, PAT Testing, Legionella Testing, FRAs, Room safety equipment
Purpose:	Meet Health, Safety and Compliance legal and regulatory requirements.						
Use Case Needed:	Workflow management to raise repair, inspection and tenancy management jobs. Record and store Compliance Reports and report on overall compliance management - dashboard						

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	16 NOVEMBER 2023	CATEGORY:
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	HEIDI MCDUGALL Heidi.mcdougall@southderbyshire.gov.uk	DOC:
SUBJECT:	REGULATOR OF SOCIAL HOUSING PROPOSED CONSUMER STANDARDS	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01

1.0 Recommendations

- 1.1 That the requirements of the proposed Housing Consumer Standards be noted.
- 1.2 That the Head of Housing commissions a self-assessment of the Councils services against these proposed standards to be completed by the end of December 2023 and a further report detailing the outcome of the assessment be brought back to committee.
- 1.3 That funding of £30,000 is made available to fund any regulator registration or annual fee costs.

2.0 Purpose of the Report

- 2.1 This report outlines the proposed new consumer standards for Housing Providers which are to be introduced by the regulator of Social Housing.
- 2.2 The report also outlines a proposal to do a self-assessment and provide additional resources to take this work forward.

3.0 Executive Summary

- 3.1 The Social Housing (Regulation) Act 2023 (the 2023 Act) received Royal Assent, becoming law on 20 July 2023. This gave the Regulator for Social Housing an enhanced role in regulating the provision of housing by Local Authorities and Housing Associations.
- 3.2 A fundamental part of this new consumer regulatory framework will be the introduction of a revised set of consumer standards that will set the requirements that registered providers must meet. The Regulator will seek assurance against these standards in order to deliver lasting improvements to the quality of housing and services for social housing tenants. In order to do this the Regulator states that

“These requirements must therefore make a meaningful difference to tenants be deliverable by landlords and we must be able to regulate against them for the new consumer regulation framework to be a success and strengthen the accountability of landlords to tenants in rebalancing that relationship.

3.3 The new standards are designed to meet the expectations that were set out in the government’s Social Housing White Paper: ‘The Charter for Social Housing Residents’ (the White Paper), which was reported to the Housing and Community Services Committee on 28th January 2021 and updated on 2nd February 2023.

3.4 The Proposed standards are:

- a. The Safety and Quality Standard – requires landlords to provide safe and good quality homes and landlord services to tenants.
- b. The Transparency, Influence and Accountability Standard – requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision making and hold their landlord to account.
- c. The Neighbourhood and Community Standard – requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- d. The Tenancy Standard – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

3.5 The consultation aims to understand whether the proposed consumer standards:

- cover the right areas;
- set the right expectations of landlords.
- are easy to understand for both landlords and tenants.

3.6 The Council is in support of the standards and wholeheartedly supports the Regulator in the delivery of improved services for Council tenants.

4.0 Detail

4.1 There are four standards, each has its own set of outcomes and specific expectations. The detailed expectations are attached at Appendix A, B and C. The expected outcomes are;

4.2 The Safety and Stock quality standard

- Registered providers must have an accurate, up-to-date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants
- Registered providers must ensure that tenants’ homes meet the standard set out in section five of the Government’s Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator

- When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.
- Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.
- Registered providers must assist tenants seeking housing adaptations to access appropriate services.

4.3 Transparency, Influence and Accountability Standard

- Registered providers must treat all tenants with fairness and respect.
- Registered providers must take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.
- Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered.~
- Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
- Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.
- Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

4.4 Neighbourhood and Community Standard

- Registered providers must work co-operatively with tenants], other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with their homes.
- Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.
- Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) in the neighbourhoods where they provide social housing.
- Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

4.5 Tenancy Standard

- Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants⁷ and prospective tenants into account.

- Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.
- Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.
- They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.
- Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.

4.6 The Questions asked by the Regulator are as follows.

1. Overall, do you agree that the proposed Safety and Quality Standard sets the right expectations of landlords, as set out in Chapter 6 of the consultation document?
2. Overall, do you agree that the proposed Transparency, Influence and Accountability Standard sets the right expectations of landlords, as set out in Chapter 7 of the consultation document?
3. Do you agree that the proposed Transparency, Influence and Accountability Standard accurately reflects the government's 'tenant involvement' direction to the regulator? Please state if you agree or disagree.
4. Overall, do you agree that the proposed Neighbourhood and Community Standard sets the right expectations of landlords, as set out in Chapter 8 of the consultation document? Please state if you agree or disagree.
5. Overall, do you agree that the proposed Tenancy Standard sets the right expectations of landlords, as set out in Chapter 9 of the consultation document?
6. Do you agree that the proposed Tenancy Standard accurately reflects the government's 'mutual exchange direction'?
7. The proposed Code of Practice is designed to help landlords understand how they can meet the requirements of the standards. Do you agree that the proposed Code of Practice meets this aim?
8. A draft Regulatory impact assessment has been produced to help in understanding the costs, benefits and risks of introducing a revised set of consumer standards and code of practice. Do you agree with our conclusions in the draft Regulatory impact assessment?
9. The draft Equality impact assessment looks at what effects introducing the consumer standards might have on members of groups that are protected by equality laws. Do you agree with our conclusions in the draft Equality impact assessment?

5.0 Financial Implications

- 5.1 The regulator has completed its own Regulatory Impact Assessment of the new frame work and likely costs for providers. As a landlord with over one thousand d

homes the Council is considered to be a Large Provider. The Regulator estimates that “for large providers transitional costs will be on average £1,600, or 0.002% of turnover in a single year. Overall, we judge that these costs are manageable and proportionate given the need to ensure that all tenants and providers in the sector are able to achieve the benefits of the consumer standards listed”

- 5.2 Given the above and the assumption that providers are currently meeting their requirements, the expectation is that.” registered providers of social housing would bear the full resource implications of the regulatory changes and that the number of registered providers in the future broadly remain at current levels.”
- 5.3 The Regulator has also proposed that all providers will pay a registration fee of £3000 and an annual fee of £21000 -£24000 and is seeking providers views on this separately.
- 5.4 Until such time as the Council has completed its own assessment against the proposed standards it is difficult to estimate any additional cost to the Council in complying with the standards. This will be detailed in the next report.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications contained within this report

Legal Implications

- 6.2 The Regulator will continue to carry out a four yearly “risk based” approach to inspections. As part of this they will use new tools and methods to gather additional intelligence, listening to the views of tenants to help shape their engagement with providers.
- 6.3 This will continue to be a co-regulatory approach, with councilors being responsible for meeting the regulatory standards, demonstrating to themselves, their tenants as well as us as the regulator that standards are being met. Landlords are also expected to support tenants to understand how they are performing and enable tenants to hold them to account. This approach is being tested with providers before being implemented in full.
- 6.4 The Regulator does now have a range of legal powers that can be used where a landlord has breached the standards. These powers must be used in line with the Regulators legal duty to deliver their role in a way that minimises interference in how landlords, accountable to councillors choose to deliver their services. This means that as far as is possible, consistent, transparent, accountable and proportionate decisions are made when assessing whether regulatory action may be needed, taking into account the impact of the issue and if it reflects the landlord’s overall approach. Where landlords are not meeting the standards, they will be expected to address the non-compliance promptly. The Regulator will consider how we use its powers on a case by case basis and apply the interventions most likely to bring a provider into compliance which minimise interference and are proportionate to the circumstances.
- 6.5 The 2023 Act has given the regulator additional powers to fulfil the new role. The regulator is proposing to consult on its ‘Guidance on the regulator’s

approach to intervention, enforcement and use of powers' document to reflect the new or revised powers introduced by the 2023 Act during the Autumn 2023.

- 6.6 The draft timetable for introducing the revised consumer standards is summarised below.

17 October 2023

Consumer standards consultation closes. Responses submitted after that date may not be considered.

Autumn 2023

The regulator analyses and considers consultation responses. Any drafting changes to the consumer standards documents will be made at this stage.

Early 2024

The regulator publishes a decision statement which will summarise the key areas of feedback from the consultation and set out our decision on the final form of the consumer standards, together with a final version of the regulatory documents.

April 2024

The revised consumer standards will come into force alongside our new consumer regulatory regime. It is intended that the revised consumer standards will apply to all registered providers, with effect from 1 April 2024.

Corporate Plan Implications

- 6.7 This report has a number of direct impacts on the Councils Corporate Plan
- a. Help tackle anti-social behaviour & crime through strong and proportionate action.
 - b. Supporting and safeguarding the most vulnerable
 - c. With partners encourage independent living and keep residents healthy and happy in their homes.
 - d. Improve the condition of housing stock and public buildings.
 - e. Deliver excellent services
 - f. Ensure consistency in the way the Council deals with its service users.
 - g. Have in place methods of communication that enable customers to provide and receive information.

Risk Impact

- 6.8 This report directly impacts the risk SD3 in the Service delivery Risk Register
- a. Safety standards Failure to comply with basic safety standards in flats/blocks with communal areas.

7.0 Community Impact

Consultation

- 7.1 The consultation process includes the opportunity for Council tenants to respond directly to the regulator to the questions asked. The Council have published this on the website and social media pages. The Tenants Voice group have also been asked for their comments.

Equality and Diversity Impact

- 7.2 The Housing Regulator has completed its own Equality Impact Assessment as part of the consultation process, Appendix D. That assessment concluded that “We have rigorously considered equality considerations and relevant evidence throughout the development of the proposed consumer standards. Where we have identified aspects of the current standards that might benefit from being strengthened or amended to address any potential negative equality impact, or where we have identified an opportunity to create a positive equality impact through our proposed standards, we have taken the opportunity to do so. Because of this approach, we have not identified any potential negative equality impact at this point.”

Social Value Impact

- 7.3 The provision of accessible, safe housing offers a social value benefit to the community

Environmental Sustainability

- 7.4 There are no direct environmental sustainability impacts within this report.

8.0 Conclusions

- 8.1 The Council agrees and supports the approach taken by the Regulator.
- 8.2 An assessment of the current service against the proposed standards is imperative.

9.0 Background Papers

- 9.1 Report to Housing and Community Services Committee on 28th January 2021 – Housing White Paper
- 9.2 Report to Housing and Community Services Committee on 2nd February 2023 – Tenant Satisfaction Measures and the proposed regulatory Framework



Regulator of
Social Housing

Annex 1

Proposed consumer standards

Safety and Quality Standard

Consumer standards

2023



1. Required outcomes

1.1 Stock quality

- 1.1.1 Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants¹.

1.2 Decency

- 1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.²

1.3 Health and safety

- 1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

1.4 Repairs, maintenance and planned improvements

- 1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

1.5 Adaptations

- 1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.

¹ Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

² Section 197 of the Housing and Regeneration Act 2008 Act gives the Secretary of State the power to direct the Regulator of Social Housing in relation to certain matters. Requirements set out in blue text reflect matters on which government has issued a direction to the regulator.

2. Specific expectations

2.1 Stock quality

- 2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up to date.
- 2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:
 - a) Compliance with health and safety legal requirements
 - b) Compliance with the Decent Homes Standard
 - c) Delivery of repairs, maintenance and planned improvements to stock
 - d) Allocating homes with adaptations appropriately.

2.2 Health and safety

- 2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.
- 2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.
- 2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.

2.3 Repairs, maintenance and planned improvements

- 2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily.
- 2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.
- 2.3.3 Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.
- 2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.

2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2.

2.4 Adaptations

2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.

2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is provided to tenants.

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Regulator of
Social Housing

Transparency, Influence and Accountability Standard

Consumer standards

2023



1. Required outcomes

1.1 Fairness and respect

1.1.1 Registered providers must treat all tenants³ with fairness and respect.

1.2 Diverse needs

1.2.1 Registered providers must take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.

1.3 Engagement with tenants

1.3.1 [Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered.](#)

1.4 Information about landlord services

1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

1.5 Performance information

1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

1.6 Complaints

1.6.1 Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

³ Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

2. Specific expectations

2.1 Diverse needs

2.1.1 Registered providers must use relevant information and data to:

- a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and
- b) assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.

2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.

2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.

2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.

2.2 Engagement with tenants

2.2.1 Registered providers must [give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.](#)

2.2.2 Registered providers must [assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.](#)

2.2.3 Registered providers must [provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.](#)

2.2.4 Registered providers must [support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.](#)

2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.

2.2.6 Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must:

- a) be fair and accessible
- b) provide tenants with adequate time, information and opportunities to consider and respond
- c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term
- d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.

2.3 Information about landlord services

2.3.1. Registered providers must provide tenants with information about the:

- a) available landlord services, how to access those services, and the standards of service tenants can expect
- b) standards of safety and quality tenants can expect homes and communal areas to meet
- c) rents and service charges that are payable by tenants
- d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces⁴ and neighbourhoods.

2.3.2 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.

2.3.3 Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.

2.3.4 Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.

⁴ 'Shared spaces' are those spaces used by tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.

2.4 Performance information

- 2.4.1 Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.
- 2.4.2 Registered providers must:
- a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements
 - b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and
 - c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.
- 2.4.3 In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.
- 2.4.4 Registered providers must provide tenants with information about:
- a) how they are performing in delivering landlord services and what actions they will take to improve performance where required
 - b) how they have taken tenants' views into account to improve landlord services, information and communication
 - c) how income is being spent
 - d) their directors' remuneration and management costs.

2.5 Complaints

- 2.5.1 Registered providers must ensure their approach to handling complaints is simple and accessible.
- 2.5.2 Registered providers must publicise their complaints process and what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled.
- 2.5.3 Registered providers must provide tenants with information about the type of complaints received and how they have learnt from complaints to continuously improve services.

2.6 Self-referral

- 2.6.1 Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.

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Regulator of
Social Housing

Neighbourhood and Community Standard

Consumer standards

2023



1. Required outcomes

1.1 Maintenance of shared spaces

1.1.1 Registered providers must work co-operatively with tenants⁵, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces⁶ associated with their homes.

1.2 Local cooperation

1.2.1 Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

1.3 Safer neighbourhoods

1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) in the neighbourhoods where they provide social housing.

1.4 Domestic abuse

1.4.1 Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

⁵ Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

⁶ 'Shared spaces' are those spaces used by tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.

2. Specific expectations

2.1 Maintenance of shared spaces

2.1.1 Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.

2.2 Local cooperation

2.2.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:

- a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and
- b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.

2.3 Safer neighbourhoods

2.3.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.

2.3.2 Registered providers must clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.

2.3.3 Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case.

2.3.4 Registered providers must provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.

2.3.5 Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.

2.4 Domestic abuse

2.4.1 Registered providers must have a policy for how they respond to cases of domestic abuse.

2.4.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.



Regulator of
Social Housing

Tenancy Standard

Consumer standards

2023



1. Required outcomes

1.1 Allocations and lettings

- 1.1.1 Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants⁷ and prospective tenants into account.

1.2 Tenancy sustainment and evictions

- 1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.

1.3 Tenure

- 1.3.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.
- 1.3.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

1.4 Mutual exchange

- 1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.

⁷ Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

2. Specific expectations

2.1 Allocations and lettings

- 2.1.1 Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.
- 2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.
- 2.1.3 Registered providers must develop and deliver services to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants.
- 2.1.4 Registered providers must take action to prevent and tackle tenancy fraud.
- 2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.
- 2.1.6 Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.

2.2 Tenancy sustainment and evictions

- 2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.
- 2.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.

2.3 Tenure

- 2.3.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:
 - (a) The type of tenancies they will grant.
 - (b) Where they grant tenancies for a fixed term, the length of those terms.
 - (c) The circumstances in which they will grant tenancies of a particular type.

- (d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.
- (e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.
- (f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.
- (g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.
- (h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.
- (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.

2.3.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.

2.3.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.

2.3.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.

2.3.5 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).

2.3.6 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.

2.4 Mutual exchange

- 2.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.
- 2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.
- 2.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.
- 2.4.4 Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges.

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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.



Regulator of
Social Housing

Annex 2

Consumer standards Code of Practice

July 2023

Consumer standards Code of Practice

The role of the Code of Practice

1. This Code of Practice (the Code) is designed to amplify some of the requirements in the consumer standards (the Standards) by elaborating on the content, with illustrative examples where we think they are useful. It aims to help registered providers understand what the regulator is looking for when seeking assurance from them on meeting the Standards. The Code does not elaborate on all expectations set out in the Standards, only where the regulator considers that amplification of the Standard may help registered providers understand how compliance with the Standard can be achieved. This does not indicate the relative importance of different elements of the Standards. Registered providers must comply with all of the Standards.
2. Registered providers should have regard to the Code when assessing their compliance against the Standards. In considering whether they have been met, the regulator will have regard to the Code. It is therefore important that registered providers are familiar with its content. However, it is the Standards rather than the Code that registered providers must meet.
3. The regulator adopts a co-regulatory approach to its work. It sets both economic and consumer standards designed to help it to deliver its statutory objectives. Responsibility lies with the Boards and councillors of registered providers to meet the standards. The Code fits with the co-regulatory regime by allowing registered providers to develop their own approaches to achieve the outcomes and expectations set out in the Standards. Board and councillors of registered providers should have robust mechanisms in place to provide them with assurance that their organisation complies with the Standards.
4. Examples of how registered providers might achieve compliance are not intended to be exhaustive nor prescriptive. Should a registered provider comply with the requirements of the Standards in a different manner then it is free to do so. If there are any conflicts between the Code and the Standards, the Standards take precedence.
5. The Code is structured to follow the same order of the different sections as they appear in the Standards. At the beginning of each theme in the Code, we state clearly which required outcome and specific expectations we are expanding upon.

6. Registered providers are required to comply with the Standards. This applies both where the registered provider delivers services to tenants directly and where services are delivered via other organisations. Where they contract out any landlord services to a third party, the registered provider remains responsible for complying with the Standards and should have assurance that the Standards are being met.
7. The outcomes in the Standards are interdependent as they all share a common aim of ensuring the provision of effective landlord services and quality, well-maintained and safe homes. Providers should consider that if they are unable to demonstrate compliance with one element of the Standards, this is likely to mean that there are gaps in their assurance of compliance with other requirements.
8. The Code refers to a number of documents, some of which are owned by the regulator, and some are owned by other organisations. These documents and links to them may be updated, amended and replaced from time to time, and it is the responsibility of registered providers to ensure that they comply with the latest version of these documents at any point in time.

Safety and Quality Standard

Stock quality

(Relevant to required outcome 1.1.1 and specific expectations 2.1.1 and 2.1.2)

9. Providing safe and well-maintained homes is a fundamental responsibility of all registered providers. Having a sufficiently detailed understanding of the condition of their homes at an individual property level is vital to providers being able to achieve this and helps to ensure that they comply with all applicable requirements. In achieving this outcome, private registered providers should be mindful of the regulator's requirement in the Governance and Financial Viability Standard in relation to maintaining a thorough, accurate and up to date record of their assets and liabilities.
10. Registered providers are expected to undertake regular physical assessments of both the inside and the outside of all their homes. They should assess whether their homes are:
 - safe and free from serious hazards
 - kept in good repair
 - meet relevant standards prescribed in law.
11. Registered providers should survey homes frequently enough and in sufficient depth to maintain their assurance on the quality and safety of their stock. Appropriate frequency and depth will be influenced by a range of factors, including but not limited to, property age, construction, and archetypes as well as data from complaints and reports from repairs and maintenance programmes. For some registered providers, a five-year rolling programme of stock condition surveys across all homes might be appropriate; however for some providers or for some of their stock, more frequent assessments might be needed, for example where there are high levels of responsive repair requests or recurring problems which might be indicative of wider issues.
12. Registered providers should ensure that they not only have a robust approach to assessing and recording the conditions of their homes, but they should also use information from other sources such as complaints to ensure they have a rounded view of the condition of their stock and the needs of individual tenants living in those homes. Where investment and repair requirements are identified, registered providers should have appropriate systems in place to ensure they are acted upon in an appropriate and timely manner.

