

18<sup>th</sup> October 2021

## Regulatory Standards Compliance and Action Plan

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### Purpose of the Report

1. To update members on the Regulatory Standards self-assessment and action plan.
2. At the joint workshop with the Strategic Housing Board on the 30<sup>th</sup> September 2021, members requested that this item was added to the agenda of the next of Housing Environment and Healthier Communities Overview and Scrutiny Committee meeting. A covering report was requested to include the required actions to achieve full compliance.

### Background

3. As a social housing landlord Gateshead Council must ensure that it is fully compliant with all aspects of the existing Regulatory Standards and that we have robust governance arrangements in place to provide assurance and scrutiny.
4. The existing regulatory standards comprise of four Consumer Standards:
  - **Home Standard** – sets out expectations for registered providers of social housing to provide tenants with quality accommodation and a cost-effective Repairs and Maintenance Service.
  - **Tenancy Standard** – sets out expectations for registered providers to let their homes to tenants in a fair, transparent, and efficient way.
  - **Neighbourhood and Community Standard** – sets expectations for registered providers to keep the neighbourhood and communal areas associated with the homes they own clean and safe, co-operate with relevant partners to promote the wellbeing of the local area and help prevent and tackle anti-social behaviour.
  - **Tenant Involvement and Empowerment Standard** – sets expectations for registered providers of social housing to provide choices, information and communication that is appropriate to the diverse needs of their tenants, a clear approach to complaints and a wide range of opportunities for them to have influence and be involved.
  - In addition, the **Economic Standard** that covers rent also applies to local authorities.
5. In March 2021 a self-assessment against each standard was completed to understand our current position. For each specific requirement we designated 'good', 'satisfactory' or 'requires improvement'.

6. To strengthen this process, Service Managers carried out peer reviews of each of the standards' self-assessments, to ensure a rigorous and independent approach was applied.
7. Our assessment showed that we achieved a 65% average compliance score across the four Consumer Standards and Rent Standard. A summary is set out in Appendix 1.

### **Next Steps**

8. Our aim is to achieve a satisfactory or good rating against all requirements of each Regulatory Standard. To support compliance an action plan has been developed which sets out the necessary actions to achieve full compliance. Of the 82 required actions, 43 have commenced, and a further 16 are now complete.
9. Each action is assigned to a lead officer, states clearly what is required to become compliant and includes an expected completion date. It is anticipated that all actions will be completed within 18 months.
10. Appendix 2 sets out what actions are required against each standard to achieve full compliance.
11. Progress updates will be reported to both this committee on a quarterly basis and the Strategic Housing Board on a six-monthly basis.
12. **Recommendations:**
  1. Members of OSC are requested to note progress to date and arrangements for future progress updates.

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**Appendix 1**

**Table 1 - Regulatory Standards Self-Assessment outcomes**

	<b>Consumer Standards</b>				<b>Economic Standard</b>
<b>Rating</b>	<b>Tenancy Standard</b>	<b>Tenant Involvement and Empowerment Standard</b>	<b>Home Standard</b>	<b>Neighbourhood and Community Standard</b>	<b>Rent Standard</b>
<b>Good</b>	56%	20%	0%	43%	88%
<b>Satisfactory</b>	20%	40%	12.5%	43%	12%
<b>Requires Improvement</b>	24%	40%	87.5%	14%	N/A

- This demonstrates 65% average score with compliance across the four Consumer Standards and Rent Standard