



Audit Committee



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Report for:	Audit Committee
Title of report:	Regulator of Social Housing Inspection & Regulatory Judgement
Date:	20/08/2024
Report on behalf of:	Councillor Simy Dhayani, Portfolio Holder for Housing
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix A Dacorum Regulatory Judgement - Final
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	RSH – Regulator of Social Housing

Report Author / Responsible Officer

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Corporate Priorities	A clean, safe and enjoyable environment Building strong and vibrant communities Ensuring economic growth and prosperity Providing good quality affordable homes, in particular for those most in need
Wards affected	All
Purpose of the report:	1. To report on the outcome of the recent RSH inspection of the Landlord Service, and subsequent regulatory judgement

Recommendation (s) to the decision maker (s):	1. To acknowledge the RSH Inspection and the published regulatory judgement
Period for post policy/project review:	The Regulatory judgement will be in place for a maximum of 4 years, when the RSH will re-inspect. The RSH are introducing a mechanism for landlords to apply for re-inspection before the regular rolling 4 year inspection, however this has not been finalised or published to date.

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1 Introduction/Background:

Since their introduction in 2010, the government has had long-standing plans to increase what is known as consumer regulation in the social housing sector. This means the powers of the regulator to oversee the services provided to residents and intervene if they are not good enough.

On the 29 February 2024 the [Social Housing \(Regulation\) Act](#) –introduced a series of measures to ensure that tenants in social housing are listened to, live in good quality housing and have access to help when things go wrong. These include:

The Tenant Satisfaction Measures:

A set of performance KPI’s and an annual tenant perception survey, which will be published annually for all social housing providers. The first year’s performance will be published in autumn 2024, and will allow comparison between landlords.

Housing Consumer Standards:

A set of service standards for social housing landlords to demonstrate their compliance with. The regulator will use the reviewed consumer standards as the framework for rolling 4 yearly inspections on all social landlords over 10,000 units.

2. Regulator of social housing – Dacorum Housing Service Inspection

Dacorum Borough Council were among the first group of Local Authorities to be inspected by the Regulator during May 24. This had a clear focus on the TSMs as well as the broader consumer standards of:

1. The Safety and Quality Homes standard
2. The Transparency, Influence and Accountability standard
3. The Neighbourhood and Community standard
4. The Tenancy standard.

The inspection was made up of a desk top audit, based on information and data requests from the RSH, and 2 days visiting onsite, which was made up of interviews with staff, members and residents as well as observations of tenant engagement activity.

3. Outcome

The RSH has given Dacorum's social landlord service a C2. Their judgement is that there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.

The full regulatory judgement is at appendix A – Dacorum Regulatory Judgement - Final

4. Next steps

The RSH has assigned a member of their team to work with the housing service, and support the delivery of an improvement plan to strengthen the weaknesses identified in the inspection.

5. Legal Implications

Compliance with the regulations outlined in the 2024 social housing (regulation) act is compulsory for social housing landlords,

6. Risk implications:

Failure to comply with the consumer standards and make sufficient improvements to the areas of weakness identified in the inspection, may result in regulatory notices.

7. Equalities, Community Impact and Human Rights:

There are no Equalities, Community Impact or Human Rights Implications arising from this report.

8. Sustainability implications (including climate change, health and wellbeing, community safety)

N/A

9. Council infrastructure (including Health and Safety, HR/OD, assets and other resources)

N/A

10. Conclusions:

A C2 rating is a strong and stable position for the housing service to continue to improve and work on strengthening the current weaknesses outlined by the RSH. Due to this being the first round of the new regulatory inspections, the RSH have widely shared that they expect the majority of local authority landlords to be awarded between C2-C4, as local authorities navigate the new regulatory landscape.

11. Recommendation

The regulator of social housing inspection & regulatory judgement are acknowledged and signed off by Audit Committee.