Decency

(Relevant to required outcome 1.2.1)

13. Registered providers are required to comply with section 5 of the Government's Decent Homes Guidance, and should have an approach to repairs, maintenance and planned improvements which ensures that their homes are maintained to meet all criteria of the Decent Homes Standard, including being free from Category 1 hazards.
14. Registered providers' understanding of the condition of their homes should include compliance against all criteria of the Decent Homes Standard. In addition, registered providers should have an effective plan in place to ensure compliance with all criteria of the Decent Homes Standard is maintained.
15. Where a registered provider has agreed a period of non-compliance with the Decent Homes Standard with the regulator, it should ensure that it meets all applicable health and safety legal requirements for the duration of the period and should communicate the non-compliance with the Decent Homes Standard and its implications to affected tenants.

Health and safety

(Relevant to required outcome 1.3.1 and specific expectations 2.2.1 and 2.2.3)

16. As part of achieving this outcome, registered providers must ensure they understand and comply with all applicable health and safety legal requirements, including secondary legislation (in relation to, for example, gas safety, fire safety, electrical safety, water safety, lift safety, asbestos safety, smoke alarms and carbon monoxide). In ensuring compliance, registered providers are expected to have regard to appropriate statutory guidance and to meet the legal requirements relating to the role of the health and safety lead.
17. Registered providers should ensure that they maintain sufficient assurance that they meet all relevant health and safety requirements, which reflects the level of potential risk and impact on tenants. They should have a full understanding of what the data is telling them about how safe tenants are, the effectiveness of controls in place and how tenants' needs are being met.

18. As part of ensuring the wider safety of tenants in the design and delivery of landlord services, registered providers should have an effective approach to proactively identifying the risks to tenants' safety and eliminating or mitigating those risks. Examples of actions that providers may take to ensure the safety of tenants include, housing tenants together appropriately when allocating shared properties, assessing the vulnerability and risk of anti-social behaviour victims in considering what action to take, and taking into account individual tenants' safety, security and health when prioritising repairs.

Repairs, maintenance and planned improvements

(Relevant to required outcome 1.4.1 and specific expectations 2.3.3,2.3.4 and 2.3.5)

19. Registered providers are expected to have in place and comply with effective policies, procedures and processes in relation to repairs, maintenance and planned improvements that take into account tenants' views and diverse needs. This may include, for example, increasing the priority of repairs for some older tenants and where a household member is disabled, and installing extra locks and security lights for tenants experiencing domestic abuse or anti-social behaviour, in order to safeguard them.
20. Registered providers should communicate promptly with tenants about repairs, maintenance and planned improvements and keep them regularly updated on progress and how they are resolving any issues. For example, they should aim to consult affected tenants in a timely manner before the start of any planned improvement programmes, and update affected tenants if providers foresee any delays to the programme. In doing so, they should be mindful of the regulator's requirements in relation to the diverse needs of tenants.
21. In relation to communal areas, where there is an arrangement in place for a third party to manage a communal area on a registered provider's behalf, the registered provider is required to ensure that the communal area is well-maintained, and to hold the third party to account if it is not.

Adaptations

(Relevant to required outcome 1.5.1 and specific expectation 2.4.1 and 2.4.2)

22. Not all registered providers directly provide a housing adaptations service, but nonetheless they should all have a process in place to assist tenants in need of housing adaptations, which they must communicate to tenants. As part of this communication, registered providers are expected to inform tenants about the application process, and where relevant, providers should make clear any local variations to the application process that may apply. Assistance to tenants requiring a housing adaptation may take the form of, for example, providers applying for an adaptation to the relevant organisation on a tenant's behalf or establishing clear timescales with the relevant organisation providing the adaptation.
23. Where the housing adaptations service is provided by a third party, the registered provider should not unreasonably withhold permission for a housing adaptation to be installed in a tenant's home. Where the registered provider provides a housing adaptations service, they should not unreasonably refuse a tenant's request for a housing adaptation. Where a registered provider does not meet a tenant's request for a housing adaptation, the provider should consider whether it is appropriate to offer alternative measures in order to support the affected tenant.

Transparency, Influence and Accountability Standard

Fairness and respect

(Relevant to required outcome 1.1.1)

24. All tenants deserve to be treated with fairness and respect and this principle should underpin how registered providers deliver all landlord services. Registered providers should foster a strong culture throughout their organisation of fairness, courtesy and respect, where tenants are listened to and can trust their landlord. In treating tenants fairly, providers should consider how they can adapt their services and communications to meet individual tenants' needs.

Diverse needs

(Relevant to required outcome 1.2.1 and specific expectations 2.1.1., 2.1.2, 2.1.3 and 2.1.4)

25. Registered providers are expected to consider the diverse needs of their tenants across all landlord services and housing. It should be integral to the culture of the organisation. Examples of how providers can ensure fair access for tenants to landlord services may include, investigating any complaints of alleged discrimination from tenants promptly and implementing any relevant learning, providing regular equality, diversity and inclusion training for staff, Board members or councillors, and carrying out work to understand the barriers different groups of tenants might face in accessing services and working to remove those barriers.
26. Registered providers are expected to have robust information about their tenants and keep this information up to date. This should include, but not be limited to, in relation to the protected characteristics, and their support and communication needs. It is for registered providers to work with tenants to decide the most effective approach to gathering this information and keeping it up to date, and to share with tenants how they make use of the data to improve and tailor services. Some providers may gather this information via periodic face-to-face contact with tenants, for example, while others may decide to use all points of contact with tenants to request the information, where appropriate. Registered providers should explore a range of different solutions to ensure they maximise the response rate for collecting this information from tenants.
27. As part of achieving this outcome, registered providers should also use relevant information about their tenant base as a whole, in addition to information about individual tenants, to inform the design and delivery of their strategies, policies and landlord services.

28. Registered providers should regularly assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. Providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result.
29. Registered providers should make tenants aware of the different ways in which services are tailored to meet their needs. This could include, for example, by informing tenants when they report a repair that a choice of appointment time is available, or that information can be supplied in alternative formats such as pictorial and in different languages on request.
30. Registered providers should have in place an effective, simple and accessible process to enable tenants and prospective tenants to nominate a representative to act on their behalf in interactions with the landlord about landlord services, for example, in order to report a complaint on a tenant's behalf and to discuss progress of a repair or a housing application.

Engagement with tenants

(Relevant to required outcome 1.3.1 and specific expectations 2.2.1, 2.2.2., 2.2.3, 2.2.4, 2.2.5 and 2.2.6)

31. Genuine consideration of tenants' views should be at the heart of registered providers' different levels of decision-making about the delivery of landlord services. Boards and councillors of registered providers should assure themselves that tenants' views have been actively sought and considered, as part of their decision-making about their organisation's landlord services. This may include, for example, in relation to agreeing their asset management strategy, the setting of service standards, agreeing responsive repair timescales and setting performance targets for different landlord services. In addition, consideration of how to improve and tailor landlord service delivery should be an ongoing activity taking place at all levels of the organisation and across all areas of service delivery.
32. Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants.
33. Assistance that registered providers offer to tenants wishing to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services may include, for example, providing venues for meetings, administrative support, funding and training.

34. Where a registered provider is considering a change in landlord or a significant change in management arrangements, it is important that in their consultation with affected tenants they tailor their communication methods and take all reasonable steps to ensure that all affected tenants have access to and can understand the landlord's proposals. This should include tenants who may experience communication barriers, have additional support needs and are unable to use online services.
35. Consultation with tenants must be meaningful, which includes engaging with affected tenants in a range of ways. Providers should begin their consultation with affected tenants at an early stage in the process, while there is scope to influence the decision and/or outcome and should run the consultation for a sufficient amount of time to give affected tenants an equitable opportunity to consider and respond to the proposals. Registered providers should make clear any potential material impacts, positive and negative, of the proposed changes, for example, any impact on rent and service charge levels, service delivery or security of tenure. They should also set out clearly the main reasons for the changes being proposed to affected tenants. Board and councillors of registered providers should assure themselves that feedback from affected tenants has been genuinely considered in their decision-making about proposals, and the provider should demonstrate this to affected tenants.

Information about landlord services

(Relevant to required outcome 1.4.1 and specific expectations 2.3.1., 2.3.2 and 2.3.4)

36. Effective communication with tenants and the provision of clear and accessible information is at the heart of an effective tenant/landlord relationship. Registered providers should make tenants aware of the services and standards of service they provide, and the different ways in which tenants can contact their landlord.
37. Where registered providers are delivering a service directly to a tenant, they should communicate with them from the start through to the completion of that service. For example, where a tenant reports a repair to their landlord, the registered provider should keep them updated about progress of the repair on a regular and ongoing basis, particularly where there is going to be a delay in carrying out the repair, or where multiple trades and visits are required.
38. The expectation that registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers applies to all registered providers, whether they employ paid staff or not.

Performance information

(Relevant to required outcome 1.5.1 and specific expectations 2.4.2b, 2.4.3 and 2.4.4.a, 2.4.4.b and 2.4.4.d)

39. Tenants having access to reliable and accurate performance information about landlord services helps to ensure transparency and to drive effective tenant scrutiny.
40. In addition to complying with the regulator's requirement to publish their performance against the tenant satisfaction measures (TSMs) in a form required by the regulator; registered providers should, following engagement with their tenants, also consider publishing some or all TSM data at a more granular level and/or on a more frequent basis, in order to support tenant scrutiny. For example, they may report some or all TSM data separately for:
 - Entities within their group and/or
 - Specific property types such as general needs or housing for older people and/or
 - Different geographical areas
 - Specific tenant groups (relevant to the TSM tenant perception measures: TP01-TP12) such as tenants who share different protected characteristics.
41. Where a registered provider publishes TSM data in more detail as set out in paragraph 39, they should ensure, as far as possible, that they calculate and report the data in accordance with the regulator's TSM requirements. Any significant deviation from these requirements should be clearly set out alongside the reported TSM data.
42. It is important that tenants and other stakeholders are able to trust what TSM data tells them about landlords' performance. Registered providers should ensure they have adequate assurance that they comply with the regulator's TSM requirements.
43. Registered providers should be able to demonstrate that they understand their performance, including where and why performance has changed over time. They should have clear and measurable plans in place to improve performance where required and should be able to demonstrate that they are effectively delivering to those plans. When providing performance information, registered providers should consider how they can support tenants to understand the information being presented, including relevant performance improvement plans, for example, by including contextual and benchmarking information.
44. In providing information about how they have taken tenants' views into account, registered providers should be able to demonstrate any changes they have made to landlord services as a result of insight from tenants' views, including learning from complaints.

45. In providing information to tenants on directors' remuneration and management costs, registered providers should consider the regulator's note on how to calculate these costs, which can be found on our website.

Complaints

(Relevant to required outcome 1.6.1 and specific expectations 2.5.1, 2.5.2 and 2.5.3)

46. Addressing complaints fairly, effectively and promptly is essential for providers to build trust with tenants. Providers should make every effort to ensure that tenants are aware of their complaints process. Tenants should be able to raise a complaint easily and should be listened to by their landlord when they do so.
47. In addressing complaints, registered providers should ensure that they provide regular updates to affected tenants about the progress they have made to resolve the complaint fairly and the next steps they plan to take, with clear timescales.
48. In meeting this outcome, registered providers are expected to consider relevant requirements of other bodies, including those of the Housing Ombudsman and specifically their Complaint Handling Code.
49. Complaints present registered providers with valuable insight into tenants' experiences of interacting with their landlord. Registered providers should make good use of this learning in order to improve services for tenants, bringing about change at a service or organisational level where appropriate. As part of this learning, registered providers should analyse trends and themes from complaints data.

Self-referral

(Relevant to specific expectation 2.6.1)

50. The regulator requires registered providers to tell it at the earliest opportunity about any material issues that indicate there has been or may be a breach of the Standards. This transparency is an essential part of providers meeting their co-regulatory responsibilities. If a registered provider is unsure as to whether an issue is material, they should contact the regulator to discuss the matter further.

Neighbourhood and Community Standard

Maintenance of shared spaces

(Relevant to required outcome 1.1.1 and specific expectation 2.1.1)

51. 'Shared spaces' are spaces used by a registered providers' tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.
52. Although the maintenance of shared spaces as defined in the Standards is not the responsibility of registered providers, they are expected to liaise with other parties as appropriate to ensure this outcome is achieved. This may entail, for example, working with local partners to develop a community garden in the local area, or liaising with partners to organise the removal of fly tipping.

Local cooperation

(Relevant to required outcome 1.2.1 and specific expectation 2.2.1)

53. The regulator acknowledges that the roles registered providers play in promoting social, environmental and economic wellbeing in the areas in which they operate are likely to vary, as providers need to take account of their strategic objectives, the views of tenants and their presence in those areas, amongst other considerations.

Safer neighbourhoods

(Relevant to required outcome 1.3.1 and specific expectations 2.3.1, 2.3.2, 2.3.3 and 2.3.5)

54. Anti-social behaviour (ASB) and hate incidents can have a significant negative impact on tenants of social housing, both for those experiencing them directly and for those living in the community where the ASB and hate incidents are occurring.
55. In order to deter and tackle ASB and hate incidents effectively in areas where they operate, registered providers must work with appropriate partners, with a common aim of trying to reduce ASB and hate incidents. Joint initiatives may include, for example, providing mediation services to try to resolve disputes before they escalate, undertaking security measures and environmental improvements and providing diversionary activities.

56. It is vital that registered providers have effective policies and processes to tackle ASB and hate incidents, and they should communicate these to tenants. These should include their approaches to investigating reports of ASB and hate incidents (including the roles of other relevant agencies), the support available to affected tenants and the actions they take to deal with perpetrators of ASB and hate incidents.
57. Registered providers should take into account the diverse needs of tenants in considering how tenants report ASB and hate incidents to them and eliminate any barriers to reporting such incidents.
58. In managing reports of ASB and hate incidents, including keeping tenants informed about the progress of their ASB case, registered providers should be mindful of their data protection obligations and any ongoing legal proceedings.
59. We expect registered providers to take a victim-centred approach to supporting tenants affected by ASB. This support can take different forms such as, for example, making a referral to an external support agency or taking into account the wishes of the complainant when determining the course of action the provider will take. As part of this approach, registered providers should consider how they support vulnerable perpetrators of ASB, to help them to sustain their tenancy.

Domestic abuse

(Relevant required outcome 1.4.1 and specific expectations 2.4.1 and 2.4.2)

60. Registered providers should understand the significant impact that domestic abuse can have both on tenants experiencing it and their household members. In achieving this outcome, registered providers should make tenants aware of appropriate support and advice available regarding domestic abuse, including from third party organisations.
61. As part of their approach to domestic abuse, registered providers should consider, for example, the skills of staff supporting tenants experiencing domestic abuse and any appropriate specialist training they would benefit from, offering to provide a same-sex staff member to support them, or offering appropriate referrals to specialist domestic abuse agencies.
62. Registered providers should have a victim-centred approach to assisting tenants who experience domestic abuse. To be able to identify and respond appropriately to reports of domestic abuse, registered providers should ensure they have an appreciation of the different specific needs of tenants who experience it, including those arising from the tenant's protected characteristics, such as disability and race. As part of their approach, registered providers must handle sensitive information relating to cases of domestic abuse in compliance with relevant legislation.

63. The duty referred to in 2.4.2 refers to the duty placed on local authorities in the Domestic Abuse Act 2021 (the Act) to develop and implement a strategy for accommodation-based support (which according to the Act is support in relation to domestic abuse, provided to victims of domestic abuse, or their children, who reside in relevant accommodation) in its area. Further information about this duty can be found in the government's statutory guidance: Domestic Abuse Act 2021 - GOV.UK (www.gov.uk).

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Tenancy Standard

Allocations and lettings

(Relevant to required outcome 1.1.1 and specific expectations 2.1.1, 2.1.2, 2.1.4 and 2.1.6)

64. Registered providers should have effective policies and processes in place for allocating their homes and should work effectively with local authorities to help meet identified local housing need. They should clearly set out their decision-making criteria, including in relation to transfers.
65. In order to be able to take the needs of tenants and prospective tenants into account in the allocations process, registered providers will need to have a robust and accurate understanding of local housing need and their homes, including in relation to which homes have been adapted.
66. Tenancy fraud can take a number of forms. Actions providers can take to prevent and tackle tenancy fraud include, carrying out effective checks before the start of and during a tenancy, publicising their approach including outcomes to tackling tenancy fraud, and providing guidance to staff on how to prevent, detect and take action against suspected tenancy fraud.
67. Information on the government's CORE (COntinuous REcording of Lettings and Sales in Social Housing in England) system is available at: CORE - CORE - Home (communities.gov.uk).

Tenancy sustainment and evictions

(Relevant to required outcome 1.2.1 and specific expectations 2.2.1 and 2.2.2)

68. Registered providers may provide support directly to tenants to help them maintain their tenancy or licence, or they may signpost tenants to appropriate organisations to provide this support. Examples of support that may be provided include, helping tenants to manage their money and maximise their income, offering energy advice, and helping vulnerable tenants to be able to live independently, including those who experience mental health issues, or drug and alcohol dependency.

69. Where a registered provider ends a tenancy or licence, they must offer those affected timely advice and assistance. This assistance can take the form of, for example, helping affected tenants to apply for alternative housing or signposting them to appropriate support and advice services. Registered providers should ensure that any advice and assistance about housing options is offered at the earliest opportunity in the process, to enable those affected to understand the process of finding suitable alternative accommodation.
70. Alongside other objectives, such as minimising loss of rental income, registered providers should bear in mind their objectives as landlords of social housing, including in relation to preventing homelessness and helping tenants to maintain their tenancies, when considering whether to escalate eviction proceedings.

Tenure

(Relevant to required outcomes 1.3.1 and 1.3.2 and specific expectations 2.3.1b, 2.3.1d and 2.3.1g)

71. Registered providers should consider the suitability of the tenancies that they issue, taking into account the tenants' needs and the purpose of the accommodation. They must comply with all relevant law in issuing tenancies or terms of occupation. Where appropriate, they may wish to seek legal advice.
72. Registered providers that make use of licences as the basis of occupation should ensure that they use them appropriately.
73. As part of setting out their approach to tenancy management, registered providers should help tenants understand both their own responsibilities and those of their landlord in relation to their tenancy.
74. In relation to 2.3.1b and 2.3.1d, registered providers should only grant tenancies for a minimum fixed term of less than five years in exceptional circumstances and should not adopt a blanket approach to granting such tenancies. For example, all tenants in a particular area or all tenants of a certain age. Where a registered provider makes use of fixed term tenancies for a term of less than five years, they should set out in a policy the circumstances in which they will do so.
75. As part of meeting 2.3.1g, registered providers should be able to demonstrate how they have taken into account the needs of vulnerable households in their approach to tenancy management.
76. For clarity, reference to the use of probationary tenancies in our requirements includes the use of introductory or other equivalent tenancies.

Mutual exchange

(Relevant to required outcome 1.4.1 and specific expectations 2.4.3)

77. Support to relevant tenants wishing to mutually exchange may include, for example, registered providers supplying them with clear and simple information about the mutual exchange process, including the associated responsibilities of the landlord and of the tenant, and helping tenants to register with an online mutual exchange service if required.

Legal status of the Code

78. This Code is issued by the Regulator of Social Housing, under section 195(1) of the Housing and Regeneration Act 2008 (as amended) (the Act).
79. Section 195(2) of the Act provides that the regulator may have regard to the Code when considering whether the Standards have been met.



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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.



Regulator of
Social Housing

Annex 3

Regulatory impact assessment

Consumer standards

July 2023



Regulatory impact assessment	
Title of proposal	Changes to the consumer standards
Date	July 2023
RPC opinion	Not required

Summary: Intervention and options			
Cost of preferred option (in 2019 prices)			
Total net present social value	Business net present value	Net cost to business per year	Business impact target status
£-0.9m ¹	£-0.6m	£0.1m ² (EANDCB in 2019 prices) ³	Not a qualifying provision

**What is the problem under consideration?
Why is regulatory action or intervention necessary?**

The Government's *Social Housing White Paper: The Charter for Social Housing Residents*⁴ (the White Paper) put forward proposals to reform social housing regulation. It set out commitments to proactive consumer regulation, transparency on landlord performance, safety in the home, effective handling of complaints, strengthened resident engagement, and good quality homes and neighbourhoods. The Social Housing (Regulation) Act 2023 (the 2023 Act) provides the legal basis for many of the measures set out in the White Paper.

