

Social Housing Regulation

Self-Assessment for 2024-25
For Large Local Authority Providers



Regulatory Standards – what are they?

The Regulator of Social Housing (RSH) sets out the Regulatory Standards which all Registered Providers must deliver against

www.gov.uk/government/organisations/regulator-of-social-housing

There are seven Regulatory Standards, across two areas – Consumer and Economic Regulation:

Consumer Standards

- ▶ Safety and Quality
- ▶ Transparency, Influence and Accountability
- ▶ Neighbourhood and Community
- ▶ Tenancy

Economic Standards

- ▶ Governance and Financial Viability
- ▶ Value for Money
- ▶ Rent

***Note:** the Governance and Financial Viability Standard and the Value for Money Standard do not apply to Local Authorities (LA's) as there are other oversight mechanisms in place in respect of these areas for LA's*

Regulatory Standards – how do they apply?

- ▶ Stockport Council is a 'Large Local Authority Provider' and will be proactively inspected by the Regulator
- ▶ This will include an inspection of the four Consumer Standards
- ▶ The Council must also meet the Rent Standard
- ▶ SHG owns social housing and is a 'Small Private Registered Provider'
- ▶ As the stock ownership for SHG is less than 1,000 units, it will not be subject to its own proactive Consumer Regulation inspection
- ▶ SHG does still need to demonstrate it meets all seven Regulatory Standards
- ▶ The Annual Self-Assessment enables stakeholders to understand how SHG, and the Council, meet the requirements of the applicable Regulatory Standards and deliver the intended outcomes
- ▶ On the following pages, the Regulator's "Required Outcomes" are shown, along with a brief summary of how SHG has responded to those requirements
- ▶ A more detailed Self-Assessment document is available which provides more specific detail on each area



www.stockporthomes.org/about-us/our-performance/consumer-standards/

Consumer Standard: Safety and Quality (1)


The Required Outcomes and our evidence:

Stock Condition - Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.

- ▶ There is an Asset Management Strategy in place which sets out how SHG will utilise available resources to ensure the long-term investment needs of the properties can be met. This includes ensuring Decent Homes and compliance requirements are delivered.
- ▶ SHG has commissioned 100% physical stock condition surveys for all properties. As at the end of February 2025, 75% of surveys had been completed. Once all stock condition surveys have been updated, a new Asset Management Strategy will be developed with the Council.
- ▶ SHG hold stock condition data from a variety of sources including physical property surveys, information from void property processes, repair and disrepair information and validation surveys undertaken as part of planned capital works. Stock condition data is updated when component information changes and new data is obtained.


Decency - Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.

- ▶ The key focus of SHG's Asset Management Strategy is to ensure compliance with the Decent Homes Standard across all the properties managed and that this is maintained over the long-term. SHG uses the Housing Health and Safety Rating System assessments (HHSRS) to ensure health risks are being assessed. Any non-decent properties identified are quickly addressed and works completed.
- ▶ The focus of ensuring the stock remains compliant with Decent Homes links largely to investment in major component such as roofing, heating systems, kitchen and bathrooms etc whilst ensuring the properties remain free of Category 1 and 2 hazards.

 www.stockporthomes.org/my-home/decent-homes-standard/

Health and Safety - When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

- ▶ This includes gas and carbon monoxide management, electrical, fire safety, asbestos, legionella and lift safety. There are a range of Policies and Procedures in place to ensure all legal and statutory duties are met. This includes undertaking assessments and monitoring as well as delivering any identified actions.
- ▶ SHG also manages the requirements of the Building Safety Regulator in terms of all high-rise buildings. SHG is in the process of applying to Building Assessment Certificates for each building.

 www.stockporthomes.org/my-home/home-safety/

 www.stockporthomes.org/my-home/high-rise-living/

Consumer Standard: Safety and Quality (2)

Repairs, Maintenance and Planned Improvements - Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

