



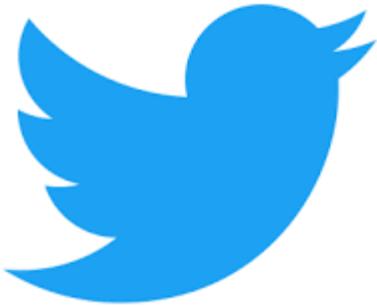
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Regulatory Framework Review - Consultation

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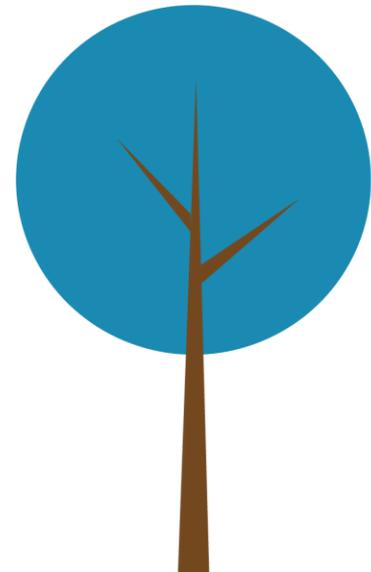
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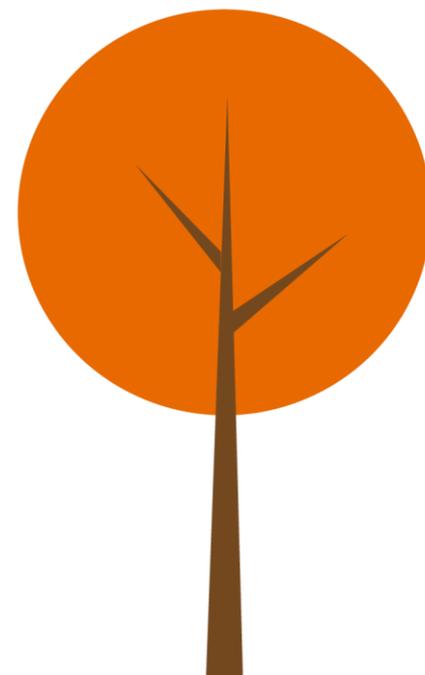
Aims of the session

- Quick background to the Regulatory Framework review
- What are the main changes and improvements proposed?
- Consultation questions – *standard consultation questions set by WG*



Regulation - the basics

- Housing Association in Wales (RSLs) are regulated by Welsh Government
- Welsh Ministers powers under Part 1 of the Housing Act 1996
- *Protecting Tenants and Investment in Welsh Housing Associations*
- Regulation Team – civil servants
- Regulatory Framework
- Demonstrate meet Performance Standards (to be known as **Regulatory Standards**)
- Regulatory Judgements (to be known as **Regulatory Statuses**) in Governance & Financial Viability



A photograph of a row of colorful terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. The scene is captured from a low angle, showing the stone walls and steps leading up to the houses. A semi-transparent orange overlay covers the upper and middle portions of the image, containing the title text in white. The sky is clear and blue.

Background to Regulatory Framework review

Fairly (but not unanimously) positive views about the framework

“Whilst there are improvements that can be made, the fundamentals of the framework are sound.”

“If something needs explaining every time it is used, that suggests to me it needs review”

“Each RSL should be able to demonstrate how they understand what is important to tenants”

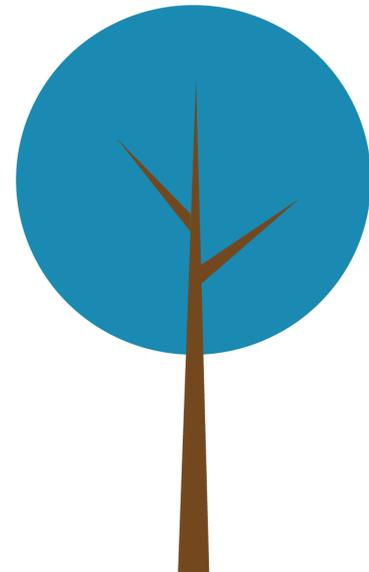
Focus of the review



1. Changes required to the regulatory judgement statuses as their wording not easily understood
2. The scope and clarity of the performance standards (especially Performance Standard 2 – about Tenant Involvement)
3. The regulator's role in setting expectations about equality, diversity and inclusion

What are the main proposed changes/improvements?