The regulatory standards underpin our approach to regulation; this includes our consumer standards which apply to both private registered providers (PRP) and local authority registered providers (LARP). The Government expects the regulator to review the consumer standards to ensure they are up to date, deliver our revised objectives and include the regulatory changes⁵ outlined in the White Paper. We have therefore strengthened and updated them (whilst keeping those parts which remain relevant) to include the White Paper's regulatory expectations.

Social housing is made available to people whose needs may not be adequately served by the commercial housing market. Below-market rents and need-focused allocation policies mean that tenants of social housing have limited opportunities to exercise consumer choice over their landlord, quality of accommodation and services offered. For example, the market power of tenants alone may not be enough to guarantee stock quality, health and safety and tenancy sustainment. The consumer standards provide an alternative mechanism, ensuring there are required outcomes and expectations that landlords must meet so that they can be held to account.

¹ Due to the difficulty of trying to estimate the social value solely by the review of the consumer standards the impact assessment has focussed solely on the costs.

² Costs to businesses is represented by the cost implication for PRPs, as costs incurred by LARPs are not costs to business

³ Equivalent Annual Net Direct Cost to Business

⁴ [The charter for social housing residents: social housing white paper](#)

⁵ Refers to the regulatory changes or expectations that affect the consumer standards as opposed to the wider regulatory changes to implement a proactive approach to consumer regulation – described further in paragraph 22.

What are the policy objectives of the action or intervention and the intended effects?

The objective of the intervention is for the regulator to set up to date outcome-based consumer standards with an associated Code of Practice, which have been informed by the views of stakeholders. The proposed Code of Practice amplifies some of the requirements in the standards by elaborating on the content, where necessary. As a result of the intervention, the regulator will be able to continue to meet its statutory objectives.

As well as setting out the outcomes we expect landlords to achieve, the main indicators of success will be that the consumer standards set the right expectations of landlords to deliver good quality homes and services, make a meaningful difference to tenants, are deliverable by landlords and can be regulated effectively by us.

What policy options have been considered? Please justify preferred option (further details in Evidence Base)

Option 1 – Business as usual (BAU) – counterfactual

The regulator continues to regulate registered providers against the existing consumer standards. This option is not recommended as it excludes the White Paper policy expectations and doesn't reflect the regulator's expanded remit following the introduction of the 2023 Act. This option has been included as a counterfactual in order to assess the cost of the revised standards.

Option 2 – Introducing a revised set of consumer standards that include the new requirements set out in the White Paper – lead option

The regulator reviews and revises the consumer standards so that they reflect our revised consumer objective, address the new policy expectations set out in the White Paper and are strengthened to respond, in part, to identified needs and market failures. It is proposed that the revised standards will be supported by a Code of Practice to amplify some of the requirements in the standards, where required.

Policy option 2 – preferred option

Summary: analysis and evidence

Description: Amend the regulatory framework to introduce new consumer standards for registered providers as specified in the lead option.			
Full economic assessment			
Price base year 2019	PV base year 2020	Time period years 10	Net Benefit (Present Value) (PV) (£m) £-0.9m⁶
Costs	Total transition (Constant Price)	Average Annual (excluding Transition) (Constant Price)	Net Cost (£m) (Present Value)
Best estimate	£0.9m (2019 prices, 2020 PV base year)	Not calculated	£0.9m (2019 prices, 2020 PV base year)
Description of scale of key monetised costs by ‘main affected groups’			
<p>PRPs⁷ and LARPs would incur transitional costs, including additional time to read and understand the new standards, disseminate them internally, and update organisational systems, policies, processes and data.</p> <p>Overall, we consider the cost to the sector to be low relative to its turnover, with the impact on small providers (fewer than 1,000 units) likely to be proportionately higher. Across the sector we consider the costs are manageable and proportionate.</p>			
Other key non-monetised costs by ‘main affected groups’			
<p>The existing consumer standards set required outcomes and specific expectations that registered providers must achieve. The majority of the new requirements build on these in a way that means assessing their cost would be disproportionate to achieve. This is particularly so because we set outcome focused standards so that registered providers remain sufficiently free to choose how to achieve the required outcomes, without the regulator prescribing this.</p> <p>We have also taken the view that it is not proportionate to monetise these costs given the variation across the sector in terms of what is already being delivered by some providers as BAU activity and what will be an additional cost. Whilst these may be significant for some registered providers, in general we consider they are difficult to disentangle from registered providers’ existing activities.</p>			

⁶ Based on a discount rate of 3.5%.

⁷ PRPs are considered to be businesses so the cost to them is the same as the cost to business.

Benefits	Total transition (Constant price)	Average annual (excl. Transition) (Constant price)	Total benefit (Present value)
Best estimate	Not costed	Not costed	Not costed
<p>Description and scale of key monetised benefits by ‘main affected groups’</p> <p>The benefits of the revised consumer standards have not been monetised for the reasons set out below.</p>			
<p>Other key non-monetised benefits by ‘main affected groups’</p> <p>Registered providers and social housing tenants are the main affected groups that will derive benefits from the introduction of the revised consumer standards and supporting Code of Practice.</p> <p>Registered providers: The new consumer standards and supporting Code of Practice will contribute positively to service delivery as the expectations have been clarified, strengthened, and expanded (including reflecting the regulator’s expanded consumer objectives and the White Paper’s expectations on regulation). As landlords will be clear on the regulator’s expectations, they will be facilitated to remain compliant.</p> <p>Tenants: Tenants will be better able to hold their landlord to account through clear and robust expectations, and the strengthened requirements will result in better outcomes for tenants.</p> <p>Many of the benefits are inextricably linked to the wider White Paper proposals and the 2023 Act’s purpose to strengthen the regulator’s consumer regulatory role. However, there are difficulties in trying to accurately estimate the social value generated solely by the consumer standards, for example, due to the lack of robust data and evidence. Also the difficulty in identifying causality of single measures from the White Paper and the 2023 Act’s proposals. The regulatory impact assessment has, therefore, focused solely on monetising the costs.</p>			
Key assumptions/sensitivities/risks			Discount rate⁸ (%) 3.5%
<p>The evidence base explains how the cost estimates have been arrived at and are intended to be viewed as a sector average. This is because there are a range of factors that will affect the cost of complying with the revised standards for different registered providers such as the number and arrangement of staff who work on consumer standards and assurance, adaptability of current processes and individual reading speeds.</p>			

⁸ Discounting is a technique used to compare costs and benefits occurring over different periods of time on a consistent basis. Discounting in appraisal of social value is based on the concept of time preference – that generally people prefer to receive goods and services now rather than later. Discounting is solely concerned with adjusting for social time preference and is separate from adjusting for inflation.

Assessing costs per individual provider would be hard to quantify with any level of accuracy and would be disproportionate to the level of cost divergence between registered providers. Given the likely costs and high degree of diversity in the sector, seeking to estimate average additionality is likely to be both disproportionate and give a spurious impression of accuracy.

We assume that registered providers of social housing would bear the full resource implications of the regulatory changes and that the number of registered providers in the future broadly remain at current levels.

Is this measure likely to impact on international trade and investment?	No			
Are any of these organisations in scope?	Micro Yes	Small Yes	Medium Yes	Large Yes
What is the CO ₂ equivalent change in greenhouse gas emissions? (Million tonnes CO ₂ equivalent)	Traded: N/A as de minimis CO ₂ impact anticipated.		Non-traded: N/A as de minimis CO ₂ impact anticipated.	
Will the policy be reviewed?	No			

Evidence base

1. The assessment has been completed with reference to the [Government's Better Regulation Framework](#) guidance⁹ and [The Green Book](#) guidance¹⁰ about how to appraise policies, and the approach to the costings set out in this note conforms as far as possible to published guidance. In line with this guidance, the level of detail employed in the cost analysis is intended to be proportionate to the level of costs and risks.
2. The evidence base of this impact assessment is structured as follows:
 - A. Problem under consideration
 - B. Rationale for regulatory intervention
 - C. Policy objective
 - D. Description of options considered
 - E. Monetised and non-monetised costs and benefits of each option
 - F. Risks and assumptions
 - G. Small and Micro Business Assessment
 - H. Preferred option with implementation plan
 - I. Monitoring and evaluation

⁹ [Better Regulation Framework \(2020\)](#)

¹⁰ [The Green Book \(2022\)](#)

A. Problem under consideration

Policy background

3. The fire at Grenfell Tower raised concerns about whether social landlords invest in their existing homes, listen to their tenants, treat them with respect and provide good customer service. Following this tragedy, in 2018 the Government published the Social Housing Green Paper [A new deal for social housing](#) which set out Government proposals to rebalance the relationship between social housing tenants and landlords. In response, there was clear and strong support for a new, rebalanced regulatory and sector approach, with a greater focus on tenants. Respondents strongly felt that, in order for this change to be effectively implemented, it must be backed through regulatory reform, building trust and accountability as well as driving up standards of social housing and service delivery by social landlords.
4. The Government set out how they would deliver this in the White Paper published in 2020. It proposed changes to the consumer regulation of social housing to strengthen the accountability of landlords for providing safe homes, quality services and treating residents with respect. As part of the regulatory reform, the White Paper highlighted the need to review the consumer standards to ensure they are up to date, fit for purpose and deliver on the regulator's expanded consumer objectives. Furthermore, the White Paper specified new policy expectations which were expected to be delivered through the consumer standards. The regulator has therefore carried out an extensive review of the existing consumer standards. We have strengthened our current standards (whilst keeping those parts which remain relevant) and updated them to include the White Paper's expectations on regulation.
5. This work has been informed by stakeholders. Over the last two years, we've spoken to a range of stakeholders including more than 2,000 tenants at conferences, workshops, and events. These conversations have included a focus on bringing to life the process of regulation, including the consumer standards and Code of Practice. As part of those conversations, we've heard feedback about the themes in the revised standards, as well as tenants' experiences and expectations of the services they receive from registered providers.

Scope

6. The Government conducted its own [impact assessment](#) on the changes to the regulatory system as part of the preparation of the Social Housing (Regulation) Bill¹¹. This included an expectation that the regulator would conduct its own impact assessment of the reviewed consumer standards and any associated code of practice in due course.
7. Therefore, this regulatory impact assessment is focused on the costs and benefits of introducing a revised set of consumer standards. PRPs are considered to be businesses so the cost to them is the same as the cost to business. The overall cost to the sector and social value includes the costs incurred by both PRPs and LARPs.

¹¹ Now the Social Housing (Regulation) Act 2023

Out of scope:

8. The consumer standards include aspects of consumer regulation which we are directed on by Government. This currently includes quality of accommodation, tenure, mutual exchange and tenant involvement¹². The 2023 Act introduces new powers of direction on: provision of information to tenants; competence and conduct; and Awaab's Law. The regulator anticipates being issued new directions on these in due course as well as revised directions on the quality of accommodation and tenure. Where the Government issues new or revised directions, it is expected that they will have carried out their own assessment of the impact of these changes and that the regulator will reflect these directions within the revised consumer standards. Within this context, the regulator has included the reading and familiarisation costs of the current directed elements of the consumer standards and Code of Practice as opposed to completely excluding them from the assessment. This is because they are interwoven in the consumer standard requirements and the revised standards should be interpreted holistically.
9. The regulator undertook an [impact assessment](#) on the introduction of Tenant Satisfaction Measures (TSM) in 2022 which included the technical requirements and consumer standard requirements; therefore, those costs are excluded from the costs for this impact assessment (apart from the reading/familiarisation associated with the TSM requirements in the consumer standards and Code of Practice).
10. As a separate exercise the regulator is in the process of revising its fees principles and reviewing the level of the fees it charges registered providers. This is to ensure that the fees principles align with its new powers and that it has adequate resources to undertake its expanded consumer regulation remit. Imposing or varying fees or charges is outside the scope of regulatory provisions¹³ and therefore a regulatory impact assessment is not required; however, a separate Business Engagement Assessment is being conducted for the new fees regime which will be published separately.

B. Rationale for regulatory intervention

11. Our standards serve as the foundations of our regulation. They set out the required outcomes and expectations that landlords must meet, thereby driving behavioural change in the sector and achieving positive outcomes for tenants. As such, the Government expects the regulator to review the consumer standards to ensure they are fit for purpose. As well as including the new White Paper policy expectations, additional amendments to the existing consumer standards are required to ensure they are up to date and relevant.
12. Apart from a relatively small change to the Tenant Involvement and Empowerment Standard in 2017, the consumer standards were last reviewed and updated in 2012. In some areas there is a need for the existing standards to be strengthened to respond to identified needs and market failures. By undertaking this review, the regulator will be able to make the required changes and ensure that outcomes are clear to landlords and tenants. The review will be able to, in part, address the following market failures¹⁴:

¹² [Revised directions on tenant involvement and mutual exchange](#) were issued in 2023. Existing direction on tenure and quality of accommodation are at the time of writing those issued in 2012.

¹³ for the purposes of the Small Business, Enterprise and Employment Act 2015

¹⁴ Market failures are described in the HM Treasury Green Book. [The Green Book: appraisal and evaluation in central government](#)

- **Market power:** social housing is made available to those whose needs are not adequately served by the commercial housing market. As social rents are below market, demand for social housing typically exceeds supply. Social housing tenants therefore have limited opportunities to exercise consumer choice over their landlord, quality of accommodation and services offered. For example, the market power of tenants alone may not be enough to guarantee stock quality, health and safety and tenancy sustainment. The consumer standards provide an alternative mechanism, ensuring there are required outcomes and expectations that landlords must meet so that they can be held to account.
- **Asymmetric information:** landlords are likely to have information about their housing and services that is not readily available to tenants. This information may be in a format that is inaccessible for non-experts. Standards around transparency are therefore a way to ensure tenants have relevant information about landlord services, understand what to expect from their landlord, and can hold their landlord to account. Clear consumer standards provide confirmation of the outcomes and expectations landlords must meet, increasing transparency and fairness in the sector.
- **Imperfect information:** Tenants are likely to stay in their homes for a number of years, with the potential for unexpected life events to arise such as illness and disability. The revised consumer standards demonstrate the outcomes and expectations required for all tenants including those who have particular needs now or in the future, for example, a need for adaptations or transfer.

13. In addition, consumer standards are a public good;¹⁵ to regulate the sector, standards need to be clearly articulated and easily understood. The information contained in the consumer standards is useful for landlords, tenants, funders and other stakeholders, as well as the regulator. It can be replicated freely and there is no ability to stop other people knowing the information. Publication of the revised consumer standards serves to set out the required outcomes and expectations that must be met.

14. The consumer standards are, therefore, widely recognised as an appropriate point of intervention to address these market failures.

C. Policy objective

15. The White Paper outlines changes to the consumer regulation of social housing to strengthen the accountability of landlords for providing safe homes, quality services and treating residents with respect. The proposed changes to the consumer standards underpin the regulator's strengthened consumer regulation role, setting out the expectations landlords will be required to meet, and what the regulator will seek assurance against.

16. Following public consultation, by April 2024 the regulator intends to publish revised consumer standards, informed by the views of stakeholders, that will help us to deliver our consumer regulation objective to:

- support the provision of social housing that is well-managed, safe, energy efficient and of appropriate quality

¹⁵ A public good is defined in the HM Treasury Green Book as 'non-excludable in supply' and 'non-rivalrous in demand'. That is, once provided it is available to all and one person's access does not diminish that of another. Clean air is a classic example.

- ensure that registered providers act in a transparent manner in relation to their tenants of social housing
- ensure that actual or potential tenants of social housing have an appropriate degree of choice and protection
- ensure that tenants of social housing have the opportunity to be involved in its management and to hold their landlords to account
- encourage registered providers of social housing to contribute to the environmental, social and economic well-being of the areas in which the housing is situated.

17. As a result of the intervention, the regulator will be able to continue to meet its statutory consumer objective. The indicators of success will be that the revised consumer standards set the right expectations of landlords to deliver good quality homes and services, make a meaningful difference to tenants, are deliverable by landlords and can be regulated effectively by us.

D. Description of options considered

Option 1 – Business as usual

18. Our approach to regulation is driven by our statutory fundamental objectives as set out in the Housing and Regeneration Act 2008. The regulator’s consumer objective prior to the 2023 Act was to make sure that tenants get well-managed, quality accommodation, have choice and protection, can hold their landlords to account, and to encourage registered providers to contribute to environmental, social and economic well-being. The 2023 Act has expanded our consumer objective to include safety, transparency and energy efficiency¹⁶.
19. Option 1 is based on the regulator continuing to regulate registered providers against the existing consumer standards. As the consumer standards are the principal method the regulator uses to hold landlords to account and deliver the statutory consumer objective, this option is not recommended. This is because the consumer standards would not have been updated to reflect the White Paper policy expectations, the change to legislation, and the regulator’s expanded remit; they would therefore not be fit for purpose. This option has been included as a counterfactual to assess the cost of the revised standards.

Option 2 – Revised consumer standards that include the new requirements set out in the White Paper - lead option.

20. Under option 2, the regulator would review and update the consumer standards so that they reflect our revised consumer objective, address the policy expectations outlined in the White Paper and are strengthened to respond, in part, to identified needs and market failures. The revised consumer standards are supported by a proposed Code of Practice to amplify some of the requirements in the standards, where required.

¹⁶ The Secretary of State has the power to direct the regulator on certain aspects of its regulatory standards. It is expected that the Government will carry out its own impact assessment on any resulting directions issued in the future.

21. The consumer standards apply to all registered providers, and as part of a co-regulatory approach it is for boards and councillors of those organisations to ensure they meet them. We set outcome focused standards so that registered providers remain sufficiently free to choose how to provide services and conduct their business. This aligns with the regulator's duties¹⁷ to regulate in a manner which is proportionate and minimises interference.
22. The 2023 Act removes the 'serious detriment' test, which currently places a high legal threshold on the regulator's ability to use its powers when we find a breach of the consumer standards. This change means we can take action in a wider range of circumstances. In addition, the 2023 Act strengthens our powers, including allowing the regulator to conduct consumer inspections, to seek assurance that both the service outcomes tenants experience and accountability arrangements are consistent with the expectations in our consumer standards. The 2023 Act also gives the regulator strengthened enforcement powers which can be used, if needed, when landlords are not meeting our standards¹⁸. It is expected that the Government's own impact assessment on the Social Housing (Regulation) Bill (which includes the new proactive approach to consumer regulation) will be reviewed and updated as required and so this does not form part of this impact assessment.

E. Monetised and non-monetised costs and benefits of each option

Sector overview

23. As at 31 March 2022 there were 1,381 registered provider groups (both PRPs and LARPs) that own 4,436,033¹⁹ units of social housing stock (homes), with a sector turnover of around £32 billion. Table 1 provides a summary of registered providers by type, stock size and turnover²⁰. There is a wide range in size of registered providers with the largest owning over 110,000 units to the smallest with only a few units. Where applicable, the assessment of costs to registered providers is based on costs at group level.

¹⁷ Under the [Housing and Regeneration Act 2008](#), s92K

¹⁸ The relevant sections of the 2023 Act which removes the serious detriment test and introduce new powers, come into force in April 2024.

¹⁹ All stock data is from the regulator's Statistical Data Return (SDR) and Local Authority Data Return (LADR) for March 2022.

²⁰ Source: regulatory data returns – The data relates to both PRPs and LARPs at registered group level.

Table 1: Summary of registered providers by type, stock size and turnover

Units held by RPs	PRPs				LARPs			
	No. of RPs	Social housing stock owned	% of total stock	Turnover ²¹ (£m)	No. of RPs	Social housing stock owned	% of total stock	Turnover (£m)
<250	831	43,403	1.0%	231	35	1,115	0.0%	6
<1,000	973	112,963	2.5%	602	38	2,101	0.0%	11
> 1,000	207	2,753,086	62.1%	22,830	163	1,567,883	35.3%	8,355
Total	1,180	2,866,049	64.6%	23,432	201	1,569,984	35.4%	8,366

Costs and benefits overview

24. The costs and benefits of policy option 2 are expressed relative to option 1 'do nothing.' The main groups affected by the policy options are:

- PRPs and LARPs
- Social housing tenants.

25. It is not possible to robustly monetise the benefits due to the difficulty in trying to proportionately estimate the social value generated by the consumer standards. For example, due to the lack of robust data and evidence, and difficulty in identifying causality of single measures from the White Paper proposals. In addition, this impact assessment does not assess or monetise our regulatory approach and we consider it disproportionate to assess the divergence in landlords' approaches to comply with the standards. The regulator has therefore focused on the general qualitative benefits of the new consumer standards, including the economic rationale (generally, this identifies market failures and how the standards can alleviate these).

