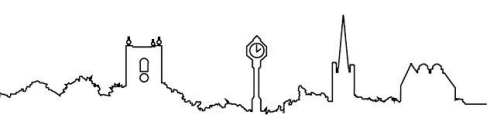


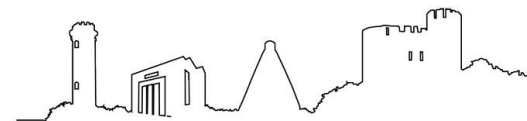
Customer Experience and Consumer Regulation Update

Housing and Public Realm Scrutiny Committee

29th March 2023



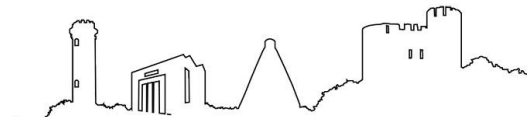
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The Charter for Social Housing Residents

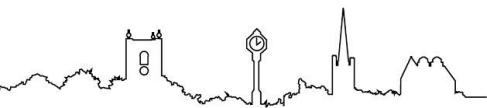
The Charter set out seven commitments to tenants against which the Council will be judged:

1. To be safe in your home.
2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. To have your complaints dealt with promptly and fairly, with access to a strong ombudsman who will give you swift and fair redress when needed.
4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
5. To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
7. To be supported to take your first step to ownership, so it is a ladder to other opportunities, should your circumstances allow

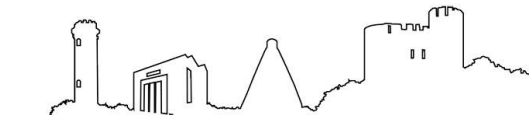


Regulatory Standards

- The Regulator of Social Housing (RoSH) has two main objectives:
 - To make sure that registered providers (landlords) are well-managed and financially stable – economic objective
 - To make sure that tenants get quality accommodation, have choice and protection, and can hold their landlords to account – consumer objective
- To achieve these objectives, RoSH have a set of regulatory standards that contain specific expectations that registered providers must comply with and the outcomes that providers are expected to achieve.
- The regulatory standards which apply to Local Authority housing providers are:
 - Rent Standard (economic)
 - Home Standard (consumer)
 - Tenancy Standard (consumer)
 - Neighbourhood and Community Standard (consumer)
 - Tenant Involvement and Empowerment Standard (consumer)
- The Regulator is planning to introduce the Tenant Satisfaction Measures (TSM) Standard to form part of the regulatory consumer standards during 2023.

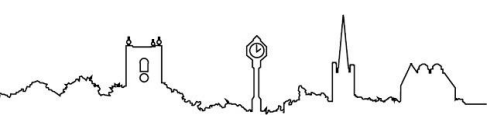


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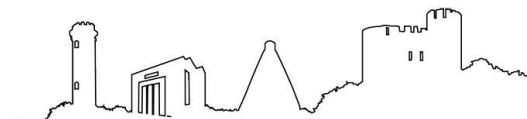


Dudley – compliance with regulatory standards

- A full review of compliance against each of the regulatory standards will be undertaken in Q1 2023/24, with an associated action plan to be developed to address any gaps
- Proposal to seek external assurance of compliance with the Rent Standard due to the complexity and resource required
- Self assessment of compliance against consumer standards to be completed and then shared for discussion with involved customers



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Tenant Satisfaction Measures

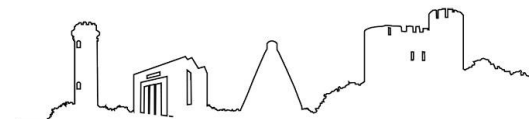
The TSMs are being introduced from April 2023 to provide residents with the information they need to scrutinise their landlord and hold them to account and to provide a source of intelligence to RoSH on whether landlords are meeting the regulatory standards.

There are 22 tenant satisfaction measures, twelve of which are tenant perception measures (TPMs) with the remaining ten being management information (MI) measures. The focus of the TSMs is set out below:

- Overall satisfaction – 1 x TPM
- Keeping properties in good repair – 2 x MI, 3 x TPM
- Maintaining Building Safety – 5 x MI, 1 x TPM
- Respectful and Helpful Engagement – 3 x TPM
- Effective Handling of complaints – 2 x MI, 1 x TPM
- Responsible neighbourhood management – 1 x MI, 3 x TPM

