

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Scrutiny Panel

**Date**                    **11 July 2024**

**Report of:**            **Director of Housing**

**Subject:**              **Fareham Housing Annual Review**

#### **SUMMARY**

An expectation of the new Consumer Standards from the Regulator of Social Housing is that social housing providers produce regular information, that is available for tenants, on how they are performing.

A first annual review, for 2023/24, has been produced. The Fareham Housing Annual Housing Report 2024 will be published and made available for Fareham Housing tenants.

#### **RECOMMENDATION**

It is recommended that the Panel notes the content of the Fareham Housing Annual Housing Report 2024, which will be published on the Council's website and hardcopies made available on request.

## **INTRODUCTION**

1. Providing regular information for tenants is an important expectation of the new Consumer Standards. The new standards include some specific expectations on what this should include.
2. To ensure information is made available and kept up to date, an annual review will be produced going forward. This is a similar model used by many other social housing providers. The first of these for Fareham Housing is included at Appendix A. This relates to the 2023/24 year.
3. It is anticipated that future annual review content will develop and strengthen as our new approach to tenant engagement embeds, and as a deeper understanding of the expectations of the new Consumer Standards develops.

## **THE ANNUAL HOUSING REPORT 2024**

4. The 'Fareham Housing Annual Report 2024' is included at Appendix A. It focuses on facts and information reflecting key aspects of the 2023/24 year for Fareham Housing as well as providing a snapshot of some key Fareham Housing statistics, such as the number of housing properties owned and managed by the Council. It also looks ahead to some challenges, and the anticipated improvement in tenant engagement.
5. The annual report provides an opportunity to meet several expectations of the new Consumer Standards. This includes: -
  - How we spend income (Specific Expectation 2.4.4 (SE31) of Consumer Standards)
  - Information about the Directors remuneration and management costs as it relates to Fareham Housing tenants (Specific Expectation 2.4.4 (SE31) of Consumer Standards)
  - Our role in promoting social, environmental, and economic wellbeing (Specific Expectation 2.1.1 (SE36) of Consumer Standards)
6. The financial information included in the Annual Report is an overview, with signposting to other existing and published information from the Council relating to the Housing Revenue Account.
7. The Annual Report is focused on matters relating to Fareham Housing tenants. It is not intended to review the wider housing service such as the statutory functions around matters such as homelessness prevention. This reflects the requirements of the new Consumer Standards, which are focused on the Council's role as social landlord.

## **FUTURE YEARS**

8. As Officers become more familiar with the expectations of the new Consumer Standards, the content of future annual reports is expected to be strengthened. The content of future reviews could also be informed by findings from tenant engagement activities which are anticipated to be increased during 2024/25 (following the introduction of the Fareham Housing Tenant Engagement Strategy (currently draft)).

## **RISK ASSESSMENT**

9. There are no significant risk considerations in relation to this report.

## **CONCLUSION**

10. This is the first Fareham Housing Annual Report, produced for the 2023/24 year. The Annual Report reflects expectations of the new Consumer Standards for Housing. The intention is that this Annual Report will be made available for Fareham Housing tenants on the Council's website, with hardcopies made available on request.

11. The panel are asked to note the content of the Annual Report.

**Appendices:** A Fareham Housing Annual Housing Report 2024

**Background Papers:** None

**Reference Papers:** Regulator of Social Housing Consumer Standards [Online via [Regulatory standards for landlords - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/regulatory-standards-for-landlords)]

## **Enquiries:**

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