- ▶ SHG delivers a Responsive Repairs Service via its subsidiary company: Three Sixty. There is a Home Repairs Policy in place and information available on the website. This incorporates the approach to management of Damp, Mould and Condensation (DMC) cases within properties.
- ▶ Repairs can be raised in a number of ways, to suit customer needs and preferences and appointments are created, which customers are reminded about as they approach.
- ▶ Service Managers have access to data dashboards to enable them to better manage the service and allocate resources to jobs that have been raised.
- ▶ A number of changes have been made following a Repairs Service Review which SHG undertook, in conjunction with customers and stakeholders.
- ▶ SHG has an Empty Property Management Policy in place to enable void properties to be re-let in a timely manner following the ending of one tenancy and the creation of a new tenancy.
- ▶ SHG also manages Planning Improvements (also known as Capital Investment / Major Works) to properties, which may include works such as new roofs, kitchens and bathrooms. The work required is set out in the agreed Asset Management Strategy and this ensures the long-term investment needs of the properties can be met.

▶ www.stockporthomes.org/my-home/repairs/

▶ www.stockporthomes.org/my-home/home-improvements/

Adaptations - Registered providers must assist tenants seeking housing adaptations to access appropriate services.

- ▶ SHG works with Stockport Council to deliver the Adaptations Service to allow people to live independently in their own home. This includes minor and major adaptations. This includes, for example, grab rails, ramps, wet rooms and stair lifts. An Occupational Therapist (OT) support more complex cases
- ▶ There is an Adaptations Policy in place as well as leaflets and website information available to customers.
- ▶ SHG manages an Adapted Property Register.
- ▶ SHG also managed the Disabled Facilities Grant (DFG) scheme on behalf of the Council



▶ www.stockporthomes.org/my-home/support-in-the-home/equipment-and-adaptations/adaptations-for-stockport-homes-tenants/

Consumer Standard: Transparency, Influence and Accountability (1)



The Required Outcomes and our evidence:

Fairness and Respect - Registered providers must treat tenants and prospective tenants with fairness and respect.

- ▶ SHG's values are ASPIRE: Ambition, Social Responsibility, Passion, Innovation, Respect and Excellence. These embody SHG's commitment to fairness and respect and this is at the heart of service delivery and design.
- ▶ The Service Standards set out what customers can expect from SHG, and the Customer Charter provides a framework for delivery of great customer service

➤ www.stockporthomes.org/about-us/our-performance/customer-charter/

➤ www.stockporthomes.org/about-us/our-performance/service-standards/

Diverse Needs - In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.

- ▶ SHG's Customer Access Strategy sets out how services will be accessible to all customers and how individual needs will be taken into account in service delivery. A new Reasonable Adjustments Policy has been launched which takes this commitment even further. SHG has also created a new Equality, Diversity and Inclusion (EDI) Policy during 2024-25.
- ▶ There is a translation and interpreter service available to assist customers in their interactions with SHG. This also includes a British Sign Language (BSL) video interpreter service.
- ▶ Customers can also have a representative / advocate act on their behalf and those details can be recorded on each customers record, as needed.

➤ www.stockporthomes.org/advice-support/how-to-get-in-touch-with-shg/

➤ www.stockporthomes.org/do-it-online/bsl-video-interpreter/

Consumer Standard: Transparency, Influence and Accountability (2)

Engagement with Tenants - Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.

- ▶ SHG has a Customer Voice and Influence Strategy in place which outlines the range of different ways that customers can be involved in shaping services and how customer voice is heard in decision-making. This builds upon the Tpas Accreditation obtained in 2023.
- ▶ The Accountability Framework sets out the different ways this happens including learning from complaints, ensuring effective customer scrutiny, listening to feedback from the ASPIRE Panel and having Customer Board Members.

▶ www.stockporthomes.org/my-home/get-involved/

▶ www.stockporthomes.org/about-us/annual-and-financial-reports/2023-24-annual-report/



Information about Landlord Services - Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

- ▶ There is a wide range of information available to customers and this included digital and non-digital approaches. Hard copies of certain information is available in Cornerstone, the Head Office, as well as in other locations, such as Sheltered Schemes. Where customers request a printed version of information, this can be provided to them.
- ▶ In terms of digital communication, this is available on the website, via social media channels such as Facebook, on digital screens in Cornerstone and in blocks. Where email addresses and mobile phone numbers are held for customers, these are also used to send communications electronically via email and text message.

