

<b>Committee(s):</b> Community & Children's Services	<b>Dated:</b> 17 July 2023
<b>Subject:</b> Social Housing Regulatory Regime – Tenant Satisfaction Measures	<b>Public</b>
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 12
Does this proposal require extra revenue and/or capital spending? Y/N	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed upon with the Chamberlain’s Department?	N/A
<b>Report of:</b> Judith Finlay Executive Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie Head of Housing Management	

### Summary

The purpose of this report is to update members on the new Social Housing Regulatory Regime, Tenant Satisfaction Measures (TSMs), which came into effect on 1 April 2023. The TSMs form part of a huge overhaul of the social housing regulations and aims to bring in a more tenant-focused system. All registered social housing landlords in England will have to collect and report on the TSM's, as it is now a regulatory requirement.

This report is also for decision, regarding the recommendations for the oversight and scrutiny of our housing performance.

### Recommendations

Members of the **Community and Children’s Services Committee (CCSC)** are requested to endorse the following recommendations:

1. That officers develop a performance scorecard for the full range of housing key performance indicators and report on these, and the TSMs, on a monthly basis from the end June 2023
2. That responsibility for the oversight and scrutiny of performance is delegated to the Housing Management and Almshouses Sub-Committee (HMASC).
3. That consideration is given to setting up a monthly performance sub-group of the HMASC, with delegated responsibility for the scrutiny and oversight of the key performance indicators and TSMs.

4. That officers explore options for the tenant perception survey and report their findings and recommendations to the October meeting of HMASC.

## **Main Report**

### **Background**

1. In 2020, the government published “The charter for social housing residents: social housing white paper”, which sets out ways to improve things for people living in social housing. One of those improvements was to bring in a set of tenant satisfaction measures (TSMs) to make landlords’ performance more visible and help tenants hold them to account. The TSMs are a core set of performance measures against which, all providers must publish their performance.
2. The White Paper expected TSMs to have two aims:
  - To provide tenants with greater transparency about their landlord’s performance.
  - To inform the regulator about how a registered provider is complying with the consumer standards under a proactive consumer regulation regime.
3. Between December 2021 and March 2022, the Regulator of Social Housing consulted on the proposals and, the agreed set of measures came into force on the 1 April 2023. All Landlords with 1,000 or more homes are expected to collate and send their TSM data to the Regulator at the end of 2023/24 financial year, which will then be published later that year.
4. There are 22 TSMs split into the five areas below:
  - Building Safety
  - Anti-social Behaviour
  - Decent Homes Standard and Repairs
  - Complaints
  - Tenant Perception Measures

A full list of the TSMs is included at Appendix 1 to this report.

Ten of the TSMs will be measured by the landlords directly, with the remaining twelve measures being collected through an annual perception survey of a sample representative of the landlord’s tenant population.

5. The published information and the results will help the Regulator to decide which landlords will be inspected first in new OFTSED style inspections that will start in 2024. Tenants will also be able to compare the performance of their landlord with the performance of other local authorities and social housing providers.

## Current Position

6. Although, the measures are not officially being collected and submitted until April 2024, it is felt prudent that we should be reporting against the TSMs now, to ensure that there is appropriate oversight and scrutiny of performance, and that any risks are identified and mitigated at an early stage. Members should also be seeking appropriate assurance of improvement plans and timescales where performance is falling short.
7. The measures are aimed at helping improve standards for people living in social housing, by providing visibility to tenants about how well their landlord is doing and enabling tenants to hold their landlord to account. They also provide the Regulator with an insight into which landlords might need to improve things for their tenants.
8. The Regulator intends that the new TSMs will enable residents to scrutinise their landlord's performance, give landlords an insight about where they can improve, and provide a source of intelligence to the RSH about whether landlords are meeting regulatory standards. They are part of the Regulator's wider programme of work to develop proactive consumer regulation of the social housing sector and, to put the tenant voice at the heart of everything we do. The TSMs are intended to help people living in social housing get more information on their landlord's performance and provide their own feedback to drive up standards.
9. Due to the importance of the new regulatory regime, it is recommended that there is more regular oversight of performance by Members through the current governance structures. It is recommended that Housing develops a performance scorecard for the full range of key performance indicators and report on these, and the TSMs on a monthly basis from end June 2023, with responsibility delegated to the HMASC.
10. As the HMASC only meets on a quarterly basis, it is recommended that consideration is given to setting up a monthly performance sub-group with delegated responsibility for the scrutiny and oversight of the key performance indicators and TSMs.
11. There is a range of options available to landlords to determine tenant perception, including an annual survey which can be carried out face to face, by telephone or online. Officers are already planning for the annual STAR survey which can be adapted to meet the requirements of measuring tenant perception. Some landlords have chosen to outsource this responsibility to external providers to ensure that there is the required degree of independence from the landlord function. It is proposed that officers will explore the options for the survey and report their findings and recommendations to the October meeting of the HMASC.
12. Although the regulatory regime only applies to tenants of social housing, good practice should include the oversight and scrutiny of performance provided to leaseholders too.

## **Corporate and Strategic Implications**

1. The TSM's form part of a huge overhaul of social housing regulations and aims to bring in a more tenant-focused system. All registered social housing landlords in England will need to collect and report on the TSM's as it is a regulatory requirement.
2. Ensuring compliance with our statutory requirements in relation to our social housing portfolio is a key priority for the City of London Corporation.

## **Financial Implications**

1. There are no financial implications arising out of this report.

## **Equalities Implications**

1. There are no equalities implications arising out of this report.

## **Appendices**

Appendix 1 – Tenant Satisfaction Measures

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