- Re-wording of overall framework: simplicity & clarity
- Regulatory statuses: new names and improved explanation
- Performance standards:
 - “Regulatory Standards” (Fewer but clearer)
 - Separate standards for tenant involvement and service quality
 - New standards on Rent/Service Charges and WHQS2



Performance Standards (PS)

- Scope to strengthen existing PS2: **Effective and appropriate tenant involvement and high quality and improving services**
- Separate 'tenant involvement' from 'high quality services'
- Focus should be on desired outcomes rather than prescription about how they should be achieved.
- Tenants want to be heard, for landlord decision-makers to be accountable to tenants, and to have influence over services as well as strategic decisions





Proposed Regulatory Statuses

What do you think?

Wording of current Regulatory Judgements

Standard – Identifies and Manages new and emerging risks appropriately

Increased – A risk, or combination of risks, are presenting a significant challenge to the RSL and increased regulatory oversight is required

Intervention – A significant risk (single or combination) has not been effectively managed and regulatory intervention is required to effect necessary change

Statutory Action - A significant risk (single or combination) has not been managed and statutory action is required to effect necessary change

Proposed Regulatory Statuses - same for Governance (including Services) and Financial Viability

Judgement		
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 standards and it is necessary for the regulator to take statutory action.

Are the revised Regulatory Statuses easy to understand in relation to an RSL's regulatory performance?

Poll & Feedback??

Judgement		
Compliant	Green	The association meets the regulatory standards and will receive routine regulatory oversight.
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	Red	The association partially or wholly does not meet the regulatory standards and it is necessary for the regulator to take statutory action.

A photograph of a row of multi-story residential buildings, likely townhouses or apartments, with balconies and a sidewalk. The image is overlaid with a semi-transparent blue filter. The text is white and positioned on the left side of the image.

Proposed Regulatory Standards

Easy to understand?

The Proposed Standards

Ref	Regulatory Standards
RS1	The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives
RS2	Robust risk management and assurance arrangements are in place
RS3	High quality services are delivered to tenants
RS4	Tenants are able to influence the design and delivery of services in ways that are appropriate for them and the organisation
RS5	Rents and service charges are affordable for current and future tenants
RS6	The organisation has a strategic approach to value for money which informs all its plans and activities
RS7	Financial planning and management is robust and effective
RS8	Assets and liabilities are well managed
RS9	The organisation provides high quality accommodation

The Proposed Standards

Ref	Regulatory Standards
RS3	<p data-bbox="200 334 1667 396">High quality services are delivered to tenants</p> <p data-bbox="200 411 755 468">The social landlord:</p> <ul data-bbox="200 511 1879 911" style="list-style-type: none"><li data-bbox="200 511 1879 711">• Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on landlord health and safety matters<li data-bbox="200 725 1879 782">• Delivers services which meet the diverse needs of tenants<li data-bbox="200 796 1879 911">• Achieves and maintains high levels of tenant satisfaction with services
RS9	<p data-bbox="200 1005 1841 1062">The Organisation provides high quality accommodation</p> <p data-bbox="200 1076 707 1133">The social landlord:</p> <ul data-bbox="200 1148 1885 1402" style="list-style-type: none"><li data-bbox="200 1148 1885 1402">• Ensures publicly funded homes meet all applicable standards, rules and statutory guidance issued in connection with quality of accommodation, including the current Welsh Housing Quality Standard



Proposed Regulatory Standard - Tenant involvement

What do you think
should be included?

RS4

Tenants are able to influence the design and delivery of services in ways that are appropriate for them and the organisation

The social landlord:

- Enables tenants to understand the organisation's approach to tenant involvement and the ways they can get involved, including how the organisation will listen to, and act on, tenants' concerns and issues
- Provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making
- Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance

Ref

Regulatory Standards

RS1

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

- Makes logical decisions based on clear, good quality information which includes assessment of risk and, where appropriate, the views of tenants
- Enables tenants to influence strategic decision making

A photograph of a residential street with terraced houses. The houses have stone walls and white window frames. A blue semi-transparent rectangle is overlaid on the upper half of the image, containing white text. In the background, there are signs for 'BRINSONS SOLD' and 'Diamonds To Let'.

**Do you agree the revised
Regulatory Standards provide
for tenants to have an
appropriate level of influence
and involvement?**

Thoughts & Feedback

RS4

Tenants are able to influence the design and delivery of services in ways that are appropriate for them and the organisation

The social landlord:

- Enables tenants to understand the organisation's approach to tenant involvement and the ways they can get involved, including how the organisation will listen to, and act on, tenants' concerns and issues.
- Provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making.
- Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance

RS1

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

- Makes logical decisions based on clear, good quality information which includes assessment of risk and, where appropriate, the views of tenants
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