▶ www.stockporthomes.org/

▶ www.stockporthomes.org/about-us/customer-newsletter/

Consumer Standard: Transparency, Influence and Accountability (3)

Performance Information - Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

- ▶ SHG collects a range of performance information to assess service delivery outcomes and make improvements for customers. This includes reporting on corporate key performance indicators as well as the Regulator's Tenant Satisfaction Measures (TSMs).

▶ www.stockporthomes.org/about-us/our-performance/

Complaints - Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

- ▶ SHG has a Customer Feedback Policy in place which covers complaints and compliments. There are also mechanisms in place for Councillor's and MPs to raise queries on behalf of their constituents.
- ▶ The Housing Ombudsman has issued new guidance and requirements for social landlords to follow, which have been embedded into SHG's complaints process. The self-assessment against the Housing Ombudsman's Complaints Handling Code is published online.

▶ www.stockporthomes.org/about-us/our-performance/complaints/

▶ www.stockporthomes.org/about-us/our-performance/compliments/

▶ www.stockporthomes.org/about-us/our-performance/customer-feedback-results/

Self-Referral

- ▶ SHG is fully aware of the requirements to communicate with the Regulator in a timely manner, should an issue arise.




Consumer Standard: Neighbourhood and Community (1)

The Required Outcomes and our evidence:


Safety of Shared Spaces - Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.

- ▶ SHG ensures that shared spaces are well managed and provides a range of services which contribute to ensuring neighbourhoods and communal areas are of a high-quality
- ▶ There is a well-embedded approach to Estate Inspections in place and Estate Walkabouts, where stakeholders can join their Housing Officer to review the local area. There is also a Caretaking, Greenspace and CCTV service in place.

 www.stockporthomes.org/neighbourhoods/your-neighbourhood-housing-officer/

 www.stockporthomes.org/my-home/tenancy/caretaking/

 www.stockporthomes.org/my-home/tenancy/greenspace/

 www.stockporthomes.org/my-home/tenancy/control-room-and-concierge-service/

Local Area Co-operation - Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

- ▶ SHG works with a range of partners to deliver services in a multi-agency approach and to enable effective signposting to services which customers may benefit from. This includes being part of the Council's "One Stockport" approach as well as working at a regional level with partners across Greater Manchester.
- ▶ SHG's charitable subsidiary, SKyLight, is also key to much of this activity and working alongside the third / charity / voluntary sector in Stockport to deliver more for residents.

 www.stockporthomes.org/advice-support/support-services/


 www.sk-y-light.org/

Consumer Standard: Neighbourhood and Community (2)

Anti-Social Behaviour and Hate Incidents - Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

- ▶ SHG delivers an ASB service which enables customers to raise neighbourhood issues, including noise nuisance through to anti-social behaviour and hate incidents. SHG works with the One Stockport Safety Partnership to ensure a joined up, multi-agency approach to tackling incidents and giving people confidence in the service. There is a Safer Neighbourhoods Policy and Procedure in place as well as a Good Neighbourhood Management Policy which deals with noise issues.
- ▶ There is a range of support which can be offered to victims and perpetrators to bring about change and ensure community cohesion.


 www.stockporthomes.org/neighbourhoods/anti-social-behaviour/

 www.stockporthomes.org/neighbourhoods/anti-social-behaviour/what-is-hate-crime/


Domestic Abuse - Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

- ▶ SHG has a dedicated Domestic Abuse service in place to tackle issues and provide a range of support services to customers experience domestic abuse. There is a partnership working approach in place in Stockport to ensure the correct agencies work together to provide services for those in need.
- ▶ SHG holds the Domestic Abuse Housing Alliance (DAHA) Accreditation which was received following a thorough assessments of SHG's service delivery for domestic abuse.



 www.stockporthomes.org/neighbourhoods/anti-social-behaviour/report-domestic-abuse/

 www.stockporthomes.org/neighbourhoods/safeguarding/


 www.stockporthomes.org/about-us/news/customer-news/stockport-homes-group-receives-domestic-abuse-accreditation/


Consumer Standard: Tenancy (1)

The Required Outcomes and our evidence:

Allocations and Lettings - Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.

