

Resident's working group to review Wandsworth's Housing Service Standards

Workshop 1: Introduction





Welcome



Housekeeping



Introductions



What will we do today

Working Group – what are we going to do



We are going to review our Housing Service Standards



Three workshops to follow, we will consider two areas of service each (for example Safety and Quality of Home and Services next week)



We will also be consulting with the Area Housing Panels and Coop Forum



We will have one additional feedback and follow up session. We will also have an online web and summarise these workshops.



We will use your feedback to develop proposals which will be submitted to the Borough Residents Forum and Housing Committee Summer 2023



Why do we need service standards?

Putting residents at the centre of our services

Meeting the requirements of the new regulatory and legal framework

For residents to hold us to account

Performance reporting and transparency



Working Group – what we will ask

Are you happy with what is in the service standards?

What are the most relevant standards to you?

What are our key services you expect from us?

Are there too many standards?

Is there anything missing?

Are there any amendments needed?

National/local context



Building safety

Stock condition and Decent Homes

Energy efficiency

Changes to regulation (Social Housing Regulation Bill)

Strengthened role of the Housing Ombudsman



Social Housing Regulation Bill

The Social Housing White Paper sets out the Charter for social housing residents -

- To be safe in your home
- To know how your landlord is performing
- To have your complaints dealt with promptly and fairly
- To be treated with respect, backed by a strong consumer regulator for tenants
- To have your voice heard by your landlord
- To have a good quality home and neighbourhood to live in
- To be supported to take your first step to ownership

To make sure the Charter is met, the most important step taken is to create a strong, proactive consumer regulatory regime, strengthening the formal standards against which landlords are regulated.



Reshaping Consumer Regulations

The current consumer regulation consultation aims to deliver the following outcomes

1. Social housing is well managed
2. Tenants' complaints are dealt with efficiently and effectively.
3. Tenants are treated with fairness and respect and their diverse needs are taken into account.
4. Social housing stock meets the decent homes standard.
5. Landlords ensure social housing meets health and safety requirements and consider safety in the management of housing.



Reshaping Consumer Regulations

Continued..

6. Landlords comply with tenancy law and regulations and avoid unnecessary evictions.
7. Tenants have access to information to hold their landlords to account.
8. Tenants have the opportunities to influence the decision and priorities of their landlords with respect to their housing
9. Landlords take account of the views of tenants in the management of their homes.
10. Landlords work with other agencies to contribute to the safety and well-being of the areas in which the homes they are responsible for are situated.



Existing Service Standards



Tenancy – including rents, allocations and tenure



Neighbourhood & Community – including tackling ASB, local area cooperation and neighbourhood management



Tenant Involvement & Empowerment – including customer services, complaints, resident involvement and understanding diverse needs



