

Appendix B

RAG Rating Assessment (internal) against the Specific Expectations of the Consumer Standards

Regulator of Social Housing - Consumer Standards					
	Specific Expectation (FBC Ref.)	Consumer Standard Reference	RAG Jun 2024	Specific Expectation wording	RAG Explanation
Safety and Quality Standard					
Stock Quality	SE01	2.1.1	A	Must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date.	FBC don't currently have physically based assessments of all homes. A 20% stock survey was undertaken in 2018, with data extrapolated out. However, a 5-year rolling stock condition programme was instructed in 2023, which should see all homes surveyed by 2027/28. Year 1 survey outputs due in July 2024. MOT style inspection will also be incorporated as a potential ask/aspect of work for our new void/repair contract for late 2024.
Stock Quality	SEO2	2.1.2	A	Must have data on (a) compliance with health and safety legal requirements; (b) Compliance with Decent Homes Standards; (c) Delivery of repairs, maintenance and planned improvements to stock; and (d) Allocating homes with adaptations appropriately.	(b) Some weakness in current data as some is based on extrapolated data. (a&c) data on H&S compliance, and delivery repairs available, some published information on 'planned improvements to stock' (d) We perform well on allocating homes with

					adaptations appropriately as part of our void and allocation processes, but need to look at how we record/demonstrate this.
Health & Safety	SE03	2.2.1	A	Meet all legal requirements relating to health and safety of tenants in their homes and communal areas.	Good data on fire risk safety and identified actions addressed. Due to access (and court action sometimes required to gain access) very difficult to ensure 100% compliance.
Health & Safety	SE04	2.2.2	A	All required actions for legally required health and safety assessments are carried out within appropriate timescales.	Data available to show % health and safety issues available. Hard to achieve 100% at times due to access issues. Part of annual TSM submissions. Some improvement needed on process to annual asbestos inspections.
Health & Safety	SE05	2.2.3	A	Tenants must be considered in design and delivery of our services, and we must mitigate risks to tenants (<i>e.g. how we respond to emergency repairs, manage complaints about health and safety and respond to reports of anti-social behaviour</i>).	Lots of good things done but lacking formal processes behind them or articulating what we do (e.g. repairs policy/performance, complaint handling policy, ASB). Adapting our safety approach in response to particular risks to tenants safety (e.g. additional fire safety measures for heavy smokers/vulnerable users), consideration to allocation of customers to avoid ASB issues, care in placing known pyromaniac, fire safety advice, more smoke detection tests for sheltered (beyond statutory). Lock changes for DV victims. Severe weather preparations. Prioritising repairs when needed (i.e.

					vulnerable households without heat would come ahead of healthy working age customers). Safeguarding (including referrals to adult and children services). Help with hoarders etc. Need to consider how we articulate this.
Repairs and Maintenance	SE06	2.3.1	G	Must enable repairs to be reported easily.	Accessible service that can be contacted through a variety of channels (phone, email, via officers etc.). TA repairs mainly reported directly to Tenancy Support Officers
Repairs and Maintenance	SE07	2.3.2	A	Must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate with tenants and take appropriate steps to deliver.	Green for repairs, albeit some weakness in repairs put out to contractors, need to improve communication around maintenance and planned improvements.
Repairs and Maintenance	SE08	2.3.3	A	Must keep tenants informed about repairs, maintenance and planned improvement in clear/timely communication.	Need to do more around keeping customers up to date on their repair. Current weakness with Repairs Framework and losing sight of actions/progress once put out to a contractor. This will be significantly improved at the end of 2024 as part of new void, repair, improvement contract.

Repairs and Maintenance	SE09	2.3.4	G	Must understand and fulfil maintenance responsibility in communal areas.	This is understood and all Fareham Housing staff have a good understanding of need to report issues. Customers actively encouraged to report issues in their communal areas. Cleaning contract in place, blocks/communal areas part of year 1 of stock condition surveys. The fact year 1 of surveys included all blocks with communal areas shows the importance we place on this.
Repairs and Maintenance	SE10	2.3.5	G	Must ensure delivery of repairs, maintenance and improvements is informed by needs of tenants and value for money (links with Stock Quality SE2).	Qualitative approach is very much at heart of our decisions. Things are not just cost driven and longevity of fixture/materials is important. High void standard also positive. Examples (extra locks for those at risk of DV), staff empowered to make decisions (vulnerable customers etc.)
Adaptations	SE11	2.4.1	A	Must clearly communicate with tenants and relevant organisations how we will assist tenants seeking our adaptations services.	We have a very good and supportive approach to adaptations. However, this is not necessarily clearly communicated or articulated anywhere. A Tenants Adaptations Guidance Note features on our Consumer Standard Action Plan.
Adaptations	SE12	2.4.2	A	Must co-operate with tenants and relevant organisations so that a housing adaptations service is provided to tenants.	As above, including relationship with HCC OT. A Tenants Adaptations Guidance Note will be developed, and features on our Consumer Standards Action Plan.
Transparency, Influence and Accountability Standard					

