



# HOUSING BRIGHTON

8 - 9 MAY 2024



# Welcome to Day Two

**Gavin Smart, CEO, Chartered Institute of  
Housing**



# The New World of Consumer Standards



**Stephen Blundell, Director of Operations, Leeds Federated Housing Association**

**Will Perry, Director of Strategy, Regulator of Social Housing**

**Vicki Cherry, Housing Transformation Manager, South Holland District Council**

**Chair: Amy Cheswick, Executive Director of Customer and Transformation, MHS Homes**



# The **New World** of Consumer Standards



Stephen Blundell

Director of Operations

HELPING PEOPLE MAKE A HOME



VINTAGE



1974



ALL ORIGINAL PARTS









ROSEBANK PLAYGROUND

MICK. CARNEY/P

ANDREW

MICKA BW

ROBIN

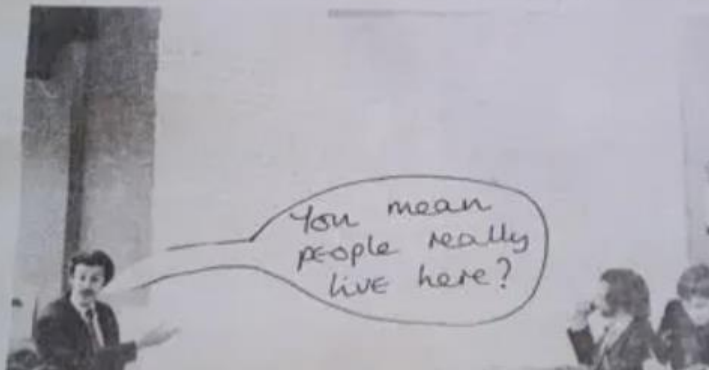
BRIDIAN  
ROBIN

# Chapeltown News

Special Issue

n/o Community Centre, Hagdold Terrace, Leeds 7. No. 20 August '75 Price 4p.

## We participate - They decide





**We believe a  
good home is a  
basic right**

**Helping people  
make a home  
since 1974**







PENRITH

MIDDLESBROUGH

SCARBOROUGH

KENDAL

CRAVEN

HARROGATE

YORK

BRADFORD

LEEDS

SELBY

PRESTON

CALDERDALE

WAKEFIELD

GOOLE

HULL

IMMINGHAM

GRIMSBY

LIVERPOOL

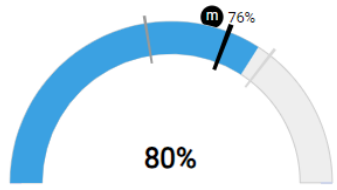
MANCHESTER

BARNESLEY

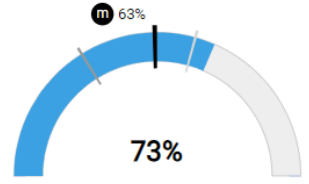
SHEFFIELD



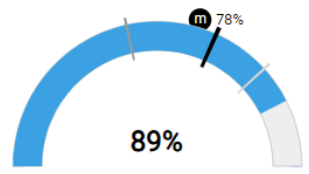
Satisfaction with the service provided - LCRA



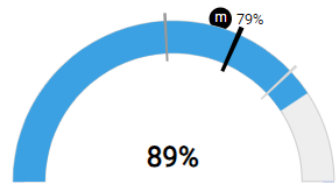
Satisfaction that the landlord listens to tenant views and acts upon them - LCRA



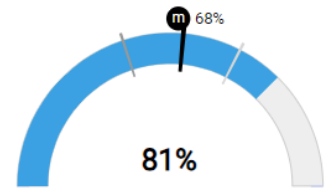
Agreement that the landlord treats tenants fairly and with respect - LCRA



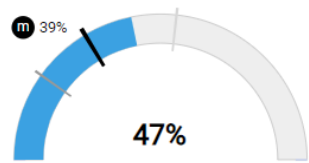
Satisfaction that the home is safe - LCRA