26. To monetise the option, we have considered three categories of costs that registered providers would be likely to incur because of the revised consumer standard requirements:

- Reading and understanding: how long it takes the required staff to read through and understand the consumer standards and Code of Practice.

²¹ Turnover is imputed for providers with fewer than 1,000 units using number of social units and average general needs rent for 2022 (2022 SDR and LADR). For PRPs with more than 1,000 units data is taken from the 2022 Global accounts of registered providers. For LARPs with more than 1,000 units data is taken from the 2022 Local Authority revenue expenditure and financing England: 2020 to 2021 individual local authority data. Per unit imputed turnover for LARPs is lower than reported turnover for large PRPs since the later includes significant non-rental activities (for example market sales).

- ii. Dissemination: how long it takes those staff to write a written briefing and answer questions on the new consumer standards and Code of Practice.
- iii. Updating organisational processes: for example, updating the mapping of standards against assurance and establishing if any policies need updating. It doesn't, however, include the actual updating of policies, given the diversity of existing practices in the sector and that these activities will be subsumed into BAU.

Costs to PRPs and LARPs

27. Where costs have been monetised, it is based on best estimates of the additional costs that the policy options are likely to result in for registered providers. This takes into account variation within the sector, for example, the different sizes and types of providers and what different providers are already doing. Costs outlined within this impact assessment are to be considered as a sector average and are not intended to be applied on an individual provider basis.

Transitional costs

28. We consider that registered providers would incur transitional costs. This would include reading and understanding the revised consumer standards and new Code of Practice, disseminating the information in these documents within the organisation, and amending organisational policies, processes and systems. Table 2 presents a detailed breakdown of the transitional costs in policy option 2. These estimates reflect the regulator's knowledge of the sector (see paragraphs 29-31 for more information on how they have been calculated).

Table 2: Detailed breakdown of average transitional costs (2021 prices)

Units	No of providers	Reading and understanding	Dissemination	Updating organisational processes	Cost per provider	Average cost per unit	Total cost (£k)	Cost as a % of turnover
		Cost	Cost	Cost				
<250	866	£39	£105	£210	£354	£6.88	£306	0.13%
<1000	1,011	£39	£120	£240	£399	£3.50	£404	0.07%
>1000	370	£123	£571	£942	£1,637	£0.14	£606	0.002%
Sector	1,381	£62	£241	£428	£731	£0.23	£1,009	0.003%

29. In total, monetised transitional costs are £1.0 million, split between reading and understanding time (£85k), dissemination (£333k) and updating organisational processes (£591k). These costs are assumed to occur within a year of the consumer standards and Code of Practice being published.
30. Absolute costs are higher for larger providers given the number of staff who will need to read the new standards and Code of Practice, and the wider number of people that may need to be briefed through dissemination. They may need to update processes in what is likely to be a more complex environment, with multiple types of stock and areas where the provider operates. This is likely to entail greater complexity in updating organisational

processes, such as additional assurance mapping focused on different existing arrangements, geographical areas, or stock types.

31. However, costs relative to turnover are higher for smaller providers. We estimate that for large providers transitional costs will be on average £1,600, or 0.002% of turnover in a single year. For small providers (<1,000 units) we estimate costs on average to be £399 or 0.07% of turnover for that single year. For the smallest providers (those with <250 units) absolute costs are lowest, but total costs are highest, with £354 per provider and 0.13% of turnover in a single year. Overall, we judge that these costs are manageable and proportionate given the need to ensure that all tenants and providers in the sector are able to achieve the benefits of the consumer standards listed in paragraph 34.

Non-monetised costs

32. Many of the costs that flow from the review of the consumer standards are difficult to monetise, particularly when considering additionality, and modelling this complexity of responses is considered to be disproportionate. Given providers are likely to have a range of existing approaches on, for example, stock knowledge, tenant data and providing information to tenants, any new consumer standard requirements are likely to lead to a wide variety of potential responses from providers. This can range from no change required, changes to an existing policy or service, or development of a new policy or service.

33. As such, the majority of the measures do not have a monetisable cost and are aimed at ensuring behavioural change in the sector (including becoming more tenant focused) or relate to ongoing additional costs beyond transitional costs. Ongoing costs may relate to:

- Having up to date information on tenants' needs and stock
- Communicating and providing information to tenants
- Assessing housing and neighbourhood policies including whether they are fair
- Working with tenants to improve the delivery of landlord services
- Maintaining health and safety assessments of homes and communal areas
- Cooperating with local authority departments (for example in relation to managing domestic abuse)
- Taking action in response to hate incidents.

Benefits to PRPs, LARPs and social housing tenants

34. We have considered how to monetise the benefits of the consumer standard revisions but concluded that it is not possible to do this robustly. Therefore, as well as alleviating market failures (see paragraph 12), the regulator has described qualitatively some of the benefits to registered providers and social housing tenants associated with the changes under preferred policy option 2. This is set out below.

- The strengthened requirements will drive behavioural change in the sector aimed at achieving fair access to services and equitable outcomes for tenants, including tenants with protected characteristics. Also ensuring landlords communicate appropriately with their tenants, including in relation to repairs and antisocial behaviour – our tenant engagement has indicated this is a key area of concern.

- Tenants will be able to play a meaningful role in improving the delivery of landlord services, including tenant engagement.
 - Tenants will have access to the information needed to interact with their landlord such as information on rent and service charges, safety aspects of the home and on the roles and responsibilities of senior staff.
 - Tenants will feel safer in their homes through stronger and more explicit expectations in relation to maintaining the quality of homes and safety matters.
 - Tenants requiring home adaptations will have an understanding of how they will be supported.
 - Tenants experiencing hate incidents or domestic abuse will have an understanding of the approach their landlord will take to support them.
35. The supporting Code of Practice will contribute positively to service delivery by ensuring landlords understand how they can remain compliant with consumer standards and will facilitate the regulator and tenants holding landlords to account when standards are not being met.

F. Risks and assumptions

36. As the regulator has significant experience of engagement with registered provider staff, we hold a good understanding of how providers often operate. Transitional costs are, therefore, broad and proportionate estimates based on regulatory knowledge of the sector. We have also interviewed regulator staff with experience of compliance and assurance within providers, to gain insight into how providers will usually respond to changes in the regulatory standards. There is a risk that realised transition costs could exceed the broad estimates set out. However, feasible transition costs are likely to remain small compared to sector turnover and this risk is unlikely to change the assessment of options set out.
37. There is clearly a potential risk that there could be some additional ongoing costs from these requirements. However, as set out elsewhere, we consider that it is disproportionate to seek to model such additional costs formally, since any additional impact is very difficult to disentangle from existing provider activities. This is particularly the case when setting standards which many providers may already be surpassing. While there could be some risk of additional ongoing costs, we anticipate these would generally be relatively minor (especially relative to sector turnover), hence this is unlikely to change the assessment of options set out.
38. We assume that registered providers are complying with the existing standards and have systems of assurance and reporting in place to demonstrate their compliance. Our assessment does not include any degree of providers achieving compliance against the current standards or having to create assurance mapping from first principles, as these should currently be standard activities amongst registered providers.
39. In monetising costs, we have assumed that the number of registered providers in the future remain at current levels and that PRPs and LARPs fully bear the resource implications of these changes. As the costs we have monetised are for transition, any new providers would start with the new standards as their baseline.

40. We have also assumed that registered providers absorb the costs from their existing income. Given that maximum rent increases are themselves regulated, registered providers would have limited opportunity to pass costs on to tenants. The costs derived are therefore opportunity costs, where without the revised standards providers would have been able to choose to undertake other activities with their income.

Evidence base and sources

41. We have assessed provider numbers and stock holdings based on stock information given to us by providers in 2022²².
42. Staff wages have been modelled using Annual Survey of Hours and Earnings. Transitional costs have been generated by assuming an average hourly salary for a member of staff working in regulatory compliance or a similar role of £26.19, including non-wage costs²³. This is equivalent to a gross salary of nearly £39,000.²⁴ For very small providers, the time to undertake changes may be supplied by volunteers at zero financial cost to the provider. We have used our assessment of hourly wage to achieve an estimate of the opportunity cost to the volunteer in undertaking this work.
43. It is necessary for all registered providers to have at least one person read and understand the revised standards and Code of Practice²⁵. Reading time per person has been assessed in two ways. Firstly, the Flesch reading ease score²⁶ for the revised consumer standards and Code of Practice has been assessed using Microsoft Word. This suggests an average reading speed for both documents in the range of 50-100 words per minute (wpm).²⁷ Secondly, staff working in consumer regulation within the regulator²⁸ have been asked to read the documents and present their reading times. These have shown consistently faster reading speeds than those established following the Flesch reading ease score. On this basis we have modelled reading times based on the top end of the range indicated by the Flesch reading ease score. This is considered to be the most reasonable estimate that balances the two sets of information available from the evidence.

Table 3: Reading speeds of the revised consumer standards and Code of Practice

	Revised consumer standards	Code of Practice
Words	3,582	5,179
Flesch reading ease score	19.0	27.0
Median staff reading time (mins)	12	18
Modelled reading speed (wpm)	100	100
Modelled reading time (mins)	36	52

²² SDR for PRPs on a group basis and LADR for LARPs.

²³ Based on the ASHE category of business, media and public service professionals and non-wage uplift of 22%.

²⁴ Assuming 52 working weeks and 33 days holiday (including eight Bank Holidays) - 227 working days and work of eight hours a day.

²⁵ As assessment of comparative reading time to the old standards would not be appropriate given providers will need to consider these new standards on their own and will already have a working knowledge of the existing standards.

²⁶ A tool for calculating the approximate reading level of English-language content.

²⁷ Using the tables derived from EFTEC (2013), "Evaluating the cost savings to business from revised EA guidance – method paper" shown in BEIS (2017) Business Impact Target: [Appraisal of guidance: assessments for regulator-issued guidance](#)

²⁸ These members of staff are likely to have similar skills and reading speeds to staff at providers tasked with reading the documents.

44. Larger providers will have multiple individuals working in regulatory compliance or similar roles who will need to understand these documents. We have, therefore, scaled the number of people required to read the documents based on an assessment of how many individuals will be working in relevant roles within providers of different sizes. We do not believe that every member of staff will be required to have read the consumer standards. The majority of staff are likely to receive any updates about this either through written or verbal briefings and this work will likely be subsumed into BAU activities.
45. Once this cohort of staff have read and understood the standards, they will need to disseminate this information to senior managers, Boards and relevant councillors. We have assumed that they will do this primarily electronically and that the required scale of briefing will depend broadly on provider size. We have also accounted for time on follow-up questions and requests for these staff to attend meetings with senior staff, relevant councillors, or through governance structures such as provider boards. This is also scaled based on the size of the organisation. Even within these assessments there is a strong degree of economies of scale, with the largest providers likely to have the lowest costs per unit to disseminate the information widely throughout the organisation.
46. Finally, we expect that registered providers will need to update their organisational processes, including their mapping of assurance and organisational templates. They will prepare information to give their board or governing body assurance on the new areas. Again, we assume this will largely be completed by regulatory compliance teams or similar staff, with other departments in the organisation providing information where necessary. We do not think there will be a need for software or hardware changes (such as purchasing new devices) to respond to the monetisable elements of the consumer standards and Code of Practice.
47. We have used an archetype model to assess costs to registered providers. These are broad averages intended to capture likely time taken at the sector level. For a provider with 10,000 units, on average we consider:
- Four members of staff would need to read and understand the revised standards and Code of Practice.²⁹ This would be the team that undertakes engagement with the regulator and preparation of assurance documents, including for their immediate manager. For a 1,000 unit provider, we think this is two people and for the largest providers (>100,000 units), we think this is seven people.
 - Thirty-two hours of staff time³⁰ in total would be required to draft a briefing and disseminate this information, including to more senior staff and to board members, or relevant councillors (in regular meetings). This is 16 hours for providers with 1,000 units and 40 hours for the largest providers.
 - Forty hours of staff time would be required to update organisational processes such as assurance mapping. For providers with 1,000 units, we think 32 hours will be necessary to achieve this and 80 hours for the largest providers, given their likely complexity.

G. Small and micro business assessment

²⁹ Whilst more employees are likely to take a significant interest in the standards, they may not be required to read and understand them fully. Such staff may receive the same information through the dissemination work listed separately.

³⁰ This could, for example, be one person working for 32 hours, or two people working for 16 hours each.

48. All registered providers are expected to comply with the consumer standards, irrespective of their size or the type of landlord. The regulator has specifically considered the impact of our proposals on small and micro businesses. According to Government guidance, micro and small businesses are those with fewer than 10 and 50 full-time employees respectively – only PRPs are classed as businesses³¹. For the purposes of this assessment, the regulator has used 250 homes as the upper limit of a micro provider and 1,000 homes for a small PRP³².
49. As indicated earlier, the assessed costs are higher for micro and small businesses compared to larger businesses. Since the vast majority of small providers are PRPs (rather than LARPs), the impact on micro and small businesses is almost the same as the sector level (shown in table 2). The average cost of 0.13% of turnover for micro providers and 0.07% for small providers in a single year is considered to be manageable and proportionate impact given the policy objectives of the revised consumer standards.

H. Preferred option with implementation plan

50. Our preferred policy option is policy option 2. The revised consumer standards will come into effect from April 2024. The regulator intends to issue a Code of Practice alongside the publication of the standards to amplify the expectations as required i.e. where it is appropriate to explain and elaborate on the requirements in the consumer standards. This will help registered providers understand what the regulator is looking for when seeking assurance on compliance with the standards. The regulator has a range of monitoring and enforcement powers to enable it to seek assurance from providers that the standards are being met and to enforce the standards when necessary, although this does not form part of this impact assessment.

I. Monitoring and evaluation

51. Whilst there are no timetabled plans to carry out a review of the consumer standards and Code of Practice, the regulator will continue to keep the impact of our revised consumer standards and Code of Practice under review and publish these findings periodically. Our approach will be to carry out a review of the relevant standard or the Code of Practice if a need to do so arises. However, the revised standards are being introduced as part of wider changes to implement the proactive consumer regulation regime, which are excluded from this impact assessment.

³¹ Costs incurred by LARPs are not classed as costs to business.

³² This is consistent with the regulatory impact assessment for the TSM and is based on data about the number of FTEs for providers with 1,000 or more homes only. This data indicates that the median general needs provider has 27.6 homes per FTE and, rounding to conventional thresholds, it has been used to generate broad estimates of numbers of small and micro businesses for the purposes of this assessment.



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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.



Annex 4

Consumer standards – Equality impact assessment

Part 1: Introduction and scoping

1.1 Summary and scope

Policy overview

The consumer standards set out our regulatory requirements that registered providers must meet. We set these in line with our revised objectives, which have been expanded by the Social Housing (Regulation) Act 2023 (the Act) to include safety, transparency, and energy efficiency.

The Social Housing White Paper, (the White Paper) set out the government’s intention to create a proactive consumer regulatory regime. The Act implements the regulatory measures in the White Paper. Following extensive engagement with tenants, landlords and other stakeholders, we intend to introduce a revised set of consumer standards. As part of our work to develop draft new consumer standards, we have considered how our existing consumer standards could be revised and strengthened to deliver a set of standards that are robust, up to date and fit for purpose. In doing so we have sought to meet commitments set out in the White Paper, deliver on our expanded objectives, and address issues impacting the social housing sector that are within our remit.

In developing the proposed consumer standards, we have been guided by the three tests we have set ourselves for developing our approach to consumer regulation:

- It must make a meaningful difference to tenants.
- Landlords must be able to deliver its expectations.
- We must be able to regulate against it.

In developing the standards, we have been mindful of:

- our statutory duty to exercise our functions in a way that minimises interference and (so far as is possible) is proportionate, consistent, transparent, and accountable (section 92K(5) of the Housing and Regeneration Act 2008)
- the Government's Regulators' Code
- our statutory duty, in setting consumer standards, to have regard to the desirability of registered providers being free to choose how to provide services and conduct business (section 193(3) of the Housing and Regeneration Act 2008).

We have also been mindful of our duty to comply with the Public Sector Equality Duty (PSED) as set out at section 149 of the Equality Act 2010. The broad aim of PSED (also known as the general equality duty) is to integrate considerations of equality and good relations into the day-to-day business of public authorities, so that when exercising their functions, they have due regard to the need to:

- eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Equality Act 2010
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- foster good relations between people who share a relevant protected characteristic and those who do not.

The general equality duty covers the following protected characteristics: age (including children and young people), disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Marriage or civil partnership is also a protected characteristic under the Equality Act 2010, although this is only relevant to the first aim of the general equality duty (eliminating discrimination etc.)

Scope of the Equality impact assessment

This Equality impact assessment (EQIA) has continuously shaped our thinking as we have developed the requirements in our proposed standards. We have considered the impacts (positive, negative, neutral and none) of the proposed requirements on tenants who share different protected characteristics and will continue to do so.

The Act has given the regulator the power to issue a Code of Practice on the consumer standards, to help tenants and landlords understand how compliance with the new standards might be achieved. We are publishing a draft Code of Practice alongside the revised consumer standards, and its contents have also been shaped by this assessment.

The consumer standards include areas where we are directed by government. The wording of the directions has been reproduced in the standards. Where this is the case, we have not assessed the equality impacts of those requirements as they are fixed. This EQIA does not include an assessment of our revised approach to regulation.

Our intention is that the diversity requirements in the revised consumer standards will act as a driver for change, by influencing the sector to better understand their tenant base, including in relation to the protected characteristics, which may provide a better baseline of evidence in the future.

1.2 Who are the main stakeholders that may be affected by these proposals?

<input checked="" type="checkbox"/> RSH colleagues	<input checked="" type="checkbox"/> Tenants	<input type="checkbox"/> Communities	<input checked="" type="checkbox"/> Registered providers
<input type="checkbox"/> Sector organisations	(Please specify)		

1.3 Could the proposal(s) have a cumulative impact on people who share more than one protected characteristic?

The analysis of potential impacts in section 3 reflects areas where evidence shows cumulative impacts where protected characteristics intersect.

1.4 Do the proposals relate to RSH’s equality objectives?

Our current equality objectives are to:

1. ensure that where equality and diversity concerns are raised through our enquiries process, they are considered in line with our statutory objectives
2. review our methods of communicating to ensure that we do so in an inclusive way
3. provide a supportive and inclusive working environment for all.

The proposed standards are most relevant to objective two. We will need to consider how to ensure that our communication methods to promote the new consumer standards are inclusive.

We have recently consulted on a revised set of equality objectives:

1. We will encourage the sector to better understand the diversity of the communities that they serve and that measures are in place to promote equity in relation to their service delivery.
2. We will be respectful and inclusive in our engagement and communication.
3. We will provide a supportive and inclusive working environment for all.

Proposed equality objective one relates closely to specific expectation 2.1.1 in the proposed Transparency, Influence and Accountability Standard.

Part 2: Information gathering

Summarise below what existing data/ evidence you have used to undertake the assessment. Are there any gaps in evidence and if so, how do you plan to collect this as the process develops?

2.1 Existing data/ evidence

A range of information taken from open-source research, data and evidence has been considered as part of this assessment, influencing the proposed requirements so the consumer standards support us in considering our PSED, as well as helping to assess where any potential mitigation may be required. To avoid duplication, rather than set out the evidence in this section, we have referenced it in section 3 below.

DLUHC's recently published English Housing Survey 2021/22 data has not been considered as part of this assessment. This information will be considered before the final Equality impact assessment is published.

With regard to English Housing Survey data referenced in this document, please note that, in response to the COVID pandemic, internal inspections of properties for the English Housing Survey were suspended for a period of time. This may impact housing quality data from the 2020-2021 and 2021-2022 fieldwork periods. Further information on the impact of COVID on the English Housing Survey can be found here:

<https://www.gov.uk/government/publications/english-housing-survey-quality-report> .

2.2 Data gaps

We did not find any statistical data about the following in relation to social housing tenants:

- the number of social housing tenants who are married or in a civil partnership or their specific experiences of social housing
- the specific experiences of social housing tenants from different religious groups. We found data on anti-social behaviour (ASB) and hate crime victims broken down by religion which helped to inform this assessment
- the number of social housing tenants who are pregnant or who have recently had a baby or their specific experience of social housing.