Diverse	SE13	2.1.1	A	Must use info/data to understand diverse needs of tenants (including protected characteristics, language barriers, additional support needs) and assess whether all tenants have fair access to services and outcomes from us.	Preferences need to be set up correctly in Civica and language/visual indicators set up so that these are taken into account for all correspondence going out. Equality Impact Assessments undertaken on new policies and policy reviews.
Diverse	SE14	2.1.2	A	Must ensure our communication is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	As above
Diverse	SE15	2.1.3	A	Must ensure our services are accessible and that this accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use our online services.	Awaiting landlord portal go live (individual codes for tenant access anticipated to be sent in July), which will help with this. Potentially green but more could be done to improve our online offer and information.
Diverse	SE16	2.1.4	G	We must allow tenant (or prospective tenants) to be supported by a representative or advocate for their interactions with us.	We do allow tenants or prospective tenants have a rep or advocate for them. We have a Civica alert which needs modifying to further highlight this.
Engagement	SE17	2.2.1	R	We must give a range of meaningful opportunities to influence and scrutinise our strategies, policies and services.	Previous tenant forum did not achieve this. Although consultation on policies takes place, this could be significantly improved, and the need to ensure influence and scrutiny requires a fresh approach. Tenant Engagement Strategy key to improvement on this expectation.

Engagement	SE18	2.2.2	A	We must assist tenants who want to implement a tenant-led activity to influence or scrutinise their landlord strategy, policies or services.	No previous tenant led activity at FBC, but this needs to be facilitated more and ensure tenants know this is possible. Tenant Engagement Strategy key to improvement on this expectation.
Engagement	SE19	2.2.3	A	We must support diverse needs of tenants so that they can engage.	We do support tenants currently by using language line facility for tenancy agreements and important letters. More can be formulated and articulated through the Tenant Engagement Strategy.
Engagement	SE20	2.2.4	A	We must support tenants Right to Manage, Right to Transfer or other housing management functions.	Currently have limited information available to demonstrate that we support this.
Engagement	SE21	2.2.5	A	We must consider ways to improve or tailor our approach to delivering services and engagement, delivering on the intended aims.	Continual review and improvement of services and engagement. Tenant Engagement Strategy could facilitate/articulate this.
Engagement	SE22	2.2.6	n/a	Relates to if we were considering a change in landlord (not applicable to FBC).	n/a
Information	SE23	2.3.1	A	We must provide info on (a) our available services, how to access them, and standards they can expect; (b) safety and quality standards then can expect; (c) rents and service charges payable; and (d) responsibilities of us or the tenant for	Lots of good things in place, but not clearly articulated to our customers or held in one simple and useable space.

				maintaining homes, communal areas, shared spaces and neighbourhoods.	
Information	SE24	2.3.2	A	Must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. Including (a) requirement of Decent Home Standard; (b) obligations to comply with H&S legislation; and (c) rights of tenants for home fit for human habitation and right for notice ahead of visit for repair/maintenance/condition of home.	Need to ensure this is clearly articulated.
Information	SE25	2.3.3	A	We must communicate on progress with affected tenants, next steps and outcomes when delivering our services.	Assheton Court was an excellent example of communication and support (newsletters, coffee mornings, etc.). Stock conditions surveys communications, Stages of complaints and ensuring we are clear on next steps
Information	SE26	2.3.4	A	Policies must be fair, reasonable, accessible, and transparent, including appeal processes when relevant.	EIA are undertaken for all adopted policies, endeavour to make simple and non-technical when possible. Letters are clear on appeal process when relevant. Need to ensure policies are all easily accessible on our website.
Information	SE27	2.3.5	A	Must make info available to tenants about roles and responsibilities of senior level employees or officers, including who has	Improving through Autumn 2023 newsletter but still more work to be done. Action Plan (once agreed) can then

