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# Tenant Services Authority

New Regulatory Framework for  
Social Housing

April 2010



# Scope of Presentation

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- What is the TSA?
- The Relationship with LAs & Challenges
- The Regulatory Framework & Co-regulation
- TSA National Standards
- Progress to Date
- Next Steps
- Conclusion



# What is the TSA?

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## New Regulator for all social housing registered providers

- Managing Risk approach
- Focus on poor performance
- Co-regulation is the key approach
- Substantial reduction in red tape/codes
- Tenants central to regulation
- Wide range of powers to intervene- graduated approach



# April 2010 Challenge

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- TSA regulatory role starts for Councils
- Judge performance against TSA Standards
- Develop Local Standards/Offers
- Consistent with Local Area Agreement
- Importance of the Comprehensive Area Assessment

# The Relationship with LA's

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- From April 2010, the TSA also regulates LAs
- Balance with democratic mandate
- Link to Local Performance Framework
- Sustainable Community Strategy
- Different intervention powers



# Co- Regulation?

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TSA defines it as:

*“Co-regulation reflects a balance between direct regulation by the TSA and self regulation by providers”*



# Co- Regulation (cont)

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- Main discussion on service delivery is between tenants and provider
- Responsibility for meeting standards rests with the governing bodies- who should this be- Portfolio Holder? Management Team? Or SCH O&S Committee?
- Robust self assessment required
- External validation, audit and peer review



# National Standards

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Tenant involvement and empowerment	→	<b>How do we engage with customers?</b>
Home	→	<b>Repairs, Decent Homes</b>
Tenancy	→	<b>Allocations, rent and tenure</b>
Neighbourhood and community	→	<b>Anti social behaviour</b>
Value for Money	→	<b>Benchmarking</b>
Governance and financial viability	→	<b>( LAs excluded)</b>





# Challenges of Standards

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- Outcome focussed
- Places expectations on providers
- Provides evidence of service
- How can we involve tenants, from defining outcomes, to measuring and comparing performance?
- No one size fits all, so...
- Local Standards/ Offers are required



# Tenant Involvement and Empowerment Standard

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## Includes:

- To meet the objective of establishing good customer service and meeting diverse needs
- Easy access
- Offer choices over services
- Treated with respect and fairness
- Opportunities to influence policy/service delivery
- Involvement in scrutinising performance



# Tenant Involvement and Empowerment Standard (cont)

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- Arrangements to support and enable tenants to be involved and empowered in terms of the management of their homes
- Influence strategic priorities
- Measure and scrutinise how effective the involvement policy is
- Policy on how tenant capacity will be built
- Provide timely and comprehensive info



# Home Standard

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Government directed TSA to set a standard in relation to quality of homes

- Homes to be warm, weatherproof and have modern facilities
- Provide a cost effective repair and maintenance service that responds to the needs of, and offers choices to tenants
- Meet the Decent Homes Standard (Dec 2010)



# Home Standard (cont)

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- Repairs- right first time
- Published standards for completing repairs and improvements
- Offers tenants' choice
- Prudent/planned approach to repairs/maintenance
- Clear guidance on each other's responsibilities
- Co-operate on provision of adaptations



# Tenancy Standard

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Government has excluded LA's rents from this standard

- Prospective tenants to have degree of choice and protection- lettings to be fair, transparent and efficient- taking into account needs
- Make best use of available housing
- Contribute to strategic housing function



# Tenancy Standard (cont)

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- Clear decision making and appeals processes
- Services to address underoccupation and overcrowding
- Clear and relevant advice about housing options- include mobility/exchange schemes
- Publish allocation policies and outcomes
- Publish policies on tenancy management and support for tenants, to avoid unnecessary evictions

# Neighbourhood and Community Standard

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- For tenants to have a degree of choice and protection, and for providers to contribute to environmental, social and economic well being of area
- Common areas to be clean and safe
- Work with partners to tackle anti social behaviour
- Tenants to be involved in policy for maintaining and improving neighbourhoods





# Value for Money Standard

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- Efficiently, effectively and economically- to run through all the standards
- Tenants to be shown how resources have been allocated and prioritised in terms of housing services
- How VFM has been secured- how tested and the outcomes for tenants
- How tenants will see the impact in terms of improvements for asset management, income management and procurement activities



# Progress to Date

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- Some service standards in place, but more envisaged and need documenting
- The standards need to be reviewed and confirmed with tenants
- Way Forward Group already in place with history of involvement
- Performance management framework under review- with tenants at the heart



# Next Steps

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- Complete review of service standards and agree them- TSA standards translated into local standards/offers
- Focus on self assessment- utilising KLOEs of Audit Commission
- Preparing for external review of housing services
- Reinvigorate Performance Management Framework focussing on new requirements
- Establish scrutiny process



# Next steps (cont)

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## **By 1<sup>st</sup> October 2010**

Produce 1<sup>st</sup> annual report to TSA and tenants setting out how we meet, or our plans for meeting each of the TSA standards, noting any gaps...and how we will measure them in the future. Also how we are going to develop local standards.

## **By 1<sup>st</sup> April 2011-**

Agree local standards

## **By 1<sup>st</sup> October 2011**

Produce 2<sup>nd</sup> annual report to TSA and tenants of previous year's performance

## **By 1<sup>st</sup> October 2012 ( annually)**

Produce 3<sup>rd</sup> annual report to TSA and tenants



# Conclusion

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- Many of the basics are already in place- but we need to evidence agreement with tenants- and monitor and report them
- New scrutiny/governance model to be agreed- further report to committee
- Establish formal approach to annual reports for tenants
- Make tenants at the heart of service delivery an ongoing reality