



Tenant scrutiny and the new regulatory framework for tenant engagement

**Scrutiny committee
September 2012**

Purpose

To gain an understanding of and to comment on the new social housing regulation for tenant engagement and scrutiny and the proposals for revising the current Norwich city council tenant's involvement structure to ensure compliance.

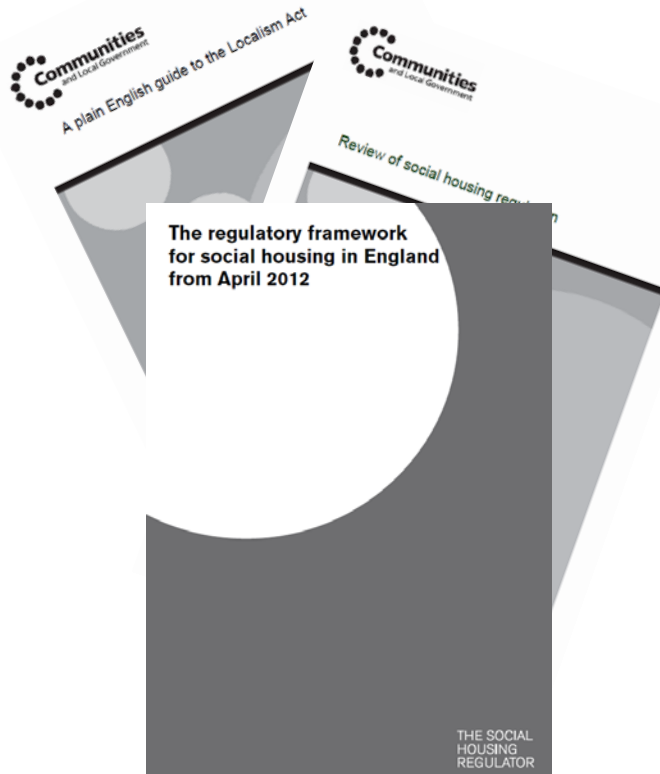
Summary

- Changes to social housing regulation
- How tenants already scrutinise the housing service
- Changes to the Ombudsman service
- Next steps for tenant scrutiny
- Role for scrutiny committee

The TSA is toast



The new approach to regulation



Statutory duty to
Minimise interference

Pro-active in
economic regulation &
Value for money

Re-active to
consumer protection
and only act in event
of serious failures

Tenant scrutiny & Co-regulation

- Tenants have a clear role in scrutinising performance
- Tenants themselves are the key to driving service improvement and protecting consumer standards
- The council and tenants working in collaboration

“Landlords are accountable to their tenants, not the regulator”

*(Department of communities and local government
October 2010)*

Collaborative working



How tenants already scrutinise the housing service



- Citywide board
- CWB sub groups for housing finance, repairs & investment, publications, performance, constitution
- Mystery shoppers
- Tenant inspectors
- Talkback
- T&RAs & NLA
- SHTF

Existing tenant scrutiny through engagement & influence

Focus groups
Local events
Patch panels
Service area Pit stops
Tenant tick
Annual report to tenants
Complaints
Performance scorecards



Local Government OMBUDSMAN



Housing
Ombudsman
Service

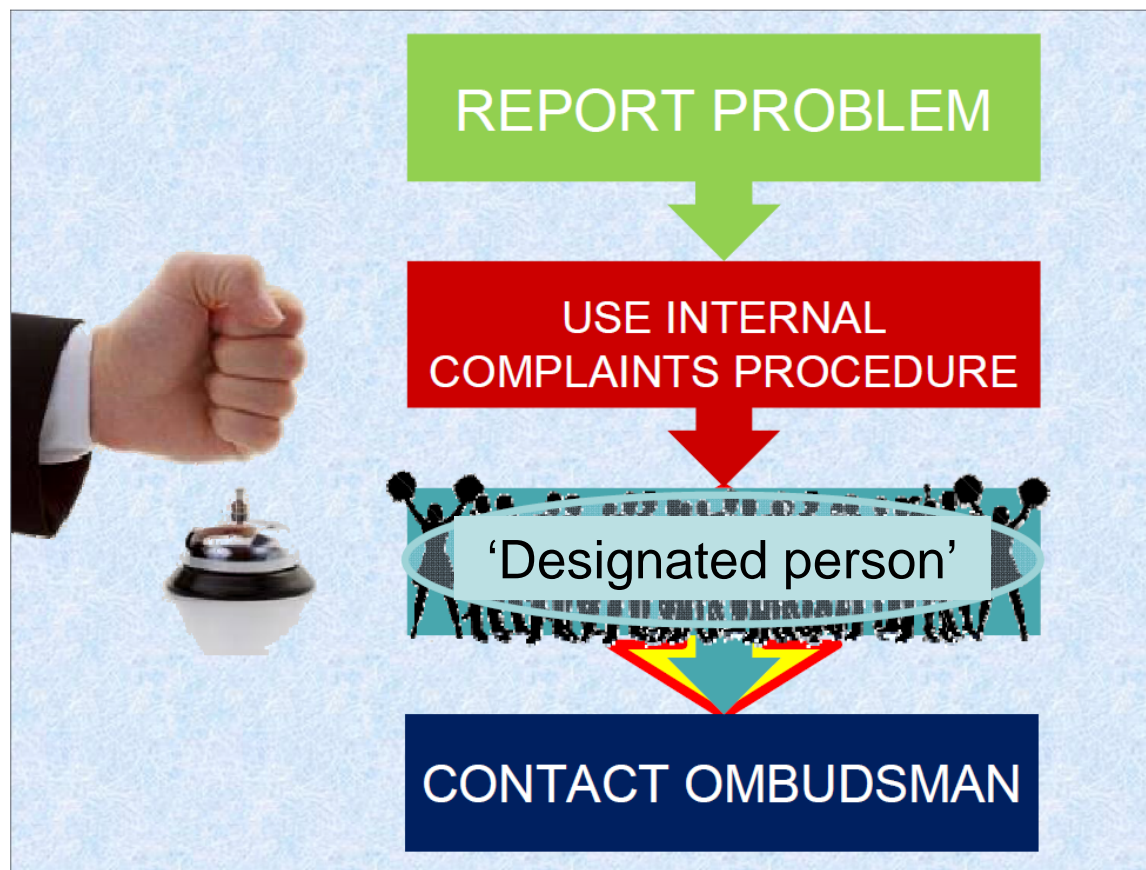
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NORWICH
City Council

