

## **HCA COMPLIANCE AUDIT – CONSUMER STANDARDS**

Report of the Head of Housing Management and Housing Options

### **1. SUMMARY**

This report and appendix gives a self assessment of Derby Homes compliance with the HCA standard. Housing providers are required to complete a self assessment and consider where they have evidence of meeting the standard and any gaps.

### **2. RECOMMENDATION**

That the Operational Board confirms that Derby Homes meets the HCA's Consumer Standards as outlined in Appendix 1.

### **3. MATTER FOR CONSIDERATION**

As Operational Board will recall, there is no longer a housing inspection regime where all housing providers are routinely inspected. The former Housing Inspectorate was disbanded and the regime of routine inspection was replaced by a system of 'co-regulation'. In practice this means that organisations are expected to have their own, strong governance and scrutiny arrangements and that the Homes and Communities Agency(HCA) will only intervene and carry out an inspection where they have reason to believe that service standards are below an acceptable level. This is defined by the HCA as being 'where failure to meet the standards has caused, or could have caused, serious harm to tenants'

- These strong governance and scrutiny arrangements must involve tenants and leaseholders.
- The 'standards' were published by the HCA on 31 March 2015

On 31 March 2015 the HCA published a range of documents which laid down the standards that providers were expected to meet. The idea of these standards is that providers should scrutinise their service, involving tenants and leaseholders, against these standards. If tenants and leaseholders are unhappy either that they are not given an opportunity to be involved in in such a process or that service standards is significantly below what is expected, then they can appeal to the HCA. The HCA may then decide to intervene. There are four types of service standard which then break down into further sub categories. The main types are

- Governance and Financial Viability Standard
- Value for Money Standard
- Rent Standard
- Consumer standards

This report is about the consumer standards, which further break down into four sub categories. The four consumer standards are:

- Tenant Involvement & Empowerment
- Home
- Tenancy
- Neighbourhood & Community

A review team was set up within Derby Homes and interviews were carried out with a range of managers and staff. A desktop review of documents was carried out. Finally, a member of staff met with the Tenant Panel to go through this. The attached appendix is a set of tables which lays out how we believe Derby Homes can evidence how it meets the standards

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Council
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: Insert details of any unpublished documents used to prepare your report OR None

Supporting Information: Insert details of any previous reports to Board or Committee OR None