We have not attempted to fill these information gaps ourselves, due to the time and resources it would demand. Where new equality data becomes available that may be relevant to the consumer standards, including in relation to the identified gaps, we will consider reviewing the EQIA.

Part 3: Assessing the impact

This is our assessment of the potential equality impact of the proposed consumer standards.

We have rigorously considered equality considerations and relevant evidence throughout the development of the proposed consumer standards. Where we have identified aspects of the current standards that might benefit from being strengthened or amended to address any potential negative equality impact, or where we have identified an opportunity to create a positive equality impact through our proposed standards, we have taken the opportunity to do so. Because of this approach, we have not identified any potential negative equality impact at this point.

Safety and Quality: Stock quality

Potential impact on different protected characteristics

Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	

There is insufficient evidence of any impact on the other protected groups.

Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral
<p>Required outcome Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.</p> <p>Specific expectations 2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up to date.</p> <p>2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:</p>	<p>What the evidence tells us</p> <ul style="list-style-type: none"> Poor quality, hazardous accommodation can contribute to reduced mobility, social isolation, and depression for older people.¹ Social renters in one person households or couples with no children were more likely to live in a non-decent home than lone parents with either independent children only or dependent children.² Social renters were no more likely to live in a non-decent home if the household reference person (HRP)³ was white or was from an ethnic minority background.⁴ Asset management databases were not always kept up to date. 26 per cent of housing association (HA) survey respondents said that adapted properties were not clearly identified within asset management databases.⁵ Levelling Up, Housing and Communities Committee's inquiry into social housing regulation heard evidence about the quality of social housing, which included examples of poor quality homes, disrepair and damp and mould.⁶ 10 per cent of households with a member with a long-term illness or disability live in a non-decent home compared to 13 per cent with none.⁷ Analysis of English Housing Survey (EHS) data by the Social Market Foundation forecasts a 25 per cent increase in social housing tenants over 65 years and with a long-term illness or disability living in non-decent homes between 2021 and 2031.⁸ 5 per cent of social rented homes had a problem with damp, at 198,000 households. This is a higher proportion than owner occupied homes (2 per cent or 335,000 households), but lower than private rented homes (10 per cent or 409,000 households).⁹ 10 per cent of dwellings in the social rented sector failed to meet the Decent Homes Standard. This is lower than the proportion of private rented (23 per cent) and all owner occupied (13 per cent) homes (970,000 and 2.1 million homes respectively).¹⁰ <p>Our proposed requirements We consider that PSED aim two is relevant to this requirement.</p> <p>Registered providers having a better understanding of their homes may help to improve the condition of social housing, which may have a positive impact on older and disabled tenants, who are more likely to be impacted by poor quality housing.</p>

¹ Communities and Local Government Committee [5 February 2018]. Housing for older people. [\[Online\]](#)

² Department for Levelling Up, Housing & Communities. English Housing Survey, Social rented sector, 2020-21. [\[Online\]](#)

³ A "household reference person" is defined by English Housing Survey as the person in whose name the dwelling is owned or rented or who is otherwise responsible for the accommodation. In the case of joint owners and tenants, the person with the highest income is taken as the HRP. Where incomes are equal, the older is taken as the HRP. This procedure increases the likelihood that the HRP better characterises the household's social and economic position.

⁴ Department for Levelling Up, Housing & Communities. English Housing Survey Social rented sector, 2020-21. [\[Online\]](#)

⁵ Foundations. [March 2022] Housing associations and home adaptations: Finding ways to say yes. [\[Online\]](#)

⁶ Levelling Up, Housing and Communities Committee. [13 July 2022] The Regulation of Social Housing. [\[Online\]](#)

⁷ Department for Levelling Up, Housing & Communities. English Housing Survey, Social rented sector, 2020-21. [\[Online\]](#)

⁸ APPG Housing and care for older people. [July 2019]. Rental housing for an ageing population. [\[Online\]](#)

⁹ Department for Levelling Up, Housing & Communities. English Housing Survey, Social rented sector, 2020-21. [\[Online\]](#)

¹⁰ Department for Levelling Up, Housing & Communities. [15 December 2022]. English Housing Survey 2021 to 2022: headline report. [\[Online\]](#)

<ul style="list-style-type: none"> a) Compliance with health and safety legal requirements b) Compliance with the Decent Homes Standard c) Delivery of repairs, maintenance, and planned improvements to stock d) Allocating homes with adaptations appropriately. 	<p>We have taken the opportunity to make it clear in the draft Code of Practice that providers should use information in addition to that about stock condition to ensure they have a rounded view which includes the needs of individual tenants living in those homes.</p> <p>Overall assessment</p> <p>Overall, for the reasons stated above, we believe our requirements relating to stock quality may have a positive impact on tenants who share the protected characteristics age and disability.</p>
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Safety and Quality: Decency				
Potential impact on different protected characteristics				
Age	Disability	Gender reassignment	Pregnancy and maternity	Race
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>We have only assessed the proposed changes to the current standard as we are directed on the required outcome.</p> <p>Required outcome Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.</p> <p>Specific expectations None</p>	<p>What the evidence tells us</p> <p>In 2021/22, 10 per cent of dwellings in the social rented sector failed to meet the Decent Homes Standard (DHS), down from 11 per cent in the previous year's survey. This equates to around 400,000 homes. The proportion of non-decent homes in the social rented sector is lower than in the private rented sector (23 per cent), and amongst owner occupied dwellings (13 per cent).</p> <p>Predictive modelled data indicated that:</p> <ul style="list-style-type: none"> • 4 per cent of dwellings in the social rented sector had a category 1 hazard under the HHSRS, compared to 14 per cent in the private rented sector and 10 per cent amongst owner occupied dwellings • 4 per cent of dwellings in the social rented sector had a significant degree of damp, compared to 11 per cent in the private rented sector and 2 per cent amongst owner occupied dwellings. <p>The 2021/22 EHS SAP¹¹ data showed that dwellings in the social rented sector had the highest mean SAP rating of the tenures with housing associations and local authorities both at 70, which means that social rented properties were more energy efficient than owner occupied properties (averaged a lower rating of 66) and private rented properties (rating of 65).¹²</p> <p>Ethnicity Facts and Figures from 2017/19 (nothing more recently available) showed variations between households from different ethnic groups living in non-decent homes:</p> <ul style="list-style-type: none"> • 17 per cent of households in total in England lived in a non-decent home. • 18 per cent of white British households lived in a non-decent home. • The highest proportions from specific ethnic groups living in non-decent homes were mixed white/black African 33 per cent, Bangladeshi 24 per cent, and black Caribbean 20 per cent. <p>The same source showed differential rates amongst households living with damp, as follows:</p> <ul style="list-style-type: none"> • Damp in at least one room of the home appears to be more prevalent amongst certain ethnic minority groups – 3 per cent of households in England in total. • White British households 3 per cent, mixed white and black Caribbean 13 per cent, Bangladeshi 10 per cent, black African 9 per cent, and Pakistani 8 per cent. • Although households from Mixed white and black African (11 per cent) and black other (10 per cent) backgrounds were also more likely than white British households to have damp, findings for these groups are based on a small number of households and may not be reliable. <p>(From People without decent homes - GOV.UK Ethnicity facts and figures)</p> <p>Overall, 10 per cent of social renter households containing a member with a long-term illness or disability were living in a non-decent home in 2020/21, a lower proportion than those with no member with a long-term illness or disability (13 per cent)¹³.</p> <p>The Institute of Health Equity's 2011 Marmot Review¹⁴ found that the established link between housing and health has implications for children. Significant negative effects of cold housing are evident in terms of infants' weight gain, hospital admission rates, developmental status, and the severity and frequency of asthmatic symptoms and impacts on the mental health of adolescents.</p> <p>Our proposed requirements We consider that PSED aims two and three are relevant to these requirements.</p> <p>We have simplified some remaining elements in our current Home Standard to avoid repetition with requirements in the Decent Homes guidance and in line with our approach to regulation. We have removed the requirement 1.1.b to meet the standards of design and quality that applied when the home was built and were required as a condition of publicly funded financial assistance if these standards are higher than the DHS.</p>			

¹¹ The Government's Standard Assessment Procedure (SAP) is used to monitor the energy efficiency of homes. It is an index based on calculating annual space and water heating costs for a standard heating regime and is expressed on a scale of 1 (highly inefficient) to 100 (highly efficient, with 100 representing zero energy costs).

¹² Department for Levelling Up, Housing & Communities. [15 December 2022]. English Housing Survey 2021 to 2022: headline report. [\[Online\]](#)

¹³ [English Housing Survey, 2020 to 2021: social rented sector](#)

¹⁴ [Marmot 2011 review of health impacts of cold homes and fuel poverty](#)

We have also removed the requirement 1.1.c that in agreeing a local offer, providers should ensure that it is set at a level not less than DHS. The former will already be covered under contractual requirements, and we feel that the latter requirement is unnecessary as the requirement is that all homes must be maintained to DHS standard, and we have removed reference in the standards to local offers.

We considered whether removing the stipulation to meet design standards at the time the housing was built could lead to a reduction in accessible housing, where homes designed for disabled and older tenants are not maintained to appropriate standards, resulting in a negative equality impact for disabled and older tenants. However, where standards have been agreed over and above the DHS as part of funding agreements, including in relation to accessibility, registered providers in receipt of that funding will be contractually obliged to continue to meet those standards for a set period or in perpetuity in line with those contracts; therefore, we think that removal of this requirement is highly unlikely to result in a reduction of accessible housing.

Overall assessment

Taking the above into account, we consider that this requirement is likely to have a neutral equality impact on tenants who share different protected characteristics.

Safety and Quality: Health and safety				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.</p> <p>Specific expectations 2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.</p> <p>2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.</p> <p>2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.</p>	<p>What the evidence tells us</p> <ul style="list-style-type: none"> • Social renters¹⁵ were no more likely to live in a non-decent home if the HRP was white or was from an ethnic minority background. • Overall, 10 per cent of social renter households containing a member with a long-term illness or disability were living in a non-decent home. This was a lower proportion than those with no member with a long-term illness or disability (13 per cent). • 5 per cent of social rented homes had at least one category 1 hazard, a lower proportion than both owner occupied (9 per cent) and private rented homes (13 per cent). • Within the social rented sector, dwellings rented from local authorities were more likely to have a Category 1 hazard (6 per cent) than dwellings rented from housing associations (4 per cent).¹⁶ • Poor quality, hazardous accommodation can contribute to reduced mobility, social isolation, and depression for older people.¹⁷ • Renters were more likely to feel unsafe at home (8 per cent for both private and social renters) than owner occupiers (4 per cent). Those from an ethnic minority background were more concerned than those from a white background (13 per cent compared to 5 per cent)¹⁸. • In both 2020 and 2010 local authority owned homes were more likely to have category 1 hazards than those owned by HAs (6 per cent and 4 per cent respectively in 2020)¹⁹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1088447/EHS_Housing_quality_and_condition_report_2020.pdf • The main types of older people's accommodation contain some form of communal area²⁰. <p>Our proposed requirements Based on the evidence, tenants within the sector who may be positively impacted by requirements relating to health and safety are those who share the protected characteristics of age, disability, and race. We consider that PSED aim two is relevant to these requirements.</p> <p>The new requirements set a more explicit expectation for registered providers to meet their legal health and safety requirements in respect of communal areas, which have expanded with recent legislation e.g., the Fire Safety Act 2021 and Building Safety Act 2022, which may lead to a greater focus by providers on tenant safety.</p> <p>Requiring providers to consider the safety of communal areas may result in safer communal areas, which may have a positive impact on tenants who share the protected characteristic(s) age and disability. This is because individuals who share those protected characteristics are likely to have different (possibly additional) needs regarding the safety of communal areas compared to those who do not share these protected characteristics.</p> <p>Ensuring that registered providers carry out the actions from health and safety assessments in a timely manner may have a positive impact on tenants who are more at risk of a safety failure as a result of non-compliance because of their protected characteristic, namely age; older people and children and disabled people.</p> <p>2.2.3 requires registered providers to ensure the safety of tenants in the design and delivery of landlord services. We have taken the opportunity in the draft Code of Practice to exemplify actions that providers may take to ensure the wider safety of tenants; responding promptly and effectively to reports of ASB, including where the victim is vulnerable, and taking into account individual tenants' safety, security, and health when prioritising repairs.</p> <p>Overall assessment For the reasons stated, we believe that our requirements relating to health and safety may have a positive impact on tenants who share the protected characteristics age, disability, and race.</p>			

¹⁵ This category includes households renting from Local Authorities (including Arms' Length Management Organisations (ALMOs) and Housing Action Trusts) and Housing Associations, Local Housing Companies, co-operatives, and charitable trusts.

¹⁶ [English Housing Survey: Social rented sector, 2020-21 \(publishing.service.gov.uk\)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1088447/EHS_Housing_quality_and_condition_report_2020.pdf)

¹⁷ [Housing for Older People 2017-2019 CLG Inquiry](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1088447/EHS_Housing_quality_and_condition_report_2020.pdf)

¹⁸ [English Housing Survey, 2020 to 2021: feeling safe from fire - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/english-housing-survey-2020-to-2021-feeling-safe-from-fire)

¹⁹ [English Housing Survey: Housing quality and condition, 2020 \(publishing.service.gov.uk\)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1088447/EHS_Housing_quality_and_condition_report_2020.pdf)

²⁰ [Government guidance on Housing for older and disabled people, 2019](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1088447/EHS_Housing_quality_and_condition_report_2020.pdf)

Safety and Quality: Repairs, maintenance and planned improvements

Potential impact on different protected characteristics

Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	

There is insufficient evidence of any impact on the other protected groups.

Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral
<p>Required outcome Registered providers must provide an effective, efficient, and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.</p> <p>Specific expectations 2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily</p> <p>2.3.2 Registered providers must set timescales for the completion of repairs, maintenance, and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them</p> <p>2.3.3 Registered providers must keep tenants informed about repairs, maintenance, and planned improvements to their homes with clear and timely communication.</p>	<p>What the evidence tells us See evidence above under Decency relating to households from some minority ethnic groups being more likely to live in non-decent accommodation. There is a clear link between housing which is not compliant with the DHS, and the quality of the landlord's service on repairs, maintenance and planned improvements.</p> <ul style="list-style-type: none"> The EHS 2020/21 shows that 49 per cent of the households in social rented housing that had dependent children were lone parent households (compared to 34 per cent in the private rented sector, and 12 per cent in owner-occupation). With 90 per cent of lone parent households led by women, how flexible and timely repairs services are, can be of significant impact to women²¹. Evidence to the Levelling Up Housing and Communities Committee Inquiry on the Regulation of Social Housing from the Merton Centre for Independent Living and Action Disability Training and Consulting showed that having no control over when contractors are coming can create difficulties for disabled tenants who need to manage their routines and energy carefully.²² The main types of older peoples' accommodation contain some form of communal area²³. <p>Satisfaction with repairs and maintenance is lower among social renters (66 per cent) than private renters (75 per cent). The most common reasons for dissatisfaction with repairs and maintenance among social renters are the landlord being slow to complete repairs (29 per cent), the landlord not bothering to do the repairs (26 per cent), and the work being of poor quality (17 per cent)²⁴.</p> <p>Our proposed requirements Based on the evidence above, tenants who may be impacted by these requirements are those who share the protected characteristics of race, age, disability, and sex. We consider that PSED aim two is relevant to these requirements.</p> <p>We think that the following help to make our requirements more tenant and outcomes focused, which may have a positive impact on tenants who share the protected characteristics of race, disability, and age:</p> <ul style="list-style-type: none"> Requiring providers to ensure repairs and maintenance issues can be reported easily may have a positive impact on tenants who experience communication barriers due to a disability or whose first language is not English. Requiring providers to keep tenants informed about repairs, maintenance and planned improvements may have a positive impact on tenants who experience communication barriers due to a disability or whose first language is not English. From our engagement with tenants, we have heard that good communication with them about the progress of repairs is a priority. Replacing the 'right first time' repairs objective with requirements to set and meet timescales and clearly communicate them to tenants. We understand from our stakeholder engagement that 'right first time' is measured and defined in different ways by registered providers and so does not provide a consistent performance target for services to tenants. Instead, we are proposing that landlords set timescales for repairs, which should provide registered providers with flexibility to meet tenants' different needs. This flexibility may have a positive impact on older tenants, those with young children and disabled tenants, with greater transparency on timescales so that tenants can hold landlords to account on delivery. Requiring providers to understand and fulfil their maintenance responsibilities in respect of communal areas may have a positive impact on older and disabled tenants, as most designed or adapted accommodation for people who share these protected characteristics has communal areas. This may help to ensure communal areas are accessible and safe to use both in terms of accessing and leaving the home as well as making use of communal areas. This may help to minimise the disadvantage disrepair or poor quality of communal areas could otherwise cause, particularly to tenants with reduced mobility.

²¹ [2020-21 EHS Headline Report Section 1 Households Annex Tables revised.ods \(live.com\)](#)

²² [The Regulation of Social Housing – Written evidence – Committees – UK Parliament](#)

²³ [Government guidance on Housing for older and disabled people, 2019](#)

²⁴ [English Housing Survey: Social rented sector, 2020-21 \(publishing.service.gov.uk\)](#)

<p>2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.</p> <p>2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2.</p>	<p>Removing the specific reference in the current Home Standard to <i>offering choices to tenants</i> is likely to have a neutral equality impact. This is because we are requiring providers to ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants, which may have a positive impact on all tenants. In the Transparency, Influence and Accountability Standard, we require providers, working with tenants, to regularly consider ways to improve and tailor their approach to delivering landlord services.</p> <p>Elsewhere in the standards, we are strengthening requirements for registered providers to ensure that their services provide equitable outcomes for all tenants; and to meet the diverse needs of tenants in all their activities. This overall strengthening may provide an incentive for registered providers to address discrepancies in experiences and outcomes from repairs, maintenance and planned improvements services for tenants who share certain protected characteristics.</p> <p>We have removed reference to adaptations in relation to repairs, maintenance and planned improvements but we have set a separate requirement on adaptations under the Safety and Quality Standard. This may have a positive equality impact, as it makes adaptations more of a focus of our requirements.</p> <p>We have taken the opportunity in the draft Code of Practice to emphasise that providers' policies, procedures, and processes on this area should take into account tenant views and diverse needs, which may include, for example, increasing the priority of repairs for some older and disabled tenants, and installing extra locks and security lights for tenants experiencing domestic abuse, in order to safeguard them.</p> <p>Overall assessment Taking the above into account, we consider that the proposed requirements may have a positive impact on tenants who share the protected characteristics race, disability, and age</p>
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Safety and Quality: Adaptations				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence on the impact of the requirement on the other protected groups				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must assist tenants seeking housing adaptations to access appropriate services.</p> <p>Specific expectations 2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.</p> <p>2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations</p>	<p>What the evidence tells us</p> <ul style="list-style-type: none"> • 40 per cent of social housing tenants are disabled, significantly higher than the national average (22 per cent).²⁵ • 56 per cent housing association tenants who have a long-standing physical or mental health condition lack the adaptations they need. • 25 per cent of LA tenants and 21 per cent of HA tenants that required adaptations said their home was unsuitable for their needs. • The most common group in the social rented sector were households with a HRP aged 65 or over (26 per cent)²⁶. • Disabled people can experience serious deterioration in their mental wellbeing due to living in unsuitable accommodation, but adaptations help to restore dignity and greater independence and help to reduce depressive symptoms. • Working age disabled people with an unmet need for accessible housing are four times more likely to be either unemployed or not seeking work compared to those with no unmet need. • Home adaptations can make a significant difference to the pressures facing households with disabled children where their circumstances are exacerbated by low incomes, isolation, and lack of support lead to high levels of family breakdown. • Ethnic minority households appear to have fewer adaptations than white households and are twice as likely to have no adaptations at all, even with evidence of higher levels of limiting long-term illness in ethnic minority households²⁷. • Accessing appropriate and timely adaptations can reduce the risk of emergency admission to hospital, speed up hospital discharge, improve independence and reduce the need for physical assistance for older people.²⁸ • Strong engagement and communication between LAs and private registered providers are important for successful coordination and delivery of adaptations to ensure the best outcome for tenants.²⁹ • While residents reported finding it easier to have adaptations installed in social housing than other tenures <i>“the process ... was described as lengthy, and participants often struggled to get the changes they needed”</i>.³⁰ <p>Government’s ambition is to give more people the choice to live independently and healthily in their own homes for longer.³¹</p>			

