



**SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL**

**SCOTTISH HOUSING REGULATOR – REGULATION OF SOCIAL HOUSING IN SCOTLAND CONSULTATION**

**REPORT BY HEAD OF HOUSING CUSTOMER AND BUILDING SERVICES**

**A. PURPOSE OF REPORT**

To seek approval to submit consultation response on the Scottish Housing Regulator - Our Regulation of social housing in Scotland. The consultation period officially closes on 14<sup>th</sup> of December 2018. The service has however negotiated an extension until the 18<sup>th</sup> of December.

**B. RECOMMENDATION**

It is recommended that Council Executive approves the consultation response to enable the response to be submitted by closing date 18<sup>th</sup> December 2018.

**C. SUMMARY OF IMPLICATIONS**

<b>I</b>	<b>Council Values</b>	Focusing on our customers' needs Being honest, open and accountable Making best use of our resources Working in partnership Providing equality of opportunity
<b>II</b>	<b>Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	The Housing (Scotland) Act 2010, and 2014.  Scottish Housing Regulator Annual Return on the Charter.
<b>III</b>	<b>Implications for Scheme of Delegations to Officers</b>	None.
<b>IV</b>	<b>Impact on performance and performance Indicators</b>	SOA1304_34 (Number of active ASB cases).
<b>V</b>	<b>Relevance to Single Outcome Agreement</b>	None
<b>VI</b>	<b>Resources - (Financial, Staffing and Property)</b>	Antisocial Behaviour funding, Scottish Government and Community Safety Funding.
<b>VII</b>	<b>Consideration at PDSP</b>	None
<b>VIII</b>	<b>Other consultations</b>	None

## **D. TERMS OF REPORT**

The Scottish Housing Regulator (SHR) provides regulatory functions for social housing providers in Scotland. They protect the interests of tenants, homeless people and other service users of social landlords.

They focus on the provision of services that secure good outcomes for tenants and service users; they hold landlords to account, and drive improvement in service provision.

They accomplish this through a regulatory framework known as the Annual Return on the Chart (ARC). This framework constitutes a number of key indicators and standards of service that all social landlords must adhere to, and provide a return to each year. This framework enables the regulator to take action if required against social landlords who do not meet the required standards of the ARC, as provided for within the powers and duties of the Housing (Scotland) Act 2010.

The SHR launched a discussion paper in January 2018 on the future of housing regulation in Scotland. The intention was to drive discussion and debate about the current arrangements and what is required to support a successful social housing sector in the future. This formed a key part of the review of the ARC framework. HCBS has been part of these discussions throughout 2018 at forums and workshops designed to obtain stakeholder views.

Using the feedback obtained, and subsequent discussions with landlords and their representatives, the SHR are proposing to reduce the list of indicators by over a third from 74 to 44 by:

- deleting 22 existing indicators;
- adding four new indicators;
- removing 12 existing indicators to the organisation details section of our Landlord Portal; and
- retaining but amending the wording of seven indicators

The main proposed changes are to:

- remove seven Scottish Housing Quality Standard (SHQS) indicators to reflect progress in meeting the Standard, along with one on the Energy Efficiency Standard for Social Housing (ESSH);
- amend the wording of the anti-social behaviour indicator in response to feedback;
- amend the gas safety indicator in response to thematic study
- remove current homelessness indicators, to respond to local authority feedback on duplication with the information collected by Scottish Government;
- add two new homelessness indicators to provide greater clarity on lets to homeless people by RSLs and councils;
- remove the equalities indicator - we propose that landlords no longer send this information to us (though they must collect and use it);
- add two new indicators on adaptations;
- amend the two indicators on complaints following feedback from the Scottish Public Services Ombudsman (SPSO); and
- amend two indicators on arrears to focus on current tenant arrears.

The SHR have embarked on a formal consultation to round of their review activity, and are seeking open views on individual indicators, the technical guidance they provide, and the usefulness of the information and data they collect.

The consultation asks a number of questions for consideration and these and the proposed responses are shown in Appendix A.

## **E. CONCLUSION**

The vision of the Scottish Housing Regulator is to continue to regulate to protect the interests of tenants, homeless people and others who use the services of social landlord. The review of the ARC framework, in consultation with social housing providers ensures the framework enables full scrutiny of the relevant activity, performance, governance and financial health of the social housing sector in Scotland. To achieve this, they need insight, views and ideas to help shape the future of the regulation of social housing in Scotland. The questions and proposed response to their consultation are attached as an appendix.

## **F. BACKGROUND REFERENCES**

[https://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Our%20regulation%20of%20social%20housing%20in%20Scotland%20-%20a%20consultation%20\\_8.pdf](https://www.scottishhousingregulator.gov.uk/sites/default/files/publications/Our%20regulation%20of%20social%20housing%20in%20Scotland%20-%20a%20consultation%20_8.pdf)

Appendices – Appendix: Consultation questions and proposed responses.

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**CMT member:**

**Date of meeting: 11<sup>th</sup> December 2018**