Home - including quality of accommodation and repairs & maintenance



Value for Money – providing cost effective and efficient services

Reshaping Consumer Regulations: The New Themes



Safety

Quality

Neighbourhood

Transparency

Engagement and accountability

Tenancy

Tenant Satisfaction Measures



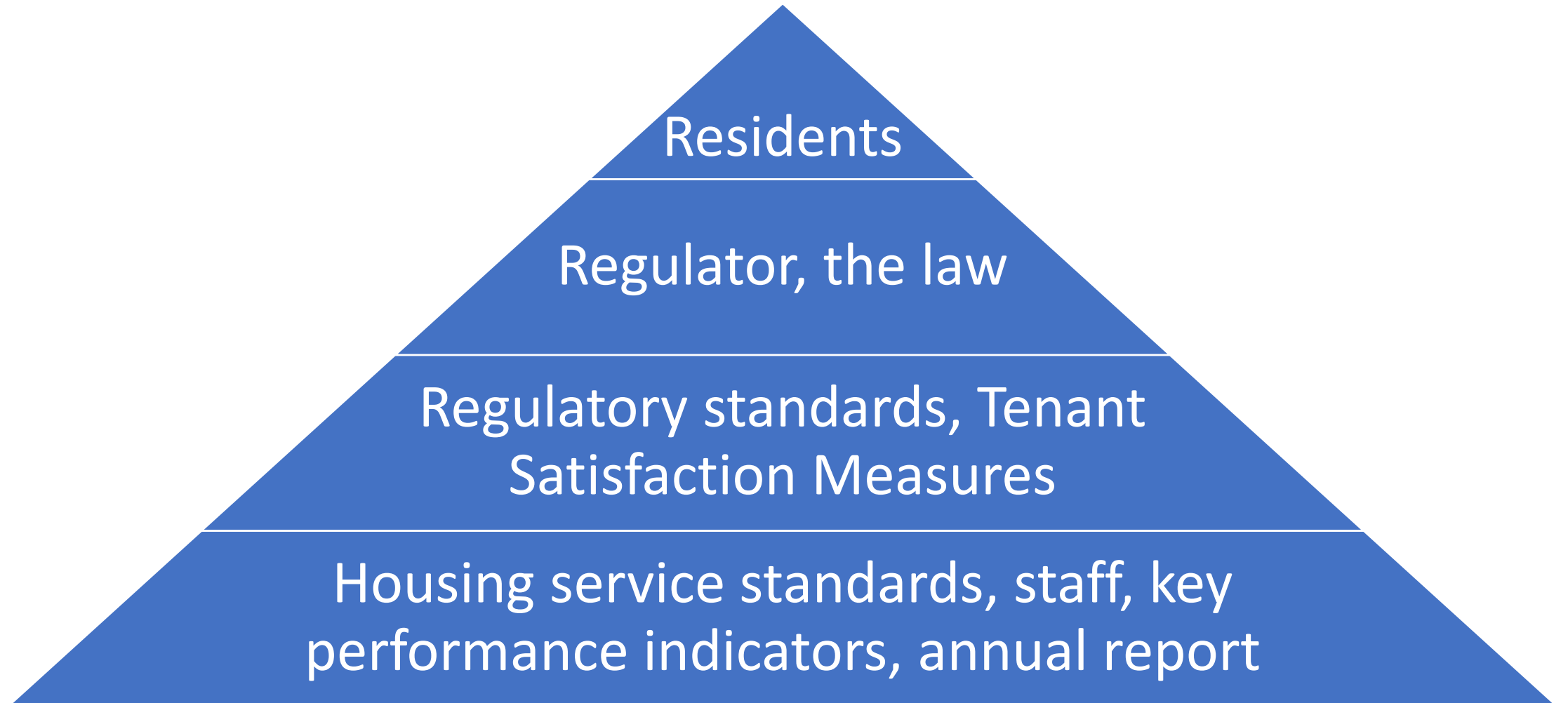
The SHWP set an expectation that the Regulator of Social Housing would bring in a set of Tenant Satisfaction Measures on issues that matter to residents

We are collecting and publishing this information from April 2023– tracking these in 2023 and reporting them back in 2024

We are looking for Service Standards that can help achieve the aim of producing better satisfaction results



How they fit together



Breakout session



What do service standards mean to you?

What are the most important measures?

Why have you taken part in this process?



How the standards are reported

HOUSING ANNUAL REPORT 2021-2022 www.wandsworth.gov.uk/housing

Welcome to the Housing Annual Report 2021-22 which sets out how well the council's Housing and Regeneration Department (HRD) has performed over the last year. The start of the year was again dominated by the COVID-19 pandemic with the department focused on the wellbeing of our residents and on ensuring essential services were maintained. As staff have returned to offices, frontline services have slowly returned to being delivered in-person. Receptions have opened up, visits have recommenced and our housing management division has been able to raise more repair orders, with new contractors having been procured. We have continued to engage with our communities, both in person and, where it benefits residents, online, recognising that this brings its own advantages. In 2022 we celebrate 50 years of resident engagement at Wandsworth and I am looking forward to us being able to mark this important milestone with in-person events.

