



The Chartered Institute of Housing

# HOUSING 2011 CONFERENCE



## Housing 2011 Session Information

# Life beyond red tape

Next year will see an end to both the Tenant Services Authority (TSA) and the Audit Commission (AC). The Homes and Communities Agency will take over as the regulator for social housing (England) becoming the home for the retained housing standards. Future regulation is expected to focus strongly on economic viability and value for money, with consumer regulation taking a back stop position.

- How effectively will the sector respond to these changes?
- What will be the drivers for improvement and excellence in the future?
- How robust are our governance structures?

This session examines what the future holds for providers and tenants once the red tape has gone?

### KEY FACTS

- The HCA will become the new home of the current TSA standards with effect from April 2012.
- HCA regulation will be heavily focused on economic viability and efficiency. Consumer regulation will be scaled back.
- Local offers and robust complaints processes are expected to play an enhanced role in the shaping of housing management services that are customer driven and responsive to local priorities.
- Complaints processes will be required to include review by a Local Panel or a democratic filter before progressing to the Ombudsman.



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### BACKGROUND

In April 2010 the newly formed TSA introduced a fundamentally different approach to regulation. It moved away from the heavily prescriptive methods of previous years, to one that placed tenants and residents at the heart of service delivery. The new housing standards were developed and published (TSA), paving the way for a new co-regulatory approach intended to increase accountability to tenants and resident at a local level.

Local offers, developed in partnership with tenants further strengthened this accountability, driving forward services provision that is reflective of local issues and priorities. This transition however was originally intended to be implemented over time – scaling back formal regulation over a number of years, allowing sufficient time for providers to ensure strong governance arrangements and business analysis skills, whilst simultaneously enhancing tenants' skills and capacity to challenge and drive service. In 2011 the announced abolition of the TSA and AC increased significantly this pace of change.

The need for landlords to analyse and respond to local conditions is an immediate one. Strong leadership, risk management skills, and robust governance structures have never been more important. In the new world of scaled back regulation ultimate responsibility for the strategic direction and performance will lie with providers. Business processes such as resident-led self-regulation, customer insight and enhanced complaints management form part of the toolkit.

### OTHER INFORMATION

Resident led self regulation: Enhancing in-house scrutiny and performance (2010) CIH: [www.cih.org/policy/free-publications.htm](http://www.cih.org/policy/free-publications.htm)

Active Learning for Residents learning programme and qualifications for residents: [www.cih.org/education/activelearning](http://www.cih.org/education/activelearning)

Regulation Chapter, Practice on line: The CIH can help you stay ahead of the game providing the latest news, expert knowledge and good practice online at [www.cih.org/practice/online](http://www.cih.org/practice/online)

With an absence of national performance targets or guidance how will the sector measure and deliver excellence? Who will be the drivers of improvement and what will happen to those providers that fail to respond fast enough?

### UPDATE

- From April 2013 The Independent Housing Ombudsman will take over the responsibilities of the Local Government Ombudsman providing a single ombudsman service for all housing tenants
- The revised RESPECT standard for ASB will be sector owned and managed by CIH and their partners HouseMark and the Social Landlords Crime and Nuisance Group is the first step towards the CIH becoming the home of future standards.

#### This is a Pact session

**Developing the Housing Pact 2011 – Our commitment to deliver the best possible outcomes for communities**



Building on the successes of the 2010 Pact, we will:

- Identify the priorities we want local and national government to address
- Make commitments to specific housing practice

Through four main themes which reflect the challenges and opportunities being faced:

- The housing advantage
- New ways of working
- Setting our own course
- Money

To be presented to the Housing Minister at the end of the conference.

Be part of the session, vote on the CIH Stand, or tweet to [#housing2011](https://twitter.com/housing2011).



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