



You matter | Ti'n cyfri

Regulation of Housing Associations in Wales: New regulatory standards for Tenant Engagement.

Ian Walters (WG) & David Lloyd
January 2022



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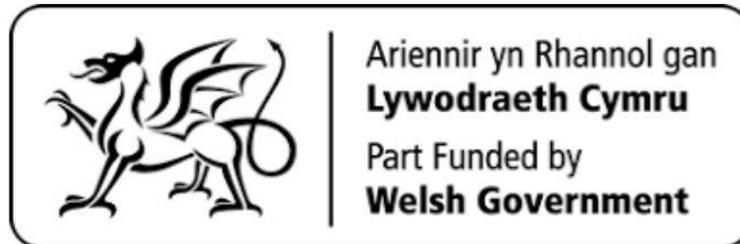
Rheoleiddio Cymdeithasau Tai yng Nghymru: Safonau newydd ar gyfer Ymgysylltu â Thenantiaid

Ian Walters (LIC) a David Lloyd
Ionawr 2022



Diolch yn
fawr i'n
noddwyr

Thank you
to our
sponsors



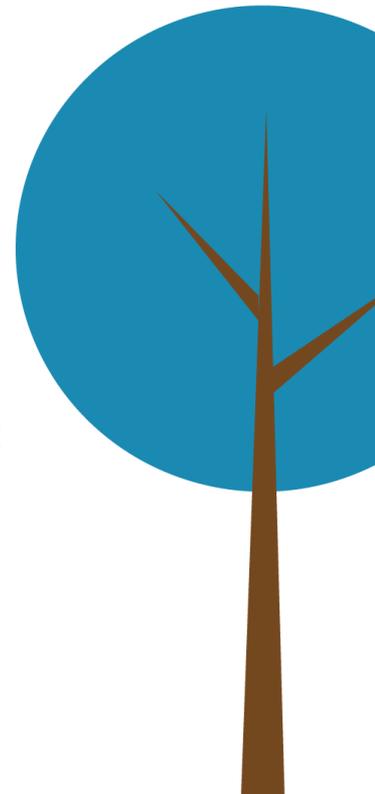
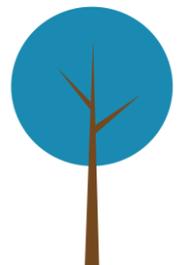
Follow up Regulation support from TPAS Cymru....

- Staff Forum – 8th Feb.
- In-house online briefings or workshops
- Facilitate independent review sessions
- Training sessions – related themes
- **New** – TESA: Tenant Engagement Standards Assessment Service.



Jargon

- **Regulatory Framework** – sets out regulatory requirements, practise and guidance.
- **Registered Social Landlord (RSL)** = more commonly known as “housing associations” .
- **Regulatory Standards (RS)** = standards of performance, previously referred to as ‘performance standards’. - RS 1 - 9
- **Regulator** = the Welsh Ministers.
- **Housing Regulation Team** = carries out the activity of regulation on behalf of the Welsh Ministers.



Why do we regulate housing associations?



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Welsh Government

- The sector owns and manages more than 166,000 homes, increasing to around 180,000 by 2024
- Spent £1.3bn, with 85% of that spent in Wales
- Turnover of over £1bn
- Borrowings of £4bn by 2024
- Support around 27000 jobs
- Government investing over £300m social housing grant this year, plus various other funding

How and What?

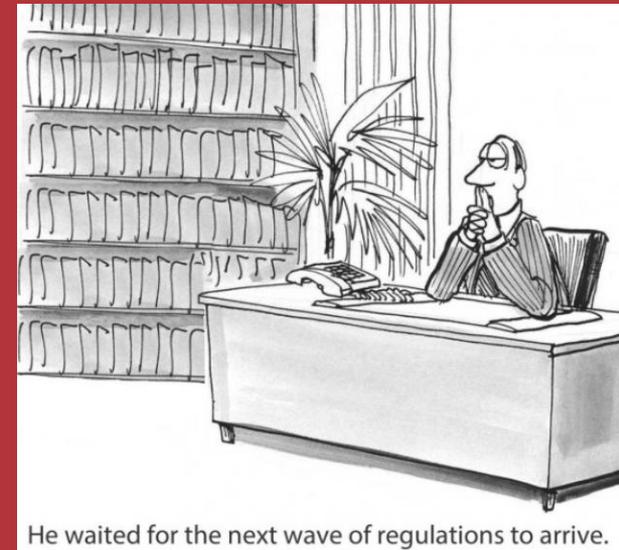


Llywodraeth Cymru
Welsh Government

- On behalf of the Welsh Ministers
- Issue Regulatory Judgements
- Take Regulatory Action when needed

Assess against (Regulatory Performance)

- Regulatory Standards which are reviewed from time to time



He waited for the next wave of regulations to arrive.