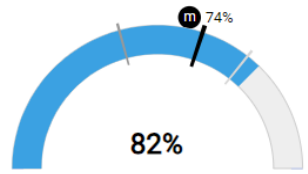
Satisfaction that the landlord keeps communal areas clean and well-maintained - LCRA



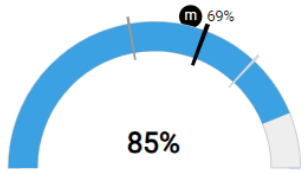
Satisfaction with the landlord's approach to handling complaints - LCRA



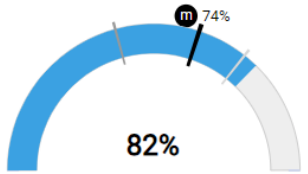
Satisfaction with the overall repairs service over the last 12 months - LCRA



Satisfaction with the time taken to complete the most recent repair - LCRA

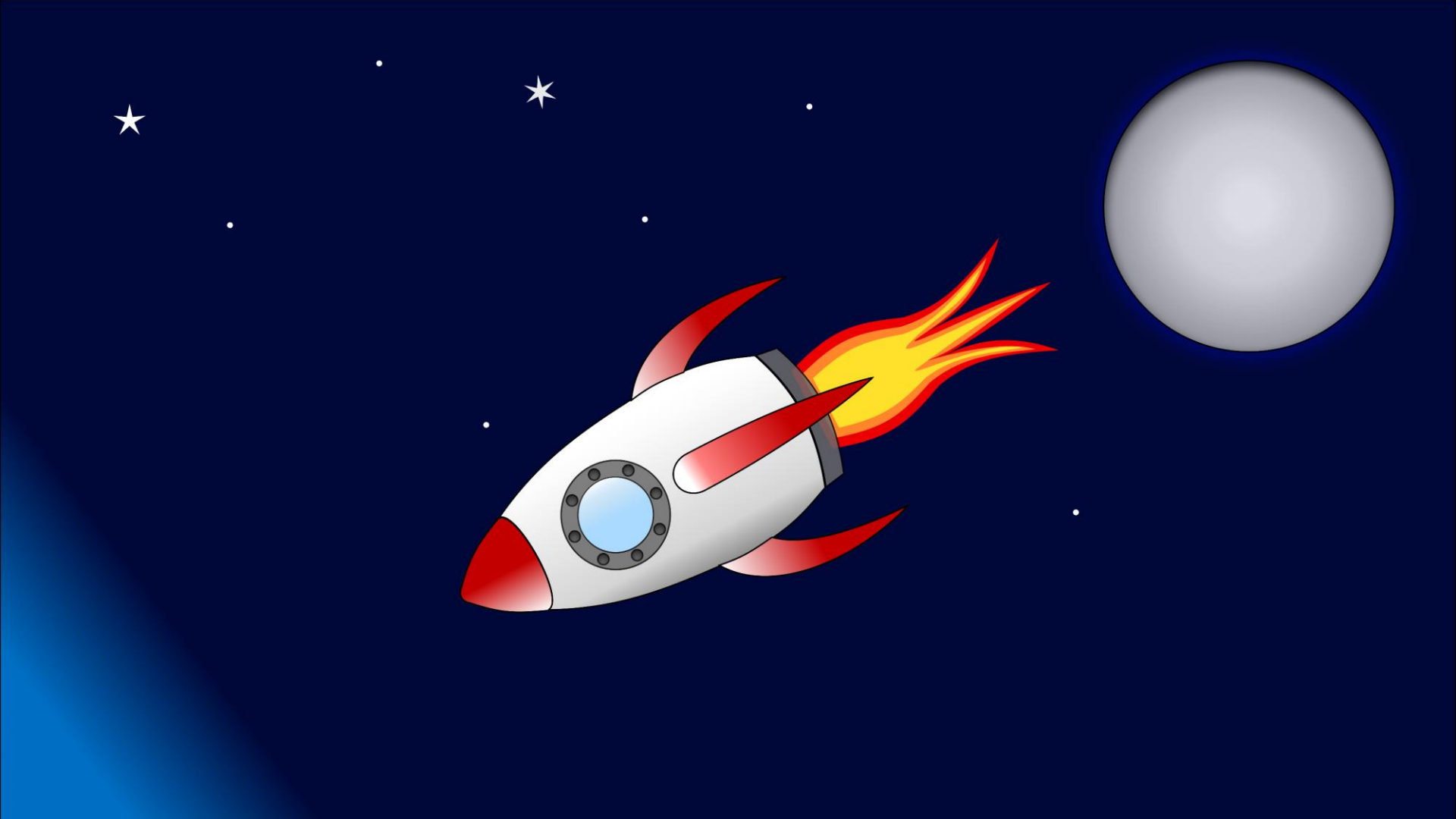


Satisfaction with the overall repairs service over the last 12 months - LCRA





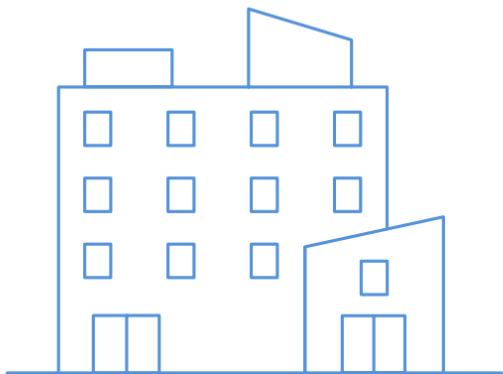






Regulator of  
Social Housing

July 2023



## Consumer Standards Consultation

What we are proposing and  
how to have your say

A spotlight from the top right corner of the image illuminates the text 'IDA' in a large, bold, black font on a yellow oval background.

**IDA**



## Excellence Agenda

- Single point of leadership for service improvement
- Bringing all sources of service intelligence together
- Centralised administration of complex cases
- Complaints – focus on *quality*