				responsibility for compliance with consumer standards.	confirm responsibility for Consumer Standard compliance.
Performance	SE28	2.4.1	G	We must meet the TSM requirements.	On target to meet the standards
Performance	SE29	2.4.2	G	Must (a) collect info for TSM in required timeframes (technical requirements and tenant survey); (b) publish our TSM performance in a clear accessible way; and (c) annually submit TSM to Regulator.	On target to meet the standards
Performance	SE30	2.4.3	G	Info submitted to Regulator must be accurate, reliable, valid and transparent.	On target to meet the standards
Performance	SE31	2.4.4	A	Must provide tenants with info on (a) how we are performing and where we are taking actions to improve; (b) how we have taken tenant views into account in service improvement; (c) how we spend income; and (d) directors remuneration and management costs (see tab).	Many of these aspects can be covered in an Annual Review. Will need to be further developed and enhanced into the future.
Complaints	SE32	2.5.1	G	Must ensure our approach to handling complaints is simple, accessible and publicised.	A revised Complaints Handling Process was adopted by the Council and in force from 01 April 2024. This is easily accessible from the Council's website home page, and referred to in locations across other housing webpages, newsletters etc.

Complaints	SE33	2.5.2	A	We must publish our complaints process and what tenants can do when they are dissatisfied with the outcome or how the complaint was handled. Also type of complaints and how we have learnt from complaints to continually improve services	This is available on the Council's website and easily accessible, including reference to the Housing Ombudsman. At the end of each financial year we will corporately review and publish information about the proceeding years complaints. Learnings from housing complaints are reviewed monthly by HMT.
Self Refer	SE34	2.6.1	A	We must tell the regulator in a timely manner when we have had non-compliance or potential non-compliance with consumer standards.	Action Plan will work toward confident compliance with the code. Noted that non-compliance should be reported to the Regulator.
Neighbourhood and Community Standard					
Shared Spaces	SE35	1.1.1	A	We must work in cooperation with others to resolve issues of upkeep and safety of shared spaces (even when we don't have legal responsibility of those spaces).	We do alert and chase other parties when needed and/or signpost residents to correct channels (e.g. Hampshire Highways). This does however need to be better articulated to demonstrate compliance.
Local Cooperation	SE36	2.1.1	R	Using our Strategic Objectives & view of tenants we must (a) identify and communicate our role in promoting social, environmental, and economic wellbeing; and (b) cooperate with local partners to help achieve objectives.	The Annual Review will include how we contribute to social, environmental and economic wellbeing. We will need to further explain how we with work with other partners to achieve this.
ASB & Hate	SE37	2.2.1	R	We must have a policy on how we work with relevant organisations to deter/tackle ASB in our neighbourhoods.	No policy in place at present (may need to also consider Ombudsman report on other noise issues that might not be ASB).

ASB & Hate	SE38	2.2.2	A	We must clearly set out our approach to tackle/deter hate incidents in our neighbourhoods.	Not currently articulated. Could be a guidance note or addressed through ASB policy.
ASB & Hate	SE39	2.2.3	A	We must enable ASB to be reported easily, and keep tenants updated about their progress.	Currently website only, but portal to be introduced shortly.
ASB & Hate	SE40	2.2.4	A	We must provide prompt/appropriate action in response to ASB, using full range of tools/legal powers available.	Have generic case set up in Civica, interlinks with policy which is required, and the expectations. Case examples may move this to green.
ASB & Hate	SE41	2.2.5	A	We must support tenants who are affected by ASB, including signposting them to agencies for support/assistance.	Officers do try and offer support but needs a consistent approach with the use of a policy. Need to also be clear that other social landlords are responsible for ASB cases in their stock.
Domestic Abuse	SE42	2.3.1	R	We must have a policy on how we will respond to cases of Domestic Abuse.	No policy in place, but currently signposting to relevant support agencies, and offer housing assistance when necessary.
Domestic Abuse	SE43	2.3.2	n/a	RPs must cooperate with appropriate LA departments to develop a strategy and commission services for victims of DA and their children within safe accommodation.	Our role as LA will be to ensure RPs are demonstrating this. Safeguarding referrals regularly made to adult and child services at HCC.
Tenancy Standard					
Allocations	SE44	2.1.1	n/a	RPs must cooperate with LAs to help fulfil identified local need, including helping with homelessness duties and meeting obligations of nomination agreements.	Our role as LA will be to ensure RPs are demonstrating this.