We have remained committed to our pledge to tackle rough sleeping in the borough by extending our offer to accommodate and assist those sleeping rough, beyond the 'Everyone In' campaign.

We made progress towards our targets, including to deliver 1,000 new homes by 2027. The completion of Mitchell House and Sphere Walk meant a combined total of 117 homes becoming available, with most of the properties let to social housing tenants.

The department has been working hard to contribute to the council's goals to become a carbon neutral organisation by 2030 and zero carbon by 2050. During 2021-22 we created the Housing Green Agenda Steering Group to progress this work.

Fire safety remains one of our top priorities, and during 2021-22 we have worked in close collaboration with the government to ensure we are meeting the obligations as set out in the Fire Safety Act and the Building Safety Act, and we have made great strides towards ensuring all our blocks have received a new Fire Risk Assessment.

In July 2021 we achieved the Domestic Abuse Housing Alliance (DAHA) accreditation, demonstrating that as a department we have robust, effective policies and processes in place when supporting survivors of domestic abuse. We have established 21 Domestic Abuse Champions across our department to ensure service users get the appropriate support, while making improvements to our domestic abuse monitoring IT system and investing in hiring specialist staff to support survivors.

This Annual Report was produced in partnership with a residents' focus group and I'd like to sincerely thank all the participants for their valuable contributions.

To find out more about how you can get involved with matters affecting your housing or join your local residents' association visit www.wandsworth.gov.uk/getinvolvedhousing

B. Reilly
Brian Reilly
 Director of Housing and Regeneration

The Annual Report tells you how well we have done in five key areas:

- Home
- Neighbourhood and Community
- Tenancy
- Resident Involvement
- Value for Money

Priorities for 2021-2022 were:

- Undertaking a **stock condition survey**
- Improve the efficiency of housing estates** by continuing the move to LED lighting, delivering energy efficiency works to Longledge Street properties through **grant funding** and by tackling fuel poverty.
- Explore options to **install new technologies** to improve energy efficiency in council owned housing including bidding for funding where appropriate.
- Deliver the **Wandsworth Decent Homes Plus programme** to improve Wandsworth's homes and estates.
- Progress** the regeneration work.
- Continue the programme for **retrofitting sprinklers** in sheltered and hostel accommodation.
- Begin a programme of **communal electrical testing and inspections**, prioritised towards blocks of 10 storeys and above.
- Gain the **domestic abuse housing alliance accreditation** which recognises best practice in dealing with domestic abuse.
- Complete a procurement exercise for **new fire risk assessments** for low rise blocks. Complete FRAs on all 146 high rise blocks.
- Deliver the council **1,000 Homes Development Programme**. Meeting delivery plan forecasts by completing 93 units and commence works on 215 new homes. Progress designs on 150 new homes whose works are scheduled to begin in 2022/23.
- Supported Housing Delivery – to complete delivery of **95 extra care homes** on two developments at St Johns Hill and Pocklington Court by the first quarter of 2022/23.
- Work with partners, including developers registered providers and the planning service to enable the **delivery of 244 affordable homes in 2021/22**.

A traffic light system is used within the Annual Report to assess how well we have performed.

- ✔ standard met
- ◐ standard partially met, some work to do
- ✘ work required to meet the standard

*Council residents mean council tenants, council leaseholders and people living in properties managed by a Resident Management Organisation (RMO).
 **Where available figures for the previous year 2020-21 are shown in brackets.

In the Annual Report - under the five housing service standards headings (tenancy, resident involvement, value for money, neighbourhood, the annual report), we set out our commitments which align with the current Regulatory Standards. We then use our Key Performance Indicators to report under it. We will also monitor our Key Performance Indicators through our Area Housing Panels and Borough Residents Forum



Workshops what we will cover