Learning from complaints

The new single housing ombudsman service

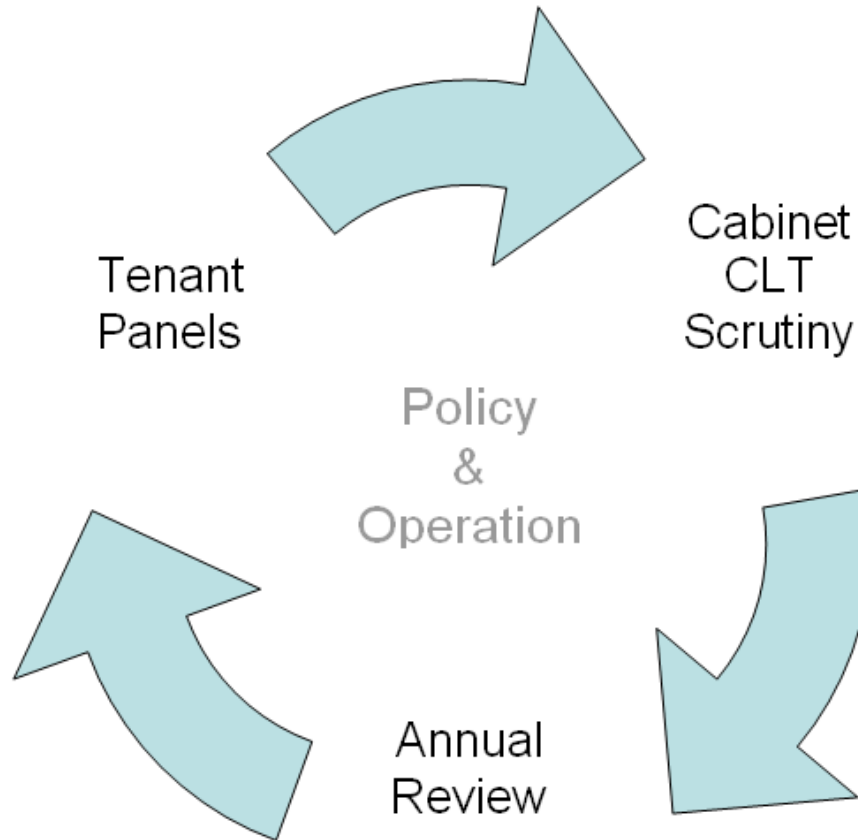


Next step

The tenant involvement framework

tenant involvement

Tenant scrutiny & co-regulation



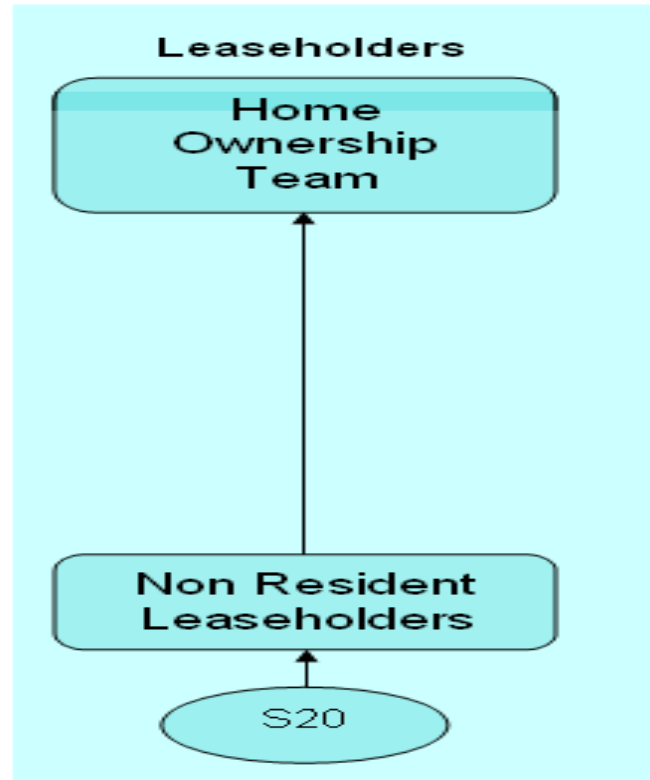
3 levels of tenant participation

Strategic – members & executive

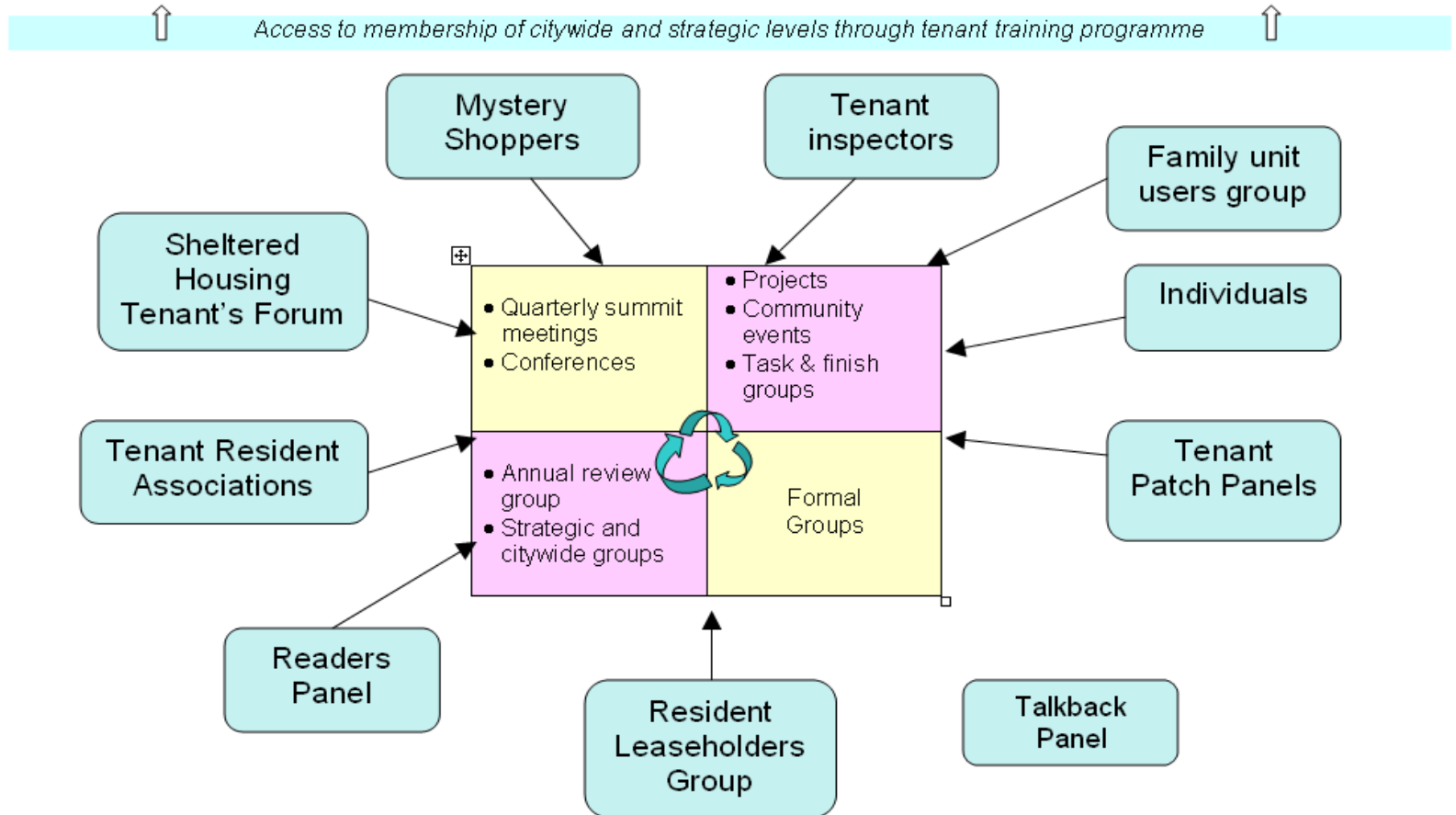
Citywide – tenant panels

Local – individuals & groups

Leaseholder involvement



Local level involvement



Feedback & Bench marking to date.....

CWB

have endorsed the proposals of a three level TP structure

NLA

have reservations about the principle of splitting leaseholder representation into resident and non resident groups.

Case studies

Cambridge city council have been identified as best practice for their co-regulation structure, which has informed our thinking

What is the role for Scrutiny?

- Examining performance management reports –
Quarterly performance
Annual report to tenants
- Ensuring that there is learning from the tenants by questioning the report
- Occasional focus of process of tenant involvement feedback



Questions

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