Allocations	SE45	2.1.2	G	Homes that are designed/adapted to meet specific needs should be allocated to persons with specific needs.	We have a very good approach to this with asset records and pre-void process picking up homes that aren't just already adapted, but those suited for being adapted. This then facilitates maximising best use of adapted homes as part of the allocation process, and increasing availability of adapted homes. Noted in the Allocations policy (draft, now paused)
Allocations	SE46	2.1.3	G	We must deliver services to address under-occupation and overcrowding; those services focused on the needs of the tenants.	This is addressed in our Allocations Policy and Neighbourhood Officer proactively engage where possible with under-occupiers to encourage them into smaller accommodation. More could be done to incentivise downsizers (but this shouldn't interlink with compliance)
Allocations	SE47	2.1.4	G	We must take action to prevent and tackle tenancy fraud.	A dedicated post (Investigations Officer) is focused on identifying and preventing fraud. Relevant officers are also aware of the risk and escalate matters to managers when needed.
Allocations	SE48	2.1.5	G	Fair, simple, reasonable and accessible appeals process for allocation decisions.	This is articulated as part of our Allocations Policy
Allocations	SE49	2.1.6	R	All lettings and sales must be recorded through the Continuous Recording of Lettings (CORE) system.	Civica RTB is recorded and all lettings we manage are in Civica, data was historically reported through CORE, but not in recent years up to and including 2023/24. All set up for CORE submissions to recommence for 2024/25.

Tenancy Sustainment	SE50	2.2.1	G	We must support tenants to maintain their tenancy/licence and prevent unnecessary evictions.	Rent recovery policy and welfare support officer role in team. Tenancy Support Officers for all TA tenants, linked in with other support services. Neighbourhood and Sheltered Officers provide support and signposting for their customers when relevant.
Tenancy Sustainment	SE51	2.2.2	A	We must provide tenants who are required to move with timely advice and assistance about housing options before the tenancy/licence ends.	If notices served to end TA tenancies, letters are sent to confirm that Housing Options advice should be sought. Letter also from Legal when case taken forward for possession. Verbal advice given throughout where contact can be maintained
Tenure	SE52	2.3.1	A	We must publish clear and accessible policies outlining our approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, tackling fraud and set out (see further points https://www.gov.uk/government/publications/tenancy-standard).	Doing lots of good things, but not set out in a policy...work with Two Saints (financial support to prevent rough sleeping), Welfare Support Officer. Three TSOs for TA. Workstream led approach to creating strategies/policies. Tackling fraud is set out on our web pages and fraud outcomes are published through the transparency page. Draft allocations policy will cover some of the points.
Tenure	SE53	2.3.2	G	We must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period	Fixed term tenancies and secure tenancies are given.

Tenure	SE54	2.3.3	R	Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy	No system currently in place. Currently relies on a manual labour intensive approach, which risks non-compliance.
Tenure	SE55	2.3.4	G	Where registered providers use probationary tenancies, these must be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.	Intro tenancies are in use and extensively monitored through generic case tasks
Tenure	SE56	2.3.5	G	Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).	This is in practice and secure or fixed term tenancies issued
Tenure	SE57	2.3.6	G	Where tenants are moved to alternative accommodation for redevelopment or other works the new tenancy shall be no less secure on their return to settled accommodation.	This is in practice - their normal tenancy remains in place and decant licence issued for decant property

Mutual Exchange	SE58	2.4.1	G	Must offer Mutual Exchange (ME) service to relevant tenants without a payment fee.	We have never asked for a payment fee for MX. MX policy will further explain this.
Mutual Exchange	SE59	2.4.2	A	We must publish availability of any ME service offered to relevant tenants.	On our website-process and forms are currently not available. MX policy will explain this.
Mutual Exchange	SE60	2.4.3	A	We must provide support for accessing ME services to relevant tenants who might otherwise not be able to use them.	We send out MX forms on request.
Mutual Exchange	SE61	2.4.4	A	For those tenants looking to ME we must provide information about the implications for tenure, rent and service charges.	We don't currently advise of this. MX Policy will address this.