

LONDON BOROUGH OF CAMDEN	WARDS: ALL
REPORT TITLE: Social Housing Regulator Consumer Standards update.	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing & Fire Safety Advisory Panel	DATE: 18th July 2024
<p>SUMMARY OF REPORT</p> <p>This report is about the updated Consumer Standards introduced by the Regulation of Social Housing Act 2023 and the confirmed Tenants Satisfaction Measures (TSMs) on which the Council must report to Council tenants and the Social Housing Regulator. The Regulator will use TSM performance information to provide the Council with a baseline performance rating against the Consumer Standards which came into operation in April 2024.</p> <p>Local Government Act 1972 – Access to Information</p> <p>The following documents have been used in the preparation of this report: No documents that require listing have been used in the preparation of this report.</p> <p>Contact Officer: Melissa Dillon, Resident Safety Engagement & Governance Lead, Supporting Communities, Tel: 0207 974 3100 E-mail: melissa.dillon@camden.gov.uk</p>	
<p>RECOMMENDATIONS</p> <p>That the Panel notes the content of the report and identifies any further information it would like to receive about the Councils next steps.</p>	

Signed:



Director of Property Management

Date: 9th July 2024

1. Purpose of Report

- 1.1 To update the Panel on the confirmed Tenants Satisfaction Measures on which the Council will provide performance reports to Council tenants and the Regulator of Social Housing.

2. Background

- 2.1 Consumer Standards are the measurable quality and performance standards that the providers of registered social housing must meet so that tenants live in safe, good quality homes, have choice and protection and can hold their landlords to account. LB Camden is a registered provider of social housing and must comply with the Consumer Standards.

- 2.2 Consumer Standards were originally established by the Housing and Regeneration Act 2008 and were recently amended and update by the Social Housing (Regulation) Act 2023. There are now four updated standards which are:

- **The Safety and Quality Standard** – requires landlords to provide safe and good quality homes and landlord services to tenants.
- **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.
- **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.
- **The Tenancy Standard** – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed by landlords.

- 2.3 The Social Housing (Regulation) Act 2023 now require the Regulator of Social Housing (RSH) to carry out regulatory inspections of all large, registered providers including local authorities on a four yearly cycle.

- 2.4 Local Authorities continue to be responsible for meeting the regulatory standards for Council homes and demonstrating to tenants and 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. A detailed breakdown of the Consumer Standards is attached as an appendix to the report.

3.0 Resident Satisfaction Survey

- 3.1 In preparation for the publication of confirmed consumer standards the Regulator requires landlords to carry out resident satisfaction surveys and

collect performance data for submission and assessment. The Council has been working with an independent research body, Service Insights Ltd to survey a representative sample of Camden tenants using survey methodology provided by the Regulator.

3.2 Tenants were asked the 12 regulatory questions (TSMs) set out in Table 1. below:

Table 1.

Code	Issue
TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour

Details of the regulatory requirements for Tenant Satisfaction Measures can be found on the Gov.Uk website here: [Tenant Satisfaction Measures - Summary of RSH requirements \(accessible\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/tenant-satisfaction-measures-summary-of-rsh-requirements).

3.4 The results of the satisfaction survey will be the subject of a presentation to the Panel tonight (18 July 2024) along with any benchmarking or comparative information available at this stage. The Council's TSM data has been submitted to the Regulator and will also be published on the Council's website on 19 July 2024.

3.5 The Council is also required to collect data about the 10 management data measures set out in Table 2. These are generated from management information about the services provided to tenants and to publish this performance information on the Camden website. The management measures include five on building safety covering Gas, Fire, Asbestos, Water and Lift checks.

Table 2: Management Data Measures.

TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

4. Finance Comments of the Executive Director Corporate Services

- 4.1 The purpose of this report is to update the Panel on confirmed Tenants Satisfaction Measures on which the Council will provide performance reports to Council tenants and the of Social Housing Regulator. There are currently no financial implications arising from this report.
- 4.2 Finance will work with the service to monitor and ensure as much as possible that costs associated with arranging and procuring services to fulfil the council's registered social housing provider obligations are funded from existing resources.

5. Legal Comments of the Borough Solicitor

- 5.1 The Borough Solicitor has been consulted in the preparation of the report and has no further comments.

6. Environmental Implications

- 6.1 There are none.

7. Appendices

- 7.1 Appendix 1 – Consumer Standards Outcomes & Expectations

ENDS

APPENDIX 1 – CONSUMER STANDARDS OUTCOMES SUMMARY

Consumer Standard	Outcome
Safety & Quality	Stock quality – Landlord has accurate, up to date & evidenced understanding of the condition of their homes
	Decency: Ensure tenants’ homes meet section 5 of Decent Homes Guidance & maintain to this standard
	Health & Safety: Take all reasonable steps to ensure the health & safety of tenants in their homes & associated communal areas
	Repairs, maintenance & planned improvements. provide effective, efficient & timely repairs, maintenance & planned improvements service for homes & communal areas
	Adaptations: must assist tenants seeking housing adaptations to access appropriate services
Consumer Standard	Outcome
Transparency, Influence and Accountability	Fairness and respect: Must treat tenants & prospective tenants with fairness and respect
	Diverse Needs: In relation to housing & landlord services they provide. Must take action to deliver fair & equitable outcomes for tenants & where relevant, prospective tenants
	Engagement with tenants: Must take tenants views into account in their decision-making about how landlords services are delivered & communicate how tenants views have been considered
	Information about Landlord Services: Must communicate with tenants & provide information so they can use landlord services, understand what to expect from their landlord & hold their landlord to account.
	Performance information: Must collect & provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services

Consumer Standard	Outcome
Neighbourhood & Community	Safety of Shared Spaces: Must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces
	Local Cooperation: Must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing
	Anti-social behaviour & hate incidents: Must work in partnership with police & other relevant organisations to deter & tackle anti-social behaviour (ASB) & hate incidents in the neighbourhoods where they provide social housing
	Domestic Abuse: Must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice
Consumer Standard	Outcome
Tenancy	Allocation & Lettings: Must allocate and let their homes in a fair & transparent way that takes the needs of tenants & prospective tenants into account
	Tenancy Sustainment & Evictions: must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice & assistance
	Tenure: 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, & the efficient use of their housing stock. Meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.
	Mutual Exchange: Must support relevant tenants living in eligible housing to mutually exchange their homes.

ENDS