Regulatory Standards – Key Changes



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Welsh Government

- More outcome based
- Duplication removed & clearer
- Equality, diversity and inclusion

And finally,

- Tenants – responding to the “The Right Stuff” report

Revised Regulatory Framework



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Welsh Government

- Why update the regulatory framework?
- Overalls principles (remain):
 - Well-governed
 - Delivering high quality homes and services
 - Financially viable

The framework sets out the main parts of the regulation process:

- Regulatory Standards
- Self-Evaluation
- Regulatory Assessment
- Regulatory Judgements
- Regulatory Oversight and Powers

Regulatory Framework Judgements



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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.



How do Associations demonstrate they are meeting Standards? - Self Evaluation



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- How does the Board know its your plans and strategies and outcomes for tenants and service users are being delivered?
- Also a key component of the framework and assessment process
- At least once a year
- No prescribed format
- An evaluation of governance, service delivery and financial viability – in delivering its objectives
- Published in an accessible format



What's in a Self Evaluation?



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It tells us:

- How the Board knows the organisation complies with each regulatory standard including reference to key performance data and sources of assurance (this replaces the old compliance statement)
- Whether the association complies with its own Code of Governance
- Explains the main evidence used to carry out the self-evaluation and shows that the process has been robust
- Explains how the needs and views of tenants have been understood and considered as part of the self-evaluation
- Identifies key strategic risks for the association
- Includes a continuous improvement plan which identifies any gaps or areas for improvement and shows how these will be addressed

Regulatory Assessment

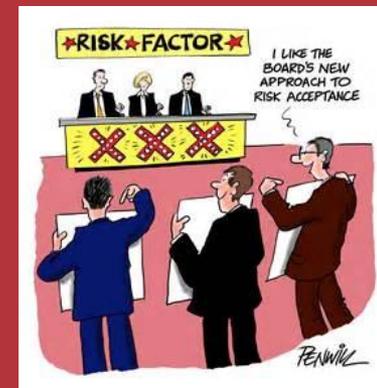


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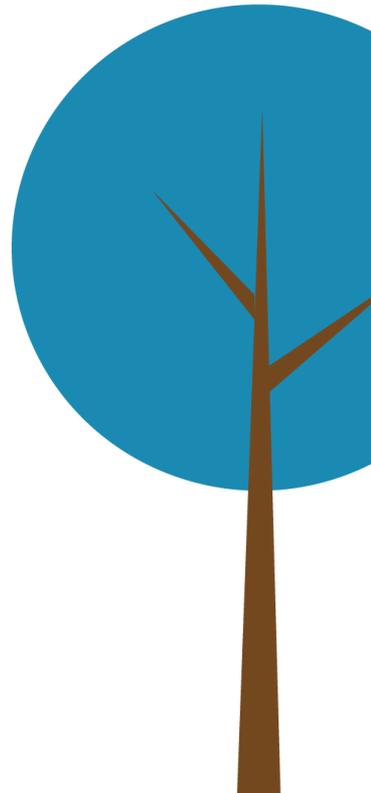
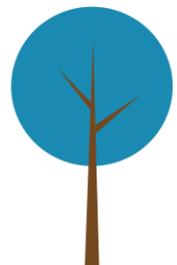
Transition Regulatory Review (TRR)

What else do we look at?

- Review of existing/Previous judgement – including completion of any improvements required
- Review of quarterly Regulation Survey (currently the monthly business continuity survey)
- “Regulatory information” including observation of Board/Audit meetings, scrutiny of internal audit reports etc.
- Financial resilience/viability - Including completion of the detailed financial return
- Routine regulatory oversight and relationship management



Questions?.....



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