

TELFORD & WREKIN COUNCIL
REGISTERED PROVIDER BOARD
TERMS OF REFERENCE

1. REGISTERED PROVIDER STATUS

The Regulator of Social Housing (Regulator) receives many applications each year from housing providers and local authorities who seek to acquire Registered Provider status as a Registered Social Landlord. The Local authority was successfully granted Registered Provider status in 2019.

A Registered Provider is a local authority or housing association that lets out properties to tenants and is regulated in the way this is done. There are many benefits of being a Registered Provider however this also comes with the obligation to meet the standards set by the Regulator.

2. PURPOSE OF THE BOARD

The Council is required to deliver decent homes to its tenant; however, in order to achieve this there are a number of key areas which will play a part.

This will involve how the neighbourhood environment is managed, maintenance and repair standards, transparency, fairness & equality, managing customer complaints and the way in which the rent is set. The Regulator oversees the way in which this is done by setting a number of outcomes.

The purpose of the Board is to jointly and severally execute the outcomes set by the Regulator. This means working together so that the Council can effectively meet the standards.

The following service areas have been identified for this purpose:

- 1. Neighbourhood & Enforcement Services**
- 2. BiT**
- 3. Customer Service**
- 4. Finance**
- 5. Housing**

6. Communications

7. Legal & Democracy

The service areas listed may change as and when the regulator publishes further standards and delivers expectations required of Registered Providers.

3. ROLES AND RESPONSIBILITIES

The outcomes set by the Regulator will be achieved by service areas working as a multi-agency with the Housing team and performing service area functions as required.

The lead service area will apply the relevant policy in conjunction with the Regulator's guidance and standards and will have the responsibility to keep compliance under review.

The standard will only apply to tenancies where the Council is the Landlord.

The key standards set by the regulator are:

a. Home standard

Maintenance & Repair

The Council must keep its homes safe, decent and in a good state of repair. It must ensure that repairs are dealt with in a swift and timely manner once the Council has been notified of the disrepair. This will be achieved by following a diligent process from the very beginning leading to completion of the repair and welcoming tenant feedback.

The BiT team will lead on effective implementation of this standard in accordance with the Repair and Maintenance policy.

b. Tenancy standard

Tenancy Management

The Council must ensure that their homes are let in a fair, transparent and efficient way, as well as being able to demonstrate how the tenancies make best use of the available housing stock. This also means developing a tenant friendly service throughout the term of each tenancy, taking into account the needs of vulnerable tenants and providing tenancies which provide a reasonable degree of stability.

The Council Allocation and Mutual Exchange Policy and the Tenant Management Policy will be applied in order to achieve this.

The Housing Team will lead on effective implementation of this standard in accordance with the above policies.

c. Neighbourhood and Community Standard

Neighbourhood Management & Anti-Social Behaviour.

The Council must demonstrate commitment on preventing and tackling anti-social behaviour, fly tipping and other issues raised by tenants within the neighbourhood. It must be pro-active when a tenant reports an issue, by ensuring that decisive action is taken to deal with the matter before it escalates, focusing on resolving the problem for the tenant.

Existing tools should be used to tackle issues and will allow tenants to easily report neighbourhood issues and ASB; as well as being updated about the status of the tenant's case. Where responsibility rests with an external organisation the tenant shall be signposted the relevant organisation.

The Neighbourhood & Enforcement team will take the lead on implementing this standard in accordance with the Neighbourhood Management policy, Anti-Social Behaviour Policy and other existing policies, as appropriate.

d. Tenant involvement and Empowerment Standard

Customer Service & Complaints

The Council must offer a range of ways in which a tenant can express a complaint and put in place a clear process for responding to tenants complaints within a timely manner; in order to meet tenant satisfaction. The Council shall use the complaints received each year to improve their services.

The Customer Service team will take the lead on implementing this standard in accordance with the Customer Service & Complaints Policy and will liaise with the appropriate service area as required.

Tenant involvement

The Council shall provide tenants the opportunity to influence the services they receive as well as the opportunity to be involved in the formulation of housing related policies, decisions of how housing related services are delivered and providing feedback on the Council's performance as a landlord;

in all aspects including, maintain & repair, neighbourhood services and dealing with complaints.

All opportunities must be in accordance with the diverse needs of tenants and Council's Equality Duty.

The Housing team will take the lead on implementing this standard in accordance with the Tenant Involvement Policy and will liaise with the appropriate service area as required.

Tenant Satisfaction Measures

The Council must collect data on the new Tenant Satisfaction Measures in accordance with the Regulator's TSM standard. There are 12 measures that will be measured by the tenant perception survey. As the Council has fewer than 1,000 homes it will have the option of running the survey every year or every two years.

The Council will inform tenants on their performance every year however as it has less than 1,000 homes, there is no requirement to send the data to the Regulator.

The Housing team will take the lead on implementing this standard in accordance with the Tenant Satisfaction Measures Standard.

e. Rent Standard

The Council must set tenant's rents in accordance with the Government's Policy Statement on Rents for Social Housing 2022 (current version April 2023) and will ensure that any increase is in accordance with policy.

The Finance Team will implement this standard in conjunction with the Housing team and in accordance with the Rent Setting Policy.

4. FUNCTION OF THE BOARD

- To closely monitor and ensure compliance of the regulatory standards set by the Regulator relevant to member's own service area.
- To keep up to date with any changes to the regulatory standards set by the Regulator including any supplementary government guidance published. If members are unclear on any subsequent changes, they should contact Legal & Democracy at the earliest opportunity.
- To share relevant information to own service area in respect of the Council's function as a Registered Provider.
- To provide feedback at the board meeting in respect of the ongoing progress around implementing the policies within the service area.
- To provide data and feedback concerning tenant experience in the quarterly board meetings.
- To propose recommendations with a view to improve existing provisions that are set to meet the relevant standards.
- To appropriately advise and make recommendations to the Housing Management Board.
- Following the quarterly Board meeting, members to feedback information and outcome of the board meeting to team members and other persons where appropriate. Any action points discussed within the Board meeting shall be discussed with team members in order to produce a plan of action to progress implementation.

5. MEETINGS

The Board meetings will be held 4 times a year to discuss progress including how well the service areas have been able to implement policies and Regulators outcomes.

Board meetings shall be prioritised to allow feedback on-going progress and concerns as they occur.

The Board may meet more frequently as and when required; particularly where there has been a change in legislation, legal requirement or where is Member's interest to do so.

6. DURATION OF ROLE

So far as the Council maintains its Registered Provider status, the services areas will continue to meet ongoing responsibility and functions.