²⁵ <https://www.ons.gov.uk/census>

²⁶ [EHS, Home Adaptations, 2019/20](#)

²⁷ [Foundations \(2022\)](#)

²⁸ [Care and Repair report 2021](#)

²⁹ [Guidance for LAs on DFG delivery from DLUHC and DHSC \(2022\)](#)

³⁰ [Equality & Human Rights Commission](#)

³¹ [DFG Guidance for LA, DLUHC/DHSC, 2022](#)

<p>so that a housing adaptations service is provided to tenants.</p>	<p>Our proposed requirements Based on the evidence, tenants within the sector who may be impacted by housing adaptation services are those who share the protected characteristics of age, disability, and race. We consider that PSED aims one and two are relevant to this requirement.</p> <p>We are increasing our expectations of registered providers in relation to housing adaptations, by requiring registered providers to assist tenants seeking housing adaptations to access appropriate services. Our requirements may improve access to adaptations services, particularly for older tenants and those who are physically disabled, which in turn may improve the accessibility of homes and areas around the home for tenants who need adaptations, allowing them to remain in their homes independently for longer.</p> <p>Improving accessibility to and from the home may help to improve access to opportunities for disabled and older people to participate in public life, where the lack of adaptations may have created a barrier to such participation and the enjoyment of their home.</p> <p>Requiring registered providers to be clear about the type of assistance they can provide to tenants seeking housing adaptations may help to raise tenants' awareness and reduce barriers to the adaptations process for tenants who need a housing adaptation, particularly for older and disabled people and tenants from ethnic minority groups (who may currently experience difficulties accessing such services) when compared to individuals who do not share those protected characteristics. While this requirement does not guarantee that a tenant will be supplied with the adaptation they need, it seeks to lessen the barriers to accessing help and assistance that some tenants may experience.</p> <p>Requiring registered providers to co-operate with LAs so that adaptations can be provided to those in need of them may help to reduce barriers for tenants when accessing adaptations and having the works completed via the LA. We make it clear in the draft Code of Practice that providers should not unreasonably withhold permission for agencies to install adaptations in their homes, nor should they unreasonably refuse to install an adaptation in their home where they provide that service directly.</p> <p>Overall assessment For the reasons given, we believe that our requirements relating to housing adaptations may have a positive impact on tenants who share the protected characteristics age, race, and disability.</p>
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Transparency and accountability to tenants – Fairness and respect				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment X	Pregnancy and maternity	Race X
Religion or belief	Sex X	Sexual orientation X	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups. However, it can be reasonably assumed that the requirement is relevant to all protected characteristics as the stigma that social housing tenants can face can intersect with other protected characteristics.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must treat all tenants with fairness and respect.</p> <p>Specific expectations None</p>	<p>What the evidence tells us</p> <p>Research on ethnicity and social housing in 2018 found that:</p> <ul style="list-style-type: none"> • 16 per cent of households with an ethnic minority HRP felt they were treated worse than other races by their landlord. This is compared to 9.5 per cent of households with a white HRP. The percentage of people who felt they were treated better than other races is broadly similar, at 4 per cent for both white and ethnic minority HRPs. • 64 per cent of white social tenants agree their social landlords treat them fairly (and only 17 per cent indicate a perception of unfairness), against 53 per cent of ethnic minority social tenants agreeing with this statement, and 24 per cent believing they are treated unfairly. Perceptions of fairness vary between individual ethnic minority groups³². • Results are consistently lower in households with a minority ethnic HRP than a white HRP, across a range of questions including whether the landlord's staff were friendly and helpful (65 per cent against 73 per cent); whether they trusted their landlord (55 per cent against 63 per cent); and whether the landlord's services were good overall (42 per cent against 58 per cent).³³ <p>Research on the experience of LGBT+ social housing residents³⁴ has found:</p> <ul style="list-style-type: none"> • 37 per cent of survey respondents agreed that housing provider staff were always responsive to their concerns • 29 per cent agreed that staff were sensitive to the needs of LGBT+ • 56 per cent felt that their housing provider was approachable. <p>The researchers reported repeated examples given by participants of poor staff understanding of LGBT+ lives and, in some cases, outright discrimination.</p> <p>A 2021 survey³⁵ of 161 LGBT+ people aged 16-25 who had experienced homelessness found that:</p> <ul style="list-style-type: none"> • Over half of LGBT+ young people have faced some form of discrimination or harassment while accessing housing and homelessness services. • Only half (56 per cent) of LGBT+ young people who accessed housing support services while homeless were satisfied with their experience. • Over a third (39 per cent) of LGBT+ young people have faced discrimination from services due to an illness, disability, or mental health condition. <p>Peer research carried out for Shelter with 34 women living in a range of different housing situations (2021) found that two-thirds of participants (23) in this small study reported poor treatment by their landlord (private or social) or accommodation provider. Participants described being spoken to rudely, being made to feel like a burden or that their problems weren't severe enough or being shown a lack of empathy or understanding³⁶.</p> <p>Evidence³⁷ to the Inquiry on Regulation of Social Housing by the Levelling up Housing and Communities Committee from the authors of the Stigma and Social Housing in England report quoted from their research findings, that the stigma related to social housing is complex and intersects with other societal stigmas such as poverty, unemployment, mental health and disabilities and race and immigration. Their research uncovered a paternalistic attitude amongst housing association staff. The research also included several examples of social housing professionals and contractors stigmatising tenants through their lack of respect when engaging with them, ignoring repair requests, ignoring ASB complaints, and using derogatory rhetoric³⁸.</p>			

³² Human City Institute Surveys (2013-17) of Weighted Data from 6,493 interviews with social tenants in England

³³ [Human City Institute](#)

³⁴ [No Place Like Home](#)

³⁵ [akt lgbtq+ youth homelessness report](#)

³⁶ [Fobbed Off, Shelter, 2021](#)

³⁷ <https://committees.parliament.uk/writtenevidence/41984/pdf/>

³⁸ [The Regulation of Social Housing LUHC Committee inquiry report](#)

Our proposed requirements

Based on the evidence above, being treated with fairness and respect by their landlords may have a positive impact on tenants who share the protected characteristics race, age, disability, sexual orientation, gender reassignment, and sex. We make it clear in the draft Code of Practice that providers should consider how they can adapt their services and communications to meet individual tenants' needs. We consider that all three PSED aims are relevant to these requirements.

By making this a standalone required outcome, we hope that providers make this a priority across all interactions with tenants.

Overall assessment

We consider that this measure may have a positive impact on tenants who share the protected characteristics race, age, disability, sexual orientation, gender reassignment, and sex.

Transparency and accountability to tenants – Diverse needs				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment X	Pregnancy and maternity	Race X
Religion or belief	Sex X	Sexual orientation X	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.</p> <p>Specific expectations 2.1.1 Registered providers must use relevant information and data to:</p> <ol style="list-style-type: none"> understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. <p>2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and</p>	<p>What the evidence tells us</p> <ul style="list-style-type: none"> As set out in evidence above under the Safety and Quality Standard and the requirement to treat tenants fairly and with respect, households from certain ethnic minority backgrounds are more likely to live in non-decent housing, and feel they are treated worse than those from other races. Black African, mixed white and black African, and black Caribbean, households are most likely to rent social housing out of all ethnic groups, and black households are over-represented in new social housing lettings^{39, 40} There is a much higher proportion of households with at least one disabled member in the social rented sector than other tenures (54 per cent compared with 37 per cent for outright owners (despite these two groups having a similar age profile) and 30 per cent for private renters)).⁴¹ 20 per cent of social renters are from an ethnic minority background compared to 15 per cent in 2011 and compared to the national average of 15 per cent⁴². 57 per cent of social housing tenants are aged 50 and over. Older tenants may require reasonable adjustments to access landlord services, live in their home and to participate in public life. Nearly a third of households in social housing comprise either a female living alone or a female single parent.⁴³ There is some research showing how women can experience barriers when accessing advice and support with their housing.⁴⁴ In 2021-22, 93 per cent of households in England had internet access at home, but social renters were the least likely out of all tenures to have this access, at 83 per cent.⁴⁵ Cross-tenure research by OFCOM in 2021 found that amongst those aged 65+, only 77 per cent used the internet at home⁴⁶. Only 35 per cent of LGBTQ+ young people who have accessed a service while homeless recall being asked by service providers to provide information about their gender identity and sexual orientation.⁴⁷ Research in 2017 on the experience of LGBTQ+ social housing residents found that 59 per cent of survey respondents had never been asked for information about their gender identity or sexual orientation by their housing provider.⁴⁸ 3% of those living in social housing identify as LGBT+⁴⁹ 0.8% of social housing residents do not identify with the sex registered at birth⁵⁰. <p>Our proposed requirements We are proposing to strengthen our requirements in this area, setting clear expectations that landlords must act to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants. The Tenant Involvement and Empowerment Standard currently expects landlords to demonstrate they understand the different needs of tenants. The proposed Transparency, Influence and Accountability Standard goes further, requiring landlords to use information and data to inform their understanding of how they will meet the different needs of tenants. The requirement makes clear that this relates to needs arising from tenants' protected characteristics, as defined in the Equality Act 2010, as well as more broadly (see 2.1.1 below). We consider that these proposed requirements may lead to registered providers doing more to collect and maintain better data about tenants and their diverse support needs, which means that they will be better able to tailor services to meet their needs.</p>			

³⁹ [New social housing lettings - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://www.gov.uk/ethnicity-facts-figures)

⁴⁰ [English Housing Survey: Social rented sector, 2020-21 \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/91484/english-housing-survey-social-rented-sector-2020-21.pdf)

⁴¹ [EHS Headline report 2021/22](https://www.ons.gov.uk/census)

⁴² <https://www.ons.gov.uk/census>

⁴³ [EHS Headline report 2021/22](https://www.ons.gov.uk/census)

⁴⁴ [Fobbed Off, Shelter, 2021](https://www.ons.gov.uk/census)

⁴⁵ [EHS Headline report 2021/22](https://www.ons.gov.uk/census)

⁴⁶ [Adult's Media Use and Attitudes report 2020/21 \(ofcom.org.uk\)](https://www.ofcom.gov.uk/research-and-data-analysis/reports-and-publications/adults-media-use-and-attitudes-report-2020-21/)

⁴⁷ [akt LGBTQ+ Youth Homelessness Report](https://www.ons.gov.uk/census)

⁴⁸ [No Place Like Home](https://www.ons.gov.uk/census)

⁴⁹ <https://www.ons.gov.uk/census>

⁵⁰ <https://www.ons.gov.uk/census>

<p>appropriate to the diverse needs of tenants.</p> <p>2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.</p> <p>2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.</p>	<p>We are also proposing expectations of landlords on how they communicate with tenants (2.1.2), ensure their services are accessible including where those services are accessed online (2.1.3); and allowing tenants to be supported by advocates or other representatives (2.1.4). The aim of all these changes is to influence the social housing sector to meet the wide and varying range of tenant needs by understanding those needs and reducing barriers for tenants in accessing their landlord and its services.</p> <p>The proposed requirements support our proposed equality objective 1, which is to better understand the diversity of the communities that they serve and that measures are in place to promote equity in relation to their service delivery.</p> <p>Overall assessment</p> <p>By introducing these requirements, landlords will have to consider how they intend to meet them, which in turn may benefit tenants overall but particularly those tenants who share the protected characteristics of race, age, disability, sexual orientation, gender reassignment and sex, given the evidence demonstrates that there are some disparities for these groups. We take the opportunity in the draft Code of Practice to amplify our requirements relating to diverse needs.</p> <p>We consider that PSED aims one and two are relevant to these requirements.</p> <p>Taking the above into account, we consider that the proposed measures may have a positive impact on tenants who share the protected characteristics of race, age, disability, sexual orientation, gender reassignment and sex.</p>
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Transparency and accountability to tenants – Engagement with tenants

Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment X	Pregnancy and maternity	Race X
Religion or belief	Sex X	Sexual orientation X	Marriage and civil partnership	

There is insufficient evidence of any impact on the other protected groups.

Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral
<p>Our assessment relates to the required outcome and specific expectations 2.2.5 and 2.2.6 only.</p> <p>Required outcome Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered.</p> <p>Specific expectations 2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.</p> <p>2.2.6. Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must:</p> <ul style="list-style-type: none"> • be fair and accessible • provide tenants with adequate time, information and opportunities to consider and respond • set out actual or potential advantages and disadvantages (including 	<p>What the evidence tells us</p> <ul style="list-style-type: none"> • In the section on Fairness and Respect we have referred to research from the Human City Institute which indicated differential levels of trust and confidence in landlords based on ethnicity. Lack of trust and feeling that you are not treated with respect are likely to act as barriers to engaging with your landlord. • We have referred in the section on Diverse Needs to research from the EHS and OFCOM which sets out potential lower rates of those having internet access at home in social housing generally, but also across all tenures amongst older households. • Research commissioned by the Local Government Association and developed with TPAS calls for providers to do more to engage with younger tenants (age is not specified). It talks about the importance of using a variety of engagement methods to promote accessibility and to ensure engagement is representative and asks providers to consider what steps they take to increase representation and target all areas of the community.⁵¹ • As part of the EHS in 2020/21, social renters with a disability were asked which areas were affected by their disability. The most common issues reported by HRPs with a disability were mobility (54 per cent, 1.2 million households), stamina (45 per cent, 1 million households), mental health (43 per cent, 950,000 households) and dexterity (35 per cent, 760,000 households). All of these are likely to affect disabled tenants' ability to engage with their landlord.⁵² • Joint research based on the views of people with a label of mild/moderate learning disability called for better opportunities for the voices of people with learning disabilities to be heard and to influence housing policy and noted that family members are often left to provide support.⁵³ • Shelter's report Fobbed Off, referred to above, discusses the importance of involving women with lived experience in the design and delivery of housing and homelessness services in order to overcome barriers women face, particularly in relation to women-specific services. • CIH's 2011 briefing on delivering housing services to LGBT+ tenants that, due to historical discrimination many LGBT+ people have been reluctant to articulate their needs or have been marginalised in consultation processes.⁵⁴ • An akt 2022 report recommended that the housing and homelessness sector should involve young people in the design of services, and commission training programmes for housing staff to raise awareness of the needs of LGBTQ+ young people who are homeless or at risk of homelessness.⁵⁵ <p>Our proposed requirements Our expectations on providers in this area have been increased, requiring regular and ongoing consideration of ways to improve and tailor their approach to tenant engagement, as well as all other landlord services. This may lead to tenants who are less likely to be engaged with their landlord to take part.</p> <p>The proposed requirements on resident engagement recognise that the methods used should vary to meet a range of needs and interests, as some tenants may want to engage proactively with their landlord's policies, and others may prefer to be kept informed.</p> <p>Based on the evidence above, all tenants within the sector may be positively impacted by requirements relating to tailoring of services, tenant engagement and consultation. This impact may be more positive for those who share the protected characteristics of race, age, disability, sexual orientation, gender reassignment, and sex. We consider that PSED aim two is relevant to these requirements.</p> <p>We have also clarified our expectations on landlords when considering significant changes in management arrangements. This has been done to address some of the issues we have seen in our consumer regulation case work since 2017 when the requirement currently in the existing Tenant Involvement and Empowerment Standard was first introduced. The expanded expectations should encourage more effective consultation practice that improves the ability of those who share one or more protected characteristics (where it has been shown that participation / engagement levels are low) to give their views.</p>

⁵¹ [Engaging and empowering tenants in council-owned housing](#)

⁵² [English Housing Survey: Social rented sector, 2020-21](#)

⁵³ [Supporting people with learning disabilities to rent their own place - Resource Library - Resources - Housing LIN](#)

⁵⁴ [CIH Practice Brief: Delivering housing services to lesbian, gay, bisexual and transgender customers](#)

⁵⁵ [Building inclusive housing support for LGBTQ+ people](#)

<p>costs) to tenants in the immediate and longer term</p> <ul style="list-style-type: none">• demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.	<p>We have taken the opportunity in the draft Code of Practice to be clear that providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies, and services, taking into account the diverse needs of tenants.</p> <p>Overall assessment</p> <p>Taking all the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics of race, age, disability, sexual orientation, gender reassignment, and sex.</p>
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Transparency and accountability to tenants – Information about landlord services				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race
Religion or belief	Sex X	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups. It is recognised that communications and the standard of service received by tenants can be influenced by stigmatisation. Research suggests that social housing stigma is complex and intersects with other issues such as poverty and immigration ⁵⁶ .				
Proposal		Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral		
<p>Required outcome Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.</p> <p>Specific expectations 2.3.1. Registered providers must provide tenants with information about the:</p> <ul style="list-style-type: none"> a) available landlord services, how to access those services, and the standards of service tenants can expect b) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenant d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces⁵⁷ and neighbourhoods. <p>2.3.2. Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.</p>		<p>What the evidence tells us</p> <ul style="list-style-type: none"> • There is a much higher proportion of households with at least one disabled member in the social rented sector than other tenures (54 per cent compared with 37 per cent for outright owners (despite these two groups having a similar age profile) and 30 per cent for private renters)). • 57 per cent of social housing tenants are aged 50 and over.⁵⁸ • 2.7% of social rented households have a HRP that has little/no proficiency in the English language⁵⁹. • 36% of social rented HRPs do not have any educational qualifications. Comparatively the national average is 20%⁶⁰. • Women can experience barriers when accessing advice and support with their housing⁶¹. • In 2021-22, 93 per cent of households in England had internet access at home, but at 83 per cent, social renters were the least likely out of all tenures to have this access⁶². • Cross-tenure research by OFCOM in 2021 found that amongst those aged 65+, only 77 per cent used the internet at home⁶³. <p>Our proposed requirements We are expanding requirements on transparency, so providers must keep tenants informed of plans and progress during the delivery of services.</p> <p>To aid transparency, tenants must be able to access policies that relate to landlord services and these policies must be fair and reasonable, setting out the criteria for making decisions and processes tenants must follow should they choose to appeal a decision (2.3.3). We are proposing to add to these a further requirement for landlords to have a dedicated person responsible for complying with the consumer standards (2.3.4).</p> <p>We consider that PSED aim two is relevant to these requirements. These requirements may lead to an improvement in how registered providers provide information to tenants and the scope of that information, particularly to those tenants who are more likely to experience barriers to communication and/or engagement.</p> <p>Overall assessment Taking the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics age, race, disability, and sex.</p>		

⁵⁶ [Inside Housing - Home - Paternalistic attitudes from social landlords can add to the stigmatisation of residents](#)

⁵⁷ Throughout the consumer standards 'shared spaces' are those spaces used by tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.

⁵⁸ <https://www.ons.gov.uk/census>

⁵⁹ <https://www.ons.gov.uk/census>

⁶⁰ <https://www.ons.gov.uk/census>

⁶¹ [Fobbed Off, Shelter, 2021](#)

⁶² [EHS Headline report 2021/22](#)

⁶³ [Adult's Media Use and Attitudes report 2020/21 \(ofcom.org.uk\)](#)

2.3.3. Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible, and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.

2.3.4. Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.

Transparency and accountability to tenants – Performance information
EXCLUDES specific expectations 2.4.1 – 2.4.3 relating to tenant satisfaction measures as they are covered by a separate EQIA

Potential impact on different protected characteristics

Age	Disability	Gender reassignment	Pregnancy and maternity	Race
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	

There is insufficient evidence of any impact on protected groups.

Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral
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<p>Required outcome Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.</p> <p>Specific expectations 2.4.4. Registered providers must provide tenants with information about:</p> <ul style="list-style-type: none"> a) how they are performing in delivering landlord services and what actions they will take to improve performance where required b) how they have taken tenants’ views into account to improve landlord services, information, and communication c) how income is being spent; and d) their directors’ remuneration and management costs. 	<p>We did not find any evidence which is directly relevant to the provision of information to tenants by providers. However, we acknowledge that our proposed general requirement for registered providers to consider how they communicate and or present information to their tenant populations is likely to support this specific proposal.</p> <p>Our proposed requirements While all tenants may be positively impacted by requirements relating to the provision of performance information, as it will help them to better hold their landlord to account, there is no evidence of a specific positive or negative impact on tenants who share different protected characteristics.</p> <p>Overall assessment Taking the above into account, we consider that these requirements are likely to have a neutral impact on tenants who share different protected characteristics.</p>
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Transparency and accountability to tenants: Complaints				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact of the requirement on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must ensure complaints are addressed fairly, effectively, and promptly.</p> <p>Specific expectations 2.5.1. Registered providers must ensure their approach to handling complaints is simple and accessible.</p> <p>2.5.2. Registered providers must publicise their complaints process and what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled.</p> <p>2.5.3. Registered providers must provide tenants with information about the type of complaints received and how they have learnt from complaints to continuously improve services.</p>	<p>What the evidence tells us</p> <ul style="list-style-type: none"> In the last 12 months, 32 per cent of social renters had considered making a complaint. Compared to private renters, social renters are twice as likely to consider complaining. Older renters were less likely to consider complaining than younger renters (20 per cent of those aged 65 or over considered making a complaint compared to 34 per cent of those under 65).⁶⁴ Most social renters who chose not to make a complaint made this decision because of the hassle and time required to do so (43 per cent), or because they believed that nothing would be done in response to their complaint (27 per cent). Most social renters who made a complaint were unhappy with the response to their complaint (63 per cent)⁶⁵. Social renters with an HRP from an ethnic minority background were more likely to consider complaining than those with a white HRP, 38 per cent as opposed to 30 per cent (this difference might be due to the younger age profile of ethnic minority households, as younger tenants were more likely to consider complaining than older renters over aged 65). The proportion of social renters who, after considering a complaint, went on to make one was the same for households with an ethnic minority HRP and those with a white HRP, 85 per cent in both groups.⁶⁶ Evidence presented by Social Housing Action Campaign (SHAC) to the Levelling Up Housing and Communities Committee's Inquiry into the regulation of social housing indicated that for disabled people the complaints process could be draining and demoralising when met by landlords who (SHAC alleged) intentionally protract the process or completely ignore their complaints. The complaints process itself is not always accessible depending on the tenant's disability, and landlords often refuse to make reasonable adjustments to facilitate this⁶⁷. <p>Our proposed requirements The requirements relating to complaints handling should result in registered providers making tenants aware of how to make a complaint to their landlord, which, given the evidence, may have a positive impact on tenants who share the protected characteristics of race, age, and disability. We consider that PSED aims one and two are relevant to these requirements.</p> <p>The expanded requirements on providers regarding complaints should help to ensure that registered providers have an accessible and responsive complaints system which does not place barriers in the way of any tenants. Our proposed standard operates alongside the work of the Housing Ombudsman Service, setting expectations about how registered providers are expected to handle complaints, and incorporating requirements around transparency to tenants.</p> <p>Overall assessment Taking the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics of race, age, and disability.</p>			

⁶⁴ [EHS: Social rented sector, 2020-21](#)

⁶⁵ [EHS: Social rented sector, 2020-21](#)

⁶⁶ [EHS: Social rented sector, 2020-21](#)

⁶⁷ <https://committees.parliament.uk/writtenevidence/41978/pdf/>

Transparency and accountability to tenants: Self-referral

Potential impact on different protected characteristics				
Age	Disability	Gender reassignment	Pregnancy and maternity	Race
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	

There is insufficient evidence of any impact on protected groups.

Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral
<p>Specific expectation Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.</p>	<p>What the evidence tells us We did not find any equality evidence which is directly relevant to this requirement.</p> <p>Our proposed requirements The Governance and Financial Viability Standard requires private registered providers to communicate to the regulator on material issues that relate to their non-compliance or potential non-compliance with the standards and the Rent Standard requires this of both private registered providers and local authority registered providers where there are material issues related to non-compliance in respect of rents. This proposed requirement will make clear that this is also a requirement in respect of our consumer standards.</p> <p>While all tenants are likely to be positively impacted by requirements on providers to communicate with the regulator on material issues relating non-compliance with the consumer standards, there is no evidence of any impact on tenants who share different protected characteristics.</p> <p>Overall assessment Taking the above into account, we consider at this stage, we have not identified any equality impacts relevant to this requirement.</p>

Neighbourhood and Community: Maintenance of shared spaces				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must work co-operatively with tenants, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with their homes.</p> <p>Specific expectation 2.1.1 Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.</p>	<p>What the evidence tells us</p> <ul style="list-style-type: none"> Specialist older persons' housing is likely to be flatted accommodation, where communal areas are important for accessibility and create spaces that help combat isolation. These need to be safe and well maintained. While there is a distinction between communal areas (which are covered under the Safety & Quality Standard) and shared spaces, older people's housing may be also more likely to have shared spaces as well as communal. Government planning guidance indicates the importance of the quality and accessibility of shared spaces for the wellbeing of older residents.⁶⁸ 45 per cent of social housing tenants live in a flat (compared to 22 per cent for all tenures) and 48 per cent of disabled social housing tenants live in a flat, maisonette or apartment⁶⁹. Accessibility and social cohesion are two of the most significant factors affecting how older people experience their neighbourhood.⁷⁰ Research by Foundations in 2022 also emphasised the importance of shared spaces and their accessibility to the lives of disabled people.⁷¹ The Housing Ombudsman in his evidence to the Levelling Up Housing and Communities Committee's Inquiry on the regulation of social housing advocated that as part of a reviewed DHS, a minimum standard should apply to communal spaces including external areas such as gardens, including lighting, bin areas and bin chutes.⁷² In social housing between 2016 and 2019, 6 per cent of households with a white British HRP were overcrowded compared to 17 per cent of those with a HRP from an ethnic minority. Households with the highest rates of overcrowding were those with HRPs from the following groups: Bangladeshi (24 per cent), Pakistani (18 per cent), black African (16 per cent), Arab (15 per cent) and Mixed white and black African (14 per cent).⁷³ Ethnic minority social tenants are twice as likely to live in overcrowded homes⁷⁴. <p>Our proposed requirements Responses to the Social Housing Green Paper highlighted tenants' concerns about the quality and upkeep of the spaces around their homes. These proposed requirements set expectations in relation to 'shared spaces', which the landlord does not have responsibility for but where, with effective contribution and cooperation with others, they can improve tenants' experience of using the shared spaces around their homes.</p> <p>Based on the evidence, older people may be more likely to live in accommodation where shared spaces are a feature. Disabled people need shared spaces to be accessible and safe. People from some minority ethnic groups are more likely to live in overcrowded conditions and therefore have most to gain from quality shared spaces. The requirement to contribute to the upkeep and safety of shared spaces may therefore have a positive impact on tenants who share the protected characteristics of age, disability, and race. We consider that PSED aim two is relevant to these requirements.</p> <p>Overall assessment Taking the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics age, disability, and race.</p>			

⁶⁸ [Housing for older and disabled people - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/housing-for-older-and-disabled-people)

⁶⁹ <https://www.ons.gov.uk/census>

⁷⁰ [Future of an aging population, Government Office for Science,](https://www.gov.uk/government/research-data-and-analysis/future-of-an-aging-population)

⁷¹ [Housing-Associations-and-Home-Adaptations](https://www.gov.uk/government/research-data-and-analysis/housing-associations-and-home-adaptations)

⁷² <https://committees.parliament.uk/writtenevidence/41938/pdf/>

⁷³ [Overcrowded households - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://www.gov.uk/government/research-data-and-analysis/overcrowded-households)

⁷⁴ <https://www.ons.gov.uk/census>

Neighbourhood and Community: Local cooperation				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment X	Pregnancy and maternity	Race X
Religion or belief	Sex X	Sexual orientation X	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must co-operate with relevant partners to promote social, environmental, and economic wellbeing in the areas where they provide social housing.</p> <p>Specific expectations 2.2.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:</p> <ol style="list-style-type: none"> identify and communicate to tenants the roles registered providers play in promoting social, environmental, and economic wellbeing and how they will achieve them co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives. 	<p>What the evidence tells us 2020 Government data⁷⁵ for the most deprived 10 per cent of neighbourhoods shows that:</p> <ul style="list-style-type: none"> White British people were the least likely to live in the neighbourhoods most deprived in relation to living environment (9.2 per cent), crime (8.9 per cent) and barriers to housing and services (8.2 per cent) Out of the 18 individual ethnic groups, black African (32.3 per cent), black Other (31.6 per cent), and black Caribbean (29.2 per cent) people were the most likely to live in the neighbourhoods most deprived in relation to housing and services. People from the Pakistani ethnic group were the most likely to live in the 10 per cent of neighbourhoods most deprived in relation to education, skills, and training (27.4 per cent), health and disability (16.0 per cent), crime (21.2 per cent) and the living environment (28.2 per cent). <p>A Bristol University report The Inequality of Poverty⁷⁶ from 2021 indicates the following:</p> <ul style="list-style-type: none"> People from Bangladeshi and Pakistani ethnic minorities have the highest rates of poverty (at 23-26 per cent), followed by Indian, black Caribbean and black African groups (9-11 per cent). The white majority has the lowest poverty rate at (6 per cent). Some protected characteristics are associated with an increased risk of poverty in the UK: race, sex (in the case of single mothers), and disability. In relation to age, while pensioner poverty has fallen over the last few decades younger workers are much more likely to be in poverty than other age groups. We also found that intersectionality plays a large role; the more protected characteristics a person has, the more risk they bear of being in poverty. Poverty amongst minority ethnic groups arises largely from the position in the labour market. Overall people from minority ethnic groups are more likely to work in low-paid occupations or earn below the living wage. There are also higher unemployment rates in some minority ethnic groups, and workers from black minority ethnic groups are more likely to have insecure work. <p>A Houseproud project report from the University of Surrey in 2018 found that:</p> <ul style="list-style-type: none"> Nearly 50 per cent of LGBT+ survey respondents in social housing do not feel a sense of belonging in their local community. 25 per cent reported feeling lonely in the area they live and only 31 per cent of LGBT+ survey respondents felt their housing provider could deal effectively with issues of harassment.⁷⁷ The poverty rate is consistently higher for disabled people (32 per cent in 19/20) compared to 20 per cent not disabled).⁷⁸ In the year ending March 2021, disabled people were more likely to report feelings of loneliness “often or always” (15.1 per cent) than non-disabled people (3.6 per cent).⁷⁹ <p>Our proposed requirements Based on the evidence, requiring providers to co-operate with partners to promote social, environmental, and economic wellbeing may have a positive impact on tenants who share the protected characteristics age, race, disability, sex, gender reassignment, and sexual orientation. We consider that all PSED aims are relevant to these requirements. Requiring registered providers to set out how they will achieve their role in the promotion of social, environmental, and economic wellbeing strengthens the current expectation as it is more transparent and active.</p> <p>Overall assessment Taking the above into account, we believe this requirement may have a positive impact on tenants who share the protected characteristics age, race, disability, sex, gender reassignment, and sexual orientation.</p>			

⁷⁵ [People living in deprived neighbourhoods - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://www.ethnicity-facts-figures.service.gov.uk/people-living-in-deprived-neighbourhoods)

⁷⁶ [The Inequality of Poverty Full Report.pdf \(fairbydesign.com\)](https://www.fairbydesign.com/the-inequality-of-poverty-full-report.pdf)

⁷⁷ [No Place Like Home](#)

⁷⁸ [2022 UK Poverty report](#)

⁷⁹ [Outcomes for disabled people in the UK - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/outcomes-for-disabled-people-in-the-uk)

Neighbourhood and Community: Safer neighbourhoods

Potential impact on different protected characteristics

Age X	Disability X	Gender reassignment X	Pregnancy and maternity	Race X
Religion or belief X	Sex X	Sexual orientation X	Marriage and civil partnership	

There is insufficient evidence of any impact on the other protected groups.

Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral
<p>Required outcome Registered providers must work in partnership with appropriate local authority departments, the police, and other relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.</p> <p>Specific expectations</p> <p>2.3.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.</p> <p>2.3.2 Registered providers must have clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.</p> <p>2.3.3 Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case.</p>	<p>What the evidence tells us</p> <p>Government 2021/22 hate crime figures⁸⁰:</p> <ul style="list-style-type: none"> 70 per cent (109,843) of hate crimes were racially motivated - racially motivated hate crimes increased by 19 per cent between year ending March 2021 and year ending March 2022. Religious hate crimes increased by 37 per cent between year ending March 2021 and year ending March 2022 (from 6,383 to 8,730). In year ending March 2022, where the perceived religion of the victim was recorded, two in five (42 per cent) of religious hate crime offences were targeted against Muslims (3,459 offences). The next most targeted group were Jewish people, who were targeted in just under one in four (23 per cent) of religious hate crimes (1,919 offences). Sexual orientation hate crimes rose by 41 per cent (to 26,152 offences). This was the largest percentage annual increase in these offences since the time series began in year ending March 2012. Disability hate crimes increased by 43 per cent (from 9,945 to 14,242) over the last year, the largest percentage annual increase seen since year ending March 2017 (53 per cent). <p>ONS crime figures 2020⁸¹:</p> <ul style="list-style-type: none"> 40 per cent of white British households experienced ASB in the local area compared to 46 per cent white and black African and 55 per cent other mixed ethnic background. 50 per cent of Jewish households experienced ASB in the local area. 52 per cent of gay/lesbian households and 49 per cent of bisexual households experienced ASB in the local area compared to 42 per cent of heterosexual households. <p>ONS perception of personal safety and experiences of harassment 2022⁸²</p> <ul style="list-style-type: none"> People felt less safe walking alone in all settings after dark than during the day; with women feeling less safe than men in all settings after dark. Disabled people felt less safe in all settings than non-disabled people. More women (27 per cent) than men (16 per cent) reported they had experienced at least one form of harassment in the previous 12 months. <p>Research⁸³ from the University of Surrey indicated:</p> <ul style="list-style-type: none"> Transgender respondents were particularly concerned about safety in their neighbourhood, due to transphobia and transphobic hate crime. Disabled people aged 16 years and over (43.4 per cent) were significantly more likely to have experienced ASB than non-disabled people (39 per cent). This was most pronounced amongst those aged 35-44, where 57.7 per cent of disabled people experienced ASB compared with 43.3 per cent of non-disabled people.⁸⁴ <p>London Councils' 2014 report⁸⁵ on ASB and mental health found that people with learning disabilities and mental health problems can sometimes be perceived as perpetrators of ASB through displaying behaviours due to their impairment.</p> <p>A Cambridge University research project⁸⁶ found very differing ideas about what constitutes ASB between adults and people aged 11-15 within the same area.</p> <ul style="list-style-type: none"> Social housing tenants are more likely to experience ASB and be victims of crime than those in other tenures⁸⁷.

⁸⁰ [Hate crime, England and Wales, 2021 to 2022 - GOV.UK](#)

⁸¹ [Crime in England and Wales, 2020](#)

⁸² [Perceptions of personal safety and experiences of harassment, Mar 22 Great Britain - ONS](#)

⁸³ [SAFE Housing University of Surrey, 2017](#)

⁸⁴ [Outcomes for disabled people in the UK - ONS](#)

⁸⁵ [Mental-Health-and-Anti-Social-Behaviour-London-Councils-2014.pdf \(hampshiresab.org.uk\)](#)

⁸⁶ [Generation blame: how age affects our views of anti-social behaviour | University of Cambridge](#)

⁸⁷ [The charter for social housing residents: social housing white paper - GOV.UK \(www.gov.uk\)](#)

<p>2.3.4 Registered providers must provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.</p> <p>2.3.5 Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.</p>	<p>Our proposed requirements</p> <p>Based on the evidence, tenants who share the protected characteristics age, race, religion or belief, disability, sex, gender reassignment, and sexual orientation may be more positively impacted by requirements relating to ASB and hate crime. We consider that all PSED aims are relevant to these requirements.</p> <p>The new expectation that providers set out their approach to tackling and deterring hate incidents may have a positive impact on tenants who share the protected characteristics race, gender reassignment, disability, sexual orientation, and age, as providers will need to define their policy and approach, taking into account the needs of their tenants and current sector good practice in this area.</p> <p>Some perpetrators of ASB suffer with mental health problems. 2.3.5 requiring providers to support those affected by ASB rather than limiting support to victims of ASB may help to facilitate the right support and interventions being put in place for those perpetrators and achieve a positive outcome that reduces further offending and helps them to maintain their tenancy.</p> <p>We have taken the opportunity in the draft Code of Practice to make it clear that providers should aim to eliminate any barriers to reporting ASB and hate incidents to their landlord, which may have a positive impact on those tenants who may be reluctant to report ASB and hate incidents or who experience communications barriers.</p> <p>Overall assessment</p> <p>Taking the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics race, religion or belief, gender reassignment, disability, sex, sexual orientation, and age.</p>
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Neighbourhood and Community: Domestic abuse				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment X	Pregnancy and maternity X	Race X
Religion or belief	Sex X	Sexual orientation X	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.</p> <p>Specific expectations 2.4.1. Registered providers must have a policy for how they respond to cases of domestic abuse.</p> <p>2.4.2. Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.</p>	<p>What the evidence tells us ONS data on domestic abuse victim characteristics 21/22⁸⁸:</p> <ul style="list-style-type: none"> • 74 per cent of domestic abuse related crimes recorded by the police the victim was female. • Significantly higher proportion of adults aged 20 to 24 years were victims of any domestic abuse compared with those in age categories of 55 years and over. • 10 per cent of adults with a disability experienced domestic abuse compared to 4 per cent of adults without a disability. • Differences between any domestic abuse estimates across different ethnic groups were found not to be significant. • ONS statistics⁸⁹ show that, of all victims of any type of domestic abuse, it was reported by 5.0 per cent of white people, 8.7 per cent of mixed ethnicity people, 3.9 per cent Asian people, and 5.9 per cent black people. Looking at female victims only, the figures were 7.0 per cent white, 3.2 per cent Asian, and 10.2 per cent black. • Domestic abuse can escalate during pregnancy⁹⁰. • 1 in 15 survivors using domestic abuse services are pregnant women.⁹¹ • The Safe at Home Report⁹² recommends creating a domestic abuse policy for staff and tenants in order to raise awareness of domestic abuse. • The Home Office states⁹³ that between an estimated quarter and a third of children have been exposed to domestic abuse at some point in their lives; and that women aged 16 to 19 years were significantly more likely to be victims of any domestic abuse in the last year than women aged 25 years and over. It also found that disabled adults were more likely to have experienced domestic abuse in the last year than non-disabled adults. • There is further evidence to suggest that disabled people are at increased risk of experiencing domestic abuse in the Crime Survey for England and Wales year ending March 2020⁹⁴. This found that around 1 in 7 (14 per cent) disabled adults aged 16 to 59 years experienced domestic abuse, compared with 1 in 20 (5 per cent) non-disabled adults, and that disabled women were more than twice as likely to have experienced domestic abuse (18 per cent) than non-disabled women (7 per cent). • While there are no official statistics on the experiences of LGBT+ communities with domestic abuse, research ⁹⁵by GALOP suggests it is very prevalent. • A Stonewall study⁹⁶ found more than a quarter of British transgender people (28 per cent) in a relationship in the previous year had faced domestic abuse from a partner. <p>Our proposed requirements The White Paper commits the regulator to introducing a requirement for landlords to have a policy setting out how they should tackle issues surrounding domestic abuse, working with other agencies as appropriate, and the Act extends our powers to set standards to include policies and procedures in connection to domestic abuse. This is reflected in the proposed standard. We consider that all PSED aims are relevant to these requirements.</p> <p>Based on the evidence, requiring providers to work with others to tackle domestic abuse may have a positive impact on tenants who share the protected characteristics of pregnancy and maternity, gender, age, race, disability, gender reassignment, and sexual orientation. By working with other agencies, registered providers may be able to achieve more to tackle domestic abuse than they could by working alone, which may reduce disadvantages suffered by victims and survivors. The outcome of such partnership working should help to ensure that victims and survivors of domestic abuse can remain safe in their home or move to a place of safety.</p>			

⁸⁸ [Domestic abuse victim characteristics, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/people-and-population/demography-and-population-change/domestic-abuse-victim-characteristics)

⁸⁹ [Domestic abuse prevalence and victim characteristics - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/people-and-population/demography-and-population-change/domestic-abuse-prevalence-and-victim-characteristics)

⁹⁰ [Safe Lives: Cry for health, 2016](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/441237/Safe_Lives_Cry_for_health_2016.pdf)

⁹¹ [The Domestic Abuse Report, 2022](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/104222/The_Domestic_Abuse_Report_2022.pdf)

⁹² [Safe at Home Report.pdf \(safelives.org.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/104222/Safe_at_Home_Report.pdf)

⁹³ [Policy Equality Statement: demonstrating compliance with the Public Sector Equality Duty \(PSED\) \(publishing.service.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/104222/Policy_Equality_Statement_demonstrating_compliance_with_the_Public_Sector_Equality_Duty_PSED.pdf)

⁹⁴ [Disability and crime - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/people-and-population/demography-and-population-change/disability-and-crime)

⁹⁵ [Galop domestic abuse.indd](https://www.galop.org.uk/galop-domestic-abuse-indd)

⁹⁶ [stonewall and nfp synergy report](https://www.stonewall.org.uk/resources/reports/stonewall-and-nfp-synergy-report)

Having a domestic abuse policy should raise awareness of and increase understanding of domestic abuse and the support available to victims and survivors of domestic abuse within the community and with a registered provider's staff. Having a policy setting out how they respond to cases of domestic abuse may also help to ensure that providers respond appropriately and consistently to reports of domestic abuse. The Draft [Domestic Abuse Statutory Guidance Framework](#) states that it is vital that housing providers are able to recognise and respond to the signs of domestic abuse. Its findings include the risk of housing providers misdiagnosing the effects of domestic abuse as ASB and the cost to providers of doing so. Expecting registered providers to have a clear policy and commitment to this approach may also help to contribute to a societal challenge against domestic abuse towards victims and survivors, where there is significant correlation across protected characteristics, particularly for women.