- ▶ SHG delivers the Council's Allocations Policy via its choice-based lettings service: Homechoice. This enables customers to bid for properties which meet their requirements. Customers need to create an online application, and they are then allocated points depending on which criteria within the Allocations Policy apply to their circumstances. This provides a clear and transparent approach to allocating properties. Support is available to create the application and to undertake bidding to ensure accessibility.
- ▶ SHG operates a Right Sizing service where customer who are under occupying their property and wish to move home, can be assisted to do so to enable more family accommodation to become available for those on the Housing Register. A robust approach to tackling Tenancy Fraud also ensures properties are not misused.

 www.stockporthomes.org/find-a-home/


 www.homechoicestockport.org/


 www.stockporthomes.org/neighbourhoods/housing-fraud/

Tenancy Sustainment and Evictions - Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants' advice and assistance.

- ▶ SHG delivers a range of services to enable customers to maintain their tenancy and provide advice and support as their circumstances may change. This includes providing Housing Options, Homelessness and Tenancy Support services.
- ▶ SHG has also signed up to the Evictions Pledge, which means evictions will be used as a last resort.

 www.stockporthomes.org/my-home/tenancy/

 www.stockporthomes.org/my-home/tenancy/tenancy-faqs/

 www.stockporthomes.org/find-a-home/homelessness/homeless-advice/

 www.stockporthomes.org/my-home/support-in-the-home/

 www.stockporthomes.org/advice-support/support-services/

 www.sk-y-light.org/

Consumer Standard: Tenancy (2)

Tenure - Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock. They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

- ▶ SHG has a Policy related to Tenancy Management. This sets out how tenancies will be managed. There are different tenancies which are used, depending on whether the property is owned by the Council or Stockport Homes. This includes Assured Shorthold (starter), Assured, Equitable Tenancy, Introductory or Secure Council Tenancy Agreement.
- ▶ Licences are used for lettings at Temporary Accommodation Schemes.


 www.stockporthomes.org/my-home/tenancy/


 www.stockporthomes.org/my-home/tenancy/tenancy-faqs/

Mutual Exchange - Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.

- ▶ SHG has a Mutual Exchange Policy in place which enables customers to exchange their tenancies to enable a move to happen. This is one way in which customers can choose a new property which better meets their needs. A Mutual Exchange can involve more than two properties to enable a greater number of people to have their housing needs met at once.
- ▶ SHG holds regular events to enable customers to meet the Mutual Exchange Officers and find out more about the process. Applications are managed online and the team provide support to any customers who require assistance with this.
- ▶ SHG is also part of House Exchange which enables customers to search for Mutual Exchanges nationally

 www.stockporthomes.org/find-a-home/move-home/

 www.stockporthomes.org/find-a-home/move-home/exchange-homes/

 www.homechoicestockport.org/

Economic Standard: Rent (1)

The Required Outcomes and our evidence:

Rent - Registered providers must set rents from 1 April 2020 in accordance with the Government's Policy Statement on Rents for Social Housing 2019 (hereafter Rent Policy Statement) which can be found on the Ministry of Housing, Communities and Local Government (MHCLG) website.

- ▶ There is a Rent Strategy in place which applies to Council owned and SHG owned stock. This sets out how the Government's rent policy will be implemented, with Council rent increases being subject to approval at Full Council. The Rent Standard applies to all "low-cost rental" accommodations and SHG's systems accurately record which properties this relates to.
- ▶ The current Government rent policy is to use CPI+1% for social and affordable rents and RPI+0.5% for shared ownership rents. The CPI / RPI / rate is from September each year. Customers are consulted when proposals have been drawn up to obtain their views and feedback and this is summarised into report for decision-makers.

▶ www.stockporthomes.org/my-home/rent/

▶ www.stockporthomes.org/advice-support/money-advice/

▶ www.stockporthomes.org/my-home/tenancy/service-charges/



Conclusion

The Required Outcomes and our evidence:

- ▶ The Regulator of Social Housing provides the framework for regulating the outcomes of social housing providers across England.
- ▶ The information provided here contains a high-level summary of how the Council, via SHG, complies with those Regulatory Standards which apply to Local Authorities.
- ▶ This includes the four Consumer Standard as well as one Economic Standard relating to Rent.
- ▶ A more detailed Self-Assessment is completed each year and is available to stakeholders to provide further assurance over compliance with the Standards and delivery of the intended outcomes for customers.
- ▶ The SHG website provides a wealth of information for customers and stakeholders about the range of services provided and how they can be accessed.