

Appendix 2 - Table 2 - Regulatory Standards Self-Assessment Analysis and Progress to date

	Actions identified following self-assessment	Areas where improvement still required	Key progress to date
Tenancy Standard	<ul style="list-style-type: none"> ▪ Strengthened Strategic Housing Function ▪ Review of Allocations Policy/Process and Strategic Tenancy Policy ▪ Review of Homelessness ▪ Voids Review – Pennington Choices 	<ul style="list-style-type: none"> ▪ Strategic Housing Needs ▪ Overall we need to improve services/choices for under occupiers and make better use of our stock ▪ We need to improve our response and offer to statutory overcrowding cases ▪ Time empty between letting ▪ Terms of occupation ▪ We do not currently have clear and accessible Tenancy Management Policies 	<ul style="list-style-type: none"> ▪ Allocations Policy was not fit for purpose, appointed Campbell Tickell, to help develop a new policy, which is going to Cabinet in December. ▪ Reviewed the Tenancy Agreement (including the terms of occupation on offer) to ensure it reflects the recent changes from the ALMO coming back into the Council. ▪ Phase 1 of the Homelessness Review completed. Findings and recommendations for change approved by Strategic Housing Board. Draft Strategy and Charter also approved ready for Cabinet approval in the autumn. ▪ Business Case completed to leave Tyne and Wear Homes endorsed by Strategic Housing Board. ▪ Voids Review Underway, led by Pennington Choices with voids reduction action plan in place.
Tenant Involvement and Empowerment Standard	<ul style="list-style-type: none"> ▪ New Strategic Housing Board that includes tenants ▪ TPAS – Tenant Voice Strategy ▪ New Performance Management Framework and PIs developed ▪ New online repairs reporting system in July 	<ul style="list-style-type: none"> ▪ Tenant involvement and influence – decision making & service delivery ▪ Performance monitoring and scrutiny by Tenants ▪ Assurance customers treated fairly/respectfully 	<ul style="list-style-type: none"> ▪ A new Resident Influence Strategy has been developed based on the TPAS review of Customer Engagement recommendations. ▪ Created new Resident Influence Panel and Strategic Housing Board. Tenant and Leaseholders appointed to both. ▪ New suite of Performance Indicators developed reported to joint HE&HC OSC and SHB. Going to SMG Performance and Services in October. ▪ Revised Council Complaints Policy to comply with Housing Ombudsman’s new Complaints Handling Code, it is subject to Cabinet approval in October.

			<ul style="list-style-type: none"> Launched Online reporting service for Repairs and Maintenance in July 2021, which provides the customer with more information about their repair reports.
Home Standard	<ul style="list-style-type: none"> Voluntary Undertaking and Pennington Assessment 5-year £104 million planned investment New HRA Asset Management Strategy Review of HRA Business Plan R&M Service Improvement Plan with external support Proposed launch of a new Gateshead HIA 	<ul style="list-style-type: none"> Achieving 100% Decent Homes Compliance The Gateshead Offer Value for Money R&M Services Regulatory Notice Pandemic increased the no-access rate for Surveying programme as customers wish to limit visitors to their homes. 40% of stock now surveyed and target remains for 100% by 2023. 	<ul style="list-style-type: none"> Current decency projection end of current financial year (2021/22) is 95.5% homes decent, performance indicator reported quarterly. New Asset Management Strategy to be approved by Cabinet October 2021 Review of Housing Disrepair defence process undertaken with Pennington Choices, suggested enhancements to be implemented and trialled. New Schedule of Rates introduced to support the business planning process, which will be fully implemented from April 2022. Two Business Planning Workshops, externally facilitated, took place in July and August 2021. A new costed affordable business plan produced as a result. Operational and compliance related performance data reported and discussed with Members and tenants in September 2021 at HE&HC OSC and SHB.
Neighbourhood and Community Standard	<ul style="list-style-type: none"> New locality-based delivery model Development of local planning partnerships New RP & Private Landlords Partnership Bodies Planned review of ASB 	<ul style="list-style-type: none"> Neighbourhood Policy ASB Local Partnership Arrangements 	<ul style="list-style-type: none"> New Strategic Housing Service established. Strategy and Partnerships Officer appointed, to lead strategy and policy development, including a policy for maintaining and improving neighbourhoods. Review of ASB has begun which will include engagement with customers. Review recommendations have been approved by Community Safety Board and Strategic Housing Board. Review of Multi-storeys has also started which will also include engagement with

			<p>customers.</p> <ul style="list-style-type: none"> ▪ All reviews currently underway will inform how we move forward with improving and maintaining neighbourhoods.
Rent Standard	<ul style="list-style-type: none"> ▪ System Review – More automation/flags 	<ul style="list-style-type: none"> ▪ Affordable Rents – System checks 	<ul style="list-style-type: none"> ▪ Meeting taken place with property services (valuers) and the rent and income team to discuss the process for updating affordable rented property rental values and also obtaining the 1999 formula rent as they become void. This will mean an incremental approach to the existing affordable stock. ▪ For all new stock a market value, market rent and 1999 value will be provided to enable the formula rent to be maintained.