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The Big Regulation & 'Right Stuff' Update: what you need to know

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What we'll cover today

- The Right Stuff: Hearing the Tenants' Voice - Bob
- Review of the Regulatory Standards - Ian
- New Regulatory Framework - Ian

The Right Stuff: Hearing the Tenants' Voice – July 2019



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- RBW starting point, performance standard no. 2 – *“Effective and appropriate tenant involvement and high quality and improving services”*
- Following scoping – agreed focus should be on, *“what is the purpose of involving tenants, does it really work and is it making a difference?”*
- *Supported by two pieces of independent research and inputs from an advisory group*
- *Developed a tool for developing tenant involvement*
- *Highlighted opportunities – for housing associations, for RBW, for Housing Regulator and for Welsh Government*



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A Model for Tenant Involvement



‘The Right Stuff: Hearing the tenants’ voice’ – What we learned

- Language used
- Listen, learn, act
- Culture, Trust and Mutual Respect



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They had a tendency to talk past one another.



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Opportunities for RBW/Regulator

- Develop more effective methods of including the views of tenants when reporting to the Minister on performance of the Housing Regulator and housing association sector
- Consider whether PS2 requires strengthening in relation to tenant involvement/service quality (is there a need for a separate judgement?)
- When the Regulatory Framework is reviewed - to better understand the effectiveness of PS2 in terms of hearing the tenants' voice
- Seek assurance that “Right Stuff” is being used by housing associations in developing their approach to tenant involvement



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Regulatory Standards

- What are they?
- Why have we updated them?
- The consultation process



He waited for the next wave of regulations to arrive.

Regulatory Standards – Key Changes



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- Outcome Based
- Duplication removed & clearer
- Equality, diversity and inclusion
- Tenants – responding to the “The Right Stuff” report

Regulatory Standards – How did the consultation change what we will be asking the Minister to consider.....



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- 5 specific questions - strong mandate to proceed with the revisions as proposed but
- Additional comments to explain “yes or no” answers
- Comments were generally positive, small number of themes but little overall consistency.
- So some changes where there was clear merit in providing added clarity or context to the relevant outcome.



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Regulatory Standards – Tenant Aspects – What's new?

- RS1 - The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives
 - f) *Enables and supports* tenants to influence strategic decision making



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Regulatory Standards – Tenant Aspects – What's new?

- **RS3 – High quality services are delivered to tenants**
 - a) Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on landlord health and safety matters
 - b) Delivers services which meet the diverse needs of tenants
 - c) Achieves and maintains high levels of tenant satisfaction with services
 - d) *Makes landlord performance information available to tenants*



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Regulatory Standards – Tenant Aspects – What's new?

- RS4 – Tenants are empowered and supported to influence the design and delivery of services
 - a) Creates a culture which values and promotes tenant involvement
 - b) 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.
 - c) Provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making
 - d) Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance



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Revised Regulatory Framework

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

The framework sets out the component parts of the regulation:

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



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Regulatory Framework Judgements

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.



Self Evaluation



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- Fundamental and integral to strategic corporate planning – are you delivering outcomes for tenants and service users?
- 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
- Publish in an accessible format





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Regulatory Assessment

- Transition Regulatory Review (TRR)
 - 'Bridging' period
 - Generates Regulatory Judgement
- New Model - Regulatory Assurance Review (RAR) and Full Regulatory Assurance Review (FRAR)
 - RAR - 'Light touch'
 - FRAR – "In depth"





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When?

- Reminder - This is all subject to Ministerial approval
- 2022/23 is going to be a busy year.....

Bob and I happy to answer any questions