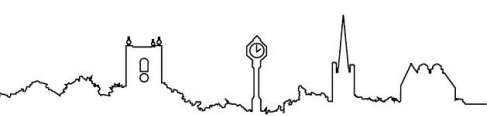


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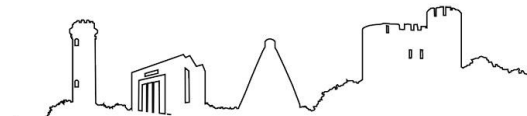


Dudley Customer Satisfaction Measures

- Tender for external expertise to undertake customer survey to provide baseline data for TSM reporting and action plan
- Review of all current Customer Satisfaction surveys and performance indicators underway to complement TSM data and inform service improvements



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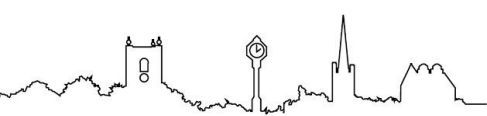


Housing Ombudsman

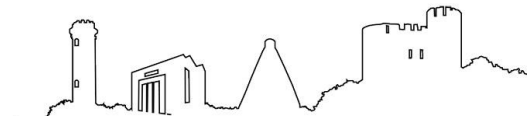
The Housing Ombudsman Service deals with complaints about social housing

The updated Housing Ombudsman Complaint Handling Code took effect from 1st April 2022 and landlords must carry out an annual assessment against the Code and publish the results.

The Code includes an expectation that landlords respond to a stage 1 complaint within 10 working days of the complaint being logged, compared to the 20 working days within the Council's Complaints Policy.

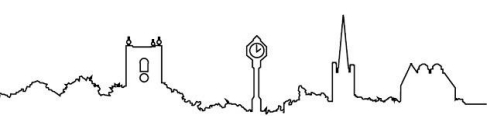


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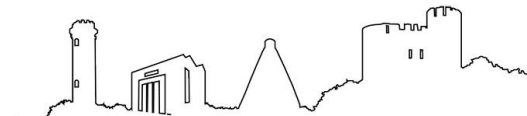


Dudley – Complaints and Enquiries

- During Q3 (October – December 2022) Housing Services received a total of 83 complaints, with only 34% being responded to within our 20 working day target
- During the quarter the service also received 532 MP and Councillor enquiries

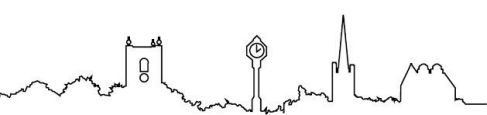


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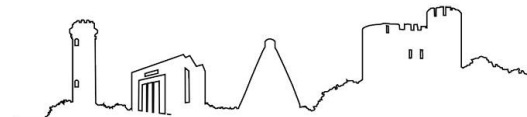


Dudley – Customer Involvement

- Review of current Customer Involvement Strategy underway, taking into account the following:
 - Charter for Social Housing Residents
 - RoSH Consumer Standards
 - Tenant Satisfaction Measures
 - TPAS Engagement Standards
 - Current opportunities for customer involvement
 - Current quantitative and qualitative data on customer experience and involvement
- Review will involve consultation with the Dudley Housing Board and Dudley Federation of Tenants and Residents Associations (DFTRA)

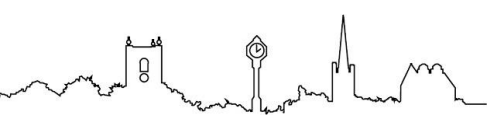


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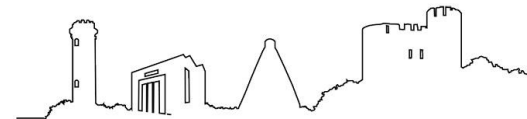


Dudley Customer Involvement

- Review of all existing customer involvement groups to identify what we already have in place and any gaps
- Proposal to develop an overarching Customer Involvement Board to oversee delivery of the revised Strategy, to lead on the publication of the Customer Annual Report, and to scrutinise performance against the RoSH consumer standards, TSMs, Ombudsman Complaint Handling Code and other customer related activity.
- Refreshed Terms of Reference for each group, with representation from each group on the Customer Involvement Board



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Actions

- Award contract for Customer Survey – March
- Refresh Customer Involvement Strategy and associated customer groups – March to June
- Self assessment against RoSH Consumer Standards – March to June
- Self assessment against Ombudsman Complaint Handling Code – March to June
- Commission external assurance of compliance with Rent Standard – March to September
- Ensure reporting arrangements are in place for TSMs – March to September
- Report on progress to Scrutiny Committee - September

