
**CONSULTATION ON
REVISIONS TO THE
REGULATORY STANDARDS –**

**EVOLUTION NOT
REVOLUTION**

Ian Walters

Stephen Tranah

WHAT WE WANT TO
TALK ABOUT.....

Background

Feedback from workshops

Revisions to standards

The consultation

Questions

BACKGROUND

Review of the Assessment model



Profile of sector is changing – changing risks, more mergers

Expectations of the sector are high – maybe higher than before?

Worth reflecting on changes in regulation in England

Campbell Tickell is assisting Welsh Government in reviewing its regulatory assessment model.

Recognise need consistent approach to regulatory assessment across breadth of (new) regulatory standards

Building on work done in 2019 / 2020 – but this time fully encompassing financial viability as well as governance / service delivery



FEEDBACK FROM THE WORKSHOPS....

- Regulatory Judgement Definitions – would like a tenant friendly version
- Tenants on balance expected Green to mean 100% compliance though issue of most concern was that the approach to the ratings and any improvement required is transparent.
- There was a specific concern from tenants that many RSLs rated as green for RS4 in practice fell short on tenant involvement.
- Self-evaluation - some tenants wanted confirmation that self-evaluations provide robust assurance and include adequate tenant opinion and challenge in the process. Overall, the tenant group appeared to lack some confidence in the self-evaluation process.
- Mixed feedback about change to 'Compliance' Improvement Plan. RSLs concerned that it will not allow them to demonstrate how they are going beyond compliance. However, tenants were in favour of the change because it potentially improves clarity on where RSL's are not meeting regulatory standards.
- Separate Governance and Service Delivery into two RJs - The tenants' group were in favour of separating Service Delivery (i.e. RS3&4) out so that they can see a rating for the things that matter most to them and to ensure that RSLs focus more on this area due to a concern that Boards are not prioritising service delivery and tenant involvement.
- Regulatory Assessment Model - The tenant discussion group fed back that the tenant observation at Level 2 should be mandatory rather than optional.
- Request to consider reestablishing a sector wide tenant body to help with co-creation in areas such as regulatory assessment and ensure there is the means for tenants to provide more direct feedback and insight to the Regulator on sector wide issues.

THE CONSULTATION



- Closes 7th March
- 3 Statutory consultative groups
- 3 Questions...and space for comments

Q1) Do you agree the revisions to the Regulatory Standards improve clarity?

Q2) Do you agree the amended Regulatory Standards remove duplication present in the existing Regulatory Standards?

Q3) Do you have any other comments you would like to make in respect of the revised Regulatory Standards?



Proposed changes to Regulatory Standards

RS1 The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives

Enables and supports tenants to influence strategic decision making

RS1f Can demonstrate the difference tenant involvement and feedback makes to strategic decision-making

RS3 High quality services are delivered

Delivers services which meet the diverse needs of tenants

RS3a Achieves and maintains strong tenant satisfaction with high quality services including:

- Provision of effective repairs, maintenance and adaptations service
- Support to maintain tenancies
- Personal Safety, including response to ASB, domestic abuse and hate crime
- Allocation of homes to meet housing need including homelessness



Proposed changes to Regulatory Standards

RS3 High quality services are delivered (Cont)

Achieves and maintains high levels of tenant satisfaction with services

RS3b Ensures services are fair and deliver equitable outcomes for tenants in response to their individual needs

Makes landlord performance information available to tenants

RS3c Makes landlord performance information available to tenants which is sufficient to enable scrutiny and challenge

RS4 **The organisation's culture supports and empowers tenants** to influence the design and delivery of services

Enables tenants to understand the organisation's approach to tenant involvement, how they can get involved and how the organisation will listen to and act on tenants' feedback and learns from complaints.

RS4a Has an effective framework for tenant involvement that is well publicised, provides a range opportunities for tenants to be involved and can demonstrate that tenants are satisfied with the framework



Proposed changes to Regulatory Standards

RS4 (Continued)

Provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making

RS4b Can demonstrate the difference tenant involvement is making to the design and delivery of services including listening and acting on tenants' feedback and the lessons learnt from complaints

Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance

~~RS4c Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services and the response as well as how the RSL responds to any significant service failure~~

RS9 The organisation provides safe, high quality accommodation

Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on all tenant safety requirements

JUDGEMENT NARRATIVES

Proposed regulatory judgement category narratives

Current regulatory judgement statuses:

Judgement		Both Governance (including Service Delivery) and Financial Viability
Compliant	Green	The association meets the regulatory standards and will receive routine regulatory oversight.
	Yellow	The association partially meets the regulatory standards and has the potential to be able to achieve the required improvements with increased regulatory oversight.
Non-compliant	Amber	The association partially meets the regulatory standards and is unlikely to be able to achieve the required improvements without regulatory intervention.
	Red	The association partially or wholly does not meet the regulatory <u>standards</u> and it is necessary for the regulator to take statutory action.

Proposed regulatory judgement categories:

Rating	Governance (including Service Delivery)	Rating	Financial Viability
Green	The association meets our requirements.	Green	The association meets our requirements.
Yellow	The association needs to make improvements in some areas to continue to meet our requirements.	Yellow	The association meets our requirements and is working closely with the Regulator to ensure that serious regulatory concerns are addressed.
Amber	The association does not meet our requirements and is working closely with the Regulator to ensure that serious regulatory concerns are addressed.	Amber	The association does not meet our requirements and it is necessary to take statutory action in response to serious regulatory concerns.
Red	The association does not meet our requirements, and it is necessary to take statutory action in response to serious regulatory concerns.	Red	The association does not meet our requirements and it is necessary to take statutory action in response to serious regulatory concerns.

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Thank you

Questions?

