

Report to Housing Scrutiny Panel

Date of meeting: 25 March 2010

Portfolio: Housing – Councillor D. Stallan

Subject: Draft Regulatory Framework Action Plan

**Officer contact for further information:
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Committee Secretary: Mark Jenkins (01992 56 4607)



Recommendations/Decisions Required:

That the Housing Scrutiny Panel considers the draft Regulatory Framework Action Plan, and that the Plan be monitored by the Panel on a six-monthly basis and added to the Work Programme.

Report:

1. The Tenant Services Authority (TSA) came into effect in December 2008 and replaces the regulatory functions for Housing Associations, formerly undertaken by the Housing Corporation. From April 2010, the TSA will also regulate Local Authority Housing and will be seeking to generally raise the standard of services to tenants. This will be achieved by, amongst other requirements, setting social housing providers a range of National Standards with an emphasis being placed on tenant involvement and empowerment.

2. At its meeting on 21 January 2010, the Panel received a detailed presentation on the TSA's proposed Regulatory Framework and Short Notice Inspections. The Panel was advised that the Housing Directorate already has a range of initiatives in place and is currently reasonably prepared for any Inspection. These initiatives include:

- A number of Service Standards, with performance against the Standards being monitored by the Panel and the Tenant and Leaseholder's Association.
- A comprehensive Tenant Participation network
- An Equality and Diversity Strategy which has recently been reviewed by the Panel
- A strong performance management regime
- Charter Mark, ISO 9001, and Investors in People accreditations
- Good staff and a good track record

3. However, it is recognised that a number of actions are required to meet the new Framework and to ensure the Housing Directorate is fully prepared for any Inspection.

4. Therefore, a number of actions have been identified which need to be undertaken over the coming months and are set out on the attached draft Regulatory Framework Action Plan.

5. The Panel is asked to consider the document and pass on comments to the Director of Housing. It is also suggested that the Panel monitor progress on the Plan on a six-monthly basis and that it be added to the Work Programme.

Reason for decision:

To set out a list of actions required to ensure compliance with the TSA's new Regulatory Framework.

For the Housing Scrutiny Panel to monitor progress against the Action Plan on a six monthly basis.

Options considered and rejected:

Not to have a Regulatory Framework Action Plan.

Consultation undertaken:

The Tenants and Leaseholders Federation have also received a detailed presentation on the TSA's proposed Regulatory Framework and Short Notice Inspections, and will be consulted on this report at their meeting on 23 March 2010 with their comments being reported verbally at the meeting.

Resource implications:

Budget provision: N/A

Personnel: N/A

Land: N/A

Community Plan/BVPP reference: N/A

Relevant statutory powers: Housing Act 1985 & 1996

Background papers: TSA's Regulatory Framework

Environmental/Human Rights Act/Crime and Disorder Act Implications: N/A

Key Decision reference: (if required) N/A