The draft Code of Practice makes clear that providers should ensure they have an appreciation of the different specific needs of tenants who experience domestic abuse, including those arising from the tenant's protected characteristics, such as disability and race.

Overall assessment

Taking the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics pregnancy and maternity, sex, age, race, disability, gender reassignment, and sexual orientation.

Tenancy: Allocations and lettings				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.</p> <p>Specific expectations</p> <p>2.1.1 Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.</p> <p>2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.</p> <p>2.1.3 Registered providers must develop and deliver services to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants.</p>	<p>What the evidence tells us</p> <p>Government figures on overcrowded households⁹⁷:</p> <ul style="list-style-type: none"> Households with a black lead applicant were the most disproportionately homeless at 9.7 per cent of those owed a duty but only 3.5 per cent of the population. Households with the highest rates of overcrowding were in the Bangladeshi (24 per cent), Pakistani (18 per cent), black African (16 per cent), Arab (15 per cent) and mixed white and black African (14 per cent) ethnic groups. 2 per cent of white British households were overcrowded. In social housing 6 per cent of white British were overcrowded compared to 13 per cent of the population other than white British. For vulnerable Bangladeshi households, the most common reason they were given priority was the need to move out of unsanitary, unsatisfactory, or overcrowded conditions. White British households were more likely to under-occupy their home than households from all other ethnic groups combined. <p>Government data on renting social housing⁹⁸</p> <ul style="list-style-type: none"> Black African (44 per cent), mixed white and black African (41 per cent) and black Caribbean (40 per cent) households were most likely to rent social housing out of all ethnic groups. Indian (7 per cent), Chinese (10 per cent), and white other (11 per cent) households had lower rates of renting social housing. Compares with 16 per cent of white British households rented social housing. In London, white British households were less likely to rent social housing than households from all other ethnic groups combined. Outside London, white British households were as likely to rent social housing as households from all other ethnic groups combined. Households with a HRP from black ethnic groups were the most likely to live in the neighbourhoods most deprived in relation to barriers to housing and services and those with a HRP from the white British ethnic group least likely. Households from the Pakistani ethnic group were the most likely to live in the 10 per cent of neighbourhoods most deprived in relation to education, skills and training, health and disability, crime, and the living environment. <p>Census 2021 data⁹⁹</p> <ul style="list-style-type: none"> Ethnic minority social tenants are twice as likely to live in overcrowded homes <p>Research¹⁰⁰ by the National Institute for Health Research, School for Social Care Research highlights some of the difficulties those with mild and moderate learning disabilities have with accessing social housing:</p> <ul style="list-style-type: none"> Social housing was often viewed as the first or preferred option, but the sector was difficult to access. The process of applying for social housing, generally through choice - based lettings, is challenging, even where a person has advocates. The bidding process is difficult to understand and the competitive nature of it places significant pressure on people with learning disabilities. The choice based letting system needs to be made much more accessible. Having a trusted and well-informed individual that supports someone through a move and maintaining their tenancy is essential. <p>Some of the evidence¹⁰¹ provided to the Levelling Up Housing and Communities Committee's inquiries into the regulation of social housing, and into exempt accommodation, indicated that unsuitable allocations can have a detrimental effect. SHAC's written evidence to the inquiry on the regulation of social housing suggests that support provided to disabled tenants experiencing ASB needs to be improved, with better use made of powers under the Anti-Social Behaviour, Crime and Policing Act 2014. West Midlands Police's written evidence to the inquiry on exempt accommodation expressed concern about 'concentrations of vulnerable persons, many with complex needs' in ASB hotspot areas as it provides 'opportunity for them to be exploited, to exploit others or for their vulnerabilities to be otherwise taken advantage of or exposed'.</p>			

⁹⁷ [Overcrowded households – GOV.UK Ethnicity facts and figures](#)

⁹⁸ [Renting social housing – GOV.UK Ethnicity facts and figures](#)

⁹⁹ <https://www.ons.gov.uk/census>

¹⁰⁰ [Supporting people with learning disabilities to rent their own place - Resource Library - Resources - Housing LIN](#)

¹⁰¹ <https://committees.parliament.uk/writtenevidence/41978/pdf/> <https://committees.parliament.uk/writtenevidence/43141/pdf/>

<p>2.1.4 Registered providers must take action to prevent and tackle tenancy fraud.</p>	<p>A 2019 report¹⁰² from the APPG for housing and care for older people highlighted that older tenants in social housing are most likely to under-occupy and that this can create several problems with fuel poverty and maintenance cost.</p>
<p>2.1.5 Registered providers must have a fair, reasonable, simple, and accessible appeals process for allocation decisions.</p>	<p>Overcrowding is much more prevalent amongst those aged 16 to 34.¹⁰³</p> <p>A 2021 publication¹⁰⁴ from the House of Commons Library stated that older households who want to move may struggle to move to an accessible home due to a shortage of accessible and specialist housing for older people (for example, retirement housing, sheltered housing and housing with care) in both the private and social sectors.</p>
<p>2.1.6 Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.</p>	<p>Our proposed requirements</p> <p>Based on the evidence, tenants within the sector who may be positively impacted by these requirements share the protected characteristics age, race, and disability. We consider that PSED aim two is relevant to these requirements.</p> <p>We are broadening the current requirement that providers <i>take into account the housing needs and aspirations of tenants and potential tenants, to take into account the needs of tenants and prospective tenants</i>. This may encourage registered providers to consider the wider needs of tenants and prospective tenants arising from their protected characteristics, or broader circumstances, in their allocations decisions, and therefore help to advance opportunities for some tenants who share one or more protected characteristics.</p> <p>2.1.2 makes the need clear for providers to make best use of the limited stock of adapted properties, which may improve opportunities for those who share protected characteristics of disability and age.</p> <p>2.1.5 requires that the appeals process must be fair, reasonable, simple, and accessible, and reiterates requirements that are elsewhere in the standards for landlord services to be accessible.</p> <p>2.1.6 ensures the continued availability of data on social housing lettings which helps to increase information in the public domain about who is moving into social housing, which is a fundamental element in ensuring equitable access and outcomes.</p> <p>Overall assessment</p> <p>Taking the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics age, race, and disability.</p>

¹⁰² [HAPPI-5-Rental-Housing.pdf \(housinglin.org.uk\)](https://housinglin.org.uk/HAPPI-5-Rental-Housing.pdf)

¹⁰³ [English Housing Survey: Housing across the life course 2018-19 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/100000/english-housing-survey-housing-across-the-life-course-2018-19.pdf)

¹⁰⁴ [Housing an ageing population: a reading list \(parliament.uk\)](https://parliament.uk/reading-list/housing-an-ageing-population-a-reading-list)

Tenancy: Tenure				
Potential impact on different protected characteristics				
Age	Disability	Gender reassignment	Pregnancy and maternity	Race
Religion or belief	Sex	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on protected groups.				
Proposal		Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral		
<p>We have only assessed the text in bold below.</p> <p>Required outcome Registered providers must offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.</p> <p>They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.</p>		<p>What the evidence tells us We did not find any evidence which is directly relevant to the requirement for registered providers to meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.</p> <p>Our proposed requirements We considered whether this requirement may have a positive impact on tenants who share different protected characteristics. While all tenants may be positively impacted by this requirement, there is no evidence of any impact on tenants who share different protected characteristics.</p> <p>Overall assessment Taking the above into account, at this stage we have not identified any equality impacts relevant to this proposal.</p>		

Tenancy: Tenancy sustainment and evictions				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex X	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Required outcome Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.</p> <p>Specific expectations 2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.</p> <p>2.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.</p>	<p>What the evidence tells us</p> <p>Government data on the social rented sector¹⁰⁵:</p> <ul style="list-style-type: none"> The youngest and oldest social renters (those aged 16 to 24, and 75 and over) had the highest proportions in the lowest income quintile for their age (69 per cent and 73 per cent respectively), with the weekly income being lowest for 16- to 24-year-olds and those aged 75 and over, at £293 and £290 respectively. Amongst household types in the social rented sector, lone parents with dependent children (49 per cent) and one person households (79 per cent) had the highest proportion in the lowest income quintile compared to other household types. Lone parents with non-dependent children (56 per cent) and lone parents with dependent children (60 per cent) had the lowest proportion saying they found it easy to pay rent compared to other household types. Younger social renters were more likely to have been in rent arrears within the previous year than older renters. Social renters aged 16 to 24 and 25 to 34 were more likely than all other age groups to have been in arrears in the last year (44 per cent and 37 per cent respectively). Social renters aged 75 and over and those aged 65 to 74 were the least likely to be in arrears (6 per cent and 5 per cent respectively). Lone parents in social housing with dependent children (42 per cent) were more likely to have been in rent arrears within the previous year than any other household type. This was followed by couples with dependent children (27 per cent). In the social rented sector, those receiving housing benefit were more likely to have been in rent arrears in the previous year (30 per cent) compared to those who do not (17 per cent). <p>The Inequality of Poverty report from the University of Bristol¹⁰⁶ also found significant differences in rates of poverty, which seem to align with certain protected characteristics:</p> <ul style="list-style-type: none"> Some protected characteristics are associated with an increased risk of poverty in the UK: race, sex (in the case of single mothers), and disability. People from Bangladeshi and Pakistani ethnic minorities have the highest rates of poverty (at 23-26 per cent), followed by Indian, black Caribbean and black African groups (9-11 per cent) with the white majority at (6 per cent). Their findings indicate that younger workers are much more likely to be in poverty than other age groups. Intersectionality plays a large role; the more protected characteristics a person has, the more risk they bear. They also found a very strong relationship between poverty and disability. <p>The Race Equality Foundation's work in its Housing Collaborative reported¹⁰⁷ that:</p> <ul style="list-style-type: none"> Across all tenures and groups, around 6 per cent of households responding to the Understanding Society survey¹⁰⁸ were in arrears with their housing payments. Those born outside the UK were twice as likely to be in housing arrears. Single parents and other households with dependent children twice as likely. Social housing tenants were two and a half times as likely to be in housing arrears. They identified inequality by ethnicity with a quarter of people with Bangladeshi ethnicity and a fifth of those with Pakistani or black African ethnicity being in housing arrears. This study also looked at those who had told the survey that they intended to move from their present accommodation. Of the total who said this, 4 per cent were moving because of the end of their tenancy or eviction. The report does not explain its results particularly clearly, but it does indicate that the numbers of lone parent with dependent children households who intended to move because of the end of their tenancy or eviction was disproportionately high, both in social housing and private rented housing. They also indicate that black Caribbean, Bangladeshi, white other and mixed ethnic groups were more likely to intend to move because of the end of tenancy or eviction. <p>Census 2021 data¹⁰⁹:</p> <ul style="list-style-type: none"> Social housing tenants have the second lowest employment rate behind owners who have bought their homes outright. 			

¹⁰⁵ [EHS_19-20_Social_rented_sector_report_FINAL.pdf \(publishing.service.gov.uk\)](#)

¹⁰⁶ [The-Inequality-of-Poverty-Full-Report.pdf \(fairbydesign.com\)](#)

¹⁰⁷ [Layout 1 \(raceequalityfoundation.org.uk\)](#)

¹⁰⁸ [COVID-19 | Understanding Society](#)

¹⁰⁹ <https://www.ons.gov.uk/census>

Our proposed requirements

Our draft requirements on tenancy sustainment and evictions give greater emphasis on landlords supporting tenants to maintain their tenancy, as we are proposing to set a required outcome on this issue. Being in arrears with rent is a means by which a tenant may face eviction and the evidence shows us that certain groups e.g., young people (age), people from certain ethnic minorities (race), lone parents (sex), and those with a disability are more likely to be in rent arrears within the social housing sector when compared to other groups who do not share those protected characteristics. By introducing these requirements, registered providers will have to demonstrate how they support tenants in this area. Where tenants can access this additional support, this may reduce the disparities.

We are also being explicit that this requirement applies not only to tenancies, but to licences. These are commonly granted as the basis of occupation in a supported housing context, where licensees are more likely to share the protected characteristic of disability. Registered providers will need to ensure that their approach to tenancy sustainment and evictions covers licensees as well as tenants.

The evidence indicates that tenants within the sector who may be positively impacted by this requirement are those who share protected characteristics of age, race, disability, and sex, as they are more likely to be in poverty and to fall into rent arrears, and so at higher risk of eviction. Other protected groups can also be vulnerable to eviction, such as families with support needs, young people leaving care, and single parents. Vulnerable individuals are also more likely to be housed in supported accommodation, including people fleeing abusive relationships, refugees and migrants, young care leavers and people experiencing mental health problems.

We consider that PSED aim two is relevant to these requirements.

Overall assessment

Taking the above into account, we consider that these measures may have positive impacts on tenants who share the protected characteristics age, sex, race, and disability.

Tenancy: Mutual exchange				
Potential impact on different protected characteristics				
Age X	Disability X	Gender reassignment	Pregnancy and maternity	Race X
Religion or belief	Sex X	Sexual orientation	Marriage and civil partnership	
There is insufficient evidence of any impact on the other protected groups.				
Proposal	Evidence of potential impact(s) and an assessment of our requirements and of the potential impact: positive, negative, or neutral			
<p>Our assessment has been carried out on the required outcome and on specific expectation 2.2.4, which are proposed by the regulator.</p> <p>Required outcome Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.</p> <p>Specific expectation 2.4.4. Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges.</p>	<p>What the evidence tells us</p> <ul style="list-style-type: none"> Shelter's 'Fobbed off' report¹¹⁰ identifies that women face barriers when accessing advice and support with their housing including lack of knowledge of how the system works and poor treatment by professionals. Data from the EHS and OFCOM shows rates of home internet use reducing with age and being lowest generally amongst social housing tenants compared to other tenures. <p>Our proposed requirements We consider that PSED aims one and two are relevant to these requirements.</p> <p>The required outcome should help to ensure that all tenants are equally supported to mutually exchange their home by their landlord. Similarly, 2.4.4 should help to ensure that those who wish to exchange and are eligible can understand the full implications of it, allowing them to make an informed choice about what is best for them. Both changes may have a positive impact on female tenants, tenants who have communication difficulties, and those whose first language is not English.</p> <p>Overall assessment Taking the above into account, we consider that these requirements may have a positive impact on tenants who share the protected characteristics sex, age, disability, and race.</p>			

¹¹⁰ [Fobbed Off, Shelter, 2021](#)

Part 4: Monitoring and review

We are asking respondents to the consumer standards consultation whether they agree with the conclusions in this EQIA. Following the consultation, we will consider the responses in preparing a final EQIA, which we intend to publish alongside the final consumer standards and associated Code of Practice. This will include an assessment of any additional evidence of potential impacts on equality received during this consultation.

If we make changes to the consumer standards following the consultation, we will consider whether to revise the EQIA. In addition, where new relevant equality data becomes available, including in relation to the identified gaps, consideration to reviewing the EQIA will also be given at that point.



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Regulator of Social Housing

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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	16 NOVEMBER 2023	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 595 5889/5722 democraticservices@southderbyshire.gov.uk	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Committee considers and approves the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to consider the updated work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Housing and Community Services Committee – 16 November 2023 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 5 Committees		
Beat the Street Update	09 March 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Corporate Plan 2020-24: Performance Report (2022-2023 Quarter 3 – (1 April to 31 December)	09 March 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Council House Letting and Void Properties	25 April 2023	Paul Whittingham Head of Housing (01283) 595984
Corporate Plan 2020-24: Performance Report (2022-2023 Quarter 4 – (1 April to 31 March)	01 June 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Council ASB Policy Review	01 June 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Parks and Green Spaces Policy (Service Standards)	01 June 2023	Sean McBurney (Head of Cultural & Community Services) 07435 935050
Corporate Plan 2020-24: Performance Report 2023-2024 Quarter 1 – (1 April to 30 June)	17 August 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Budget Setting Approach 2024-25	28 September 2023	Charlotte Jackson (Head of Finance) 07770 085452

Update to Parks and Green Spaces Service Standards Policy	28 September 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Sharpe's Pottery Heritage and Arts Trust (Exempt)	28 September 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Long Term Lease of Shardlow Allotments to Shardlow & Great Wilne Parish Council (Exempt)	28 September 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Provisional Programme of Reports To Be Considered by Committee		
Corporate Plan 2020-24: Performance Report (2023-2024 Quarter 2 – (1 July to 30 September)	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Transfer of Sports Pavilion to Willington Parish Council – Exempt	16 November 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Long Term Lease of Philip Richardson Memorial Field to Netherseal Parish Council – Exempt	16 November 2023	Sean McBurney Head of Cultural & Community Services 07435 935050
Tenancy Strategy and Tenancy Policy	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Housing Compliance in Conjunction with New Regulator Consumer Standards	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Regulator of Social Housing Proposed Consumer Standards	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Fisher Close Social Housing Development - Exempt	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775

Housing Services Review – Exempt	16 November 2023	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Draft 2024-25 General Fund Revenue Budget	08 January 2024	Charlotte Jackson Head of Finance 07770 085452
Draft 2024-24 HRA Budget	08 January 2024	Charlotte Jackson Head of Finance 07770 085452
Draft Capital Programmes 2024-25 to 2028-29	08 January 2024	Charlotte Jackson Head of Finance 07770 085452
SHDF Wave 1 + 2	01 February 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Active Schools Partnership – School Swimming Partnership	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Bevin Boys Miners Memorial	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Community Grant Fund updates	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Beat the Street Update	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Foundation/Adaptations Policy Review	01 February 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Procurement of IT Software	01 February 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775

Surveillance Policy Update	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Revitalising Rosliston Forestry Centre Update	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Volunteering Policy	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Development and refurbishment Options Appraisals	01 February 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Policy on Access to Allotments	01 February 2024	Sean McBurney Head of Cultural & Community Services 07435 935050
Corporate Plan 2020-24: Performance Report (2023-2024 Quarter 3 – (1 October to 31 December)	07 March 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Tenant Satisfaction Survey	07 March 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Stock Condition Survey	07 March 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Health and Housing Strategy 2021-23	07 March 2024	Heidi McDougall Strategic Director (Service Delivery) 01283 595775
Leisure Facilities Strategy	TBC	Sean McBurney Head of Cultural & Community Services 07435 935050
Voids and Relet Update	TBC	Heidi McDougall Strategic Director (Service Delivery) 01283 595775