- Operational business taking ownership of data

## Foundations for 2027-2032 Corporate Plan







**Better Standards Organization**

**BSO 931233: Customer Service Quality**

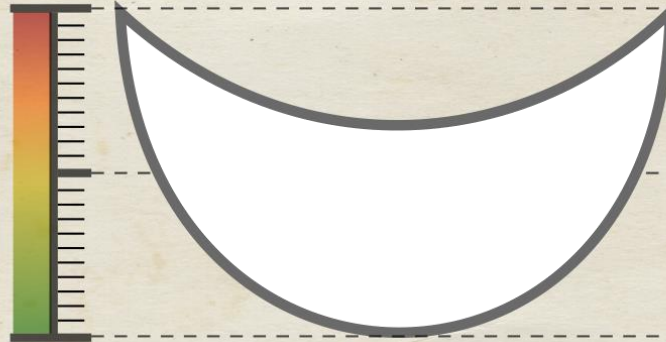
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## Service Quality Compliance

Excellent

Satisfactory

Poor



**Hold card in front of employee's face**





**Better Standards Organization**

**BSO 931233: Customer Service Quality**

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## Service Quality Compliance

Excellent

Satisfactory

Poor



**Hold card in front of employee's face**







WHAT DO YOU  
WANT TO BE WHEN  
YOU'RE A GROWN UP?



WHAT DO YOU  
WANT TO BE WHEN  
YOU'RE A GROWN UP?

I WANT TO  
BE COMPLIANT



# The New World of Consumer Standards



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# Consumer Standards: preparations from a Council's perspective

Vikki Cherry - Housing Transformation Manager  
South Holland District Council



*served by One Team*

South & East Lincolnshire Councils Partnership





# About us: South & East Lincolnshire Council's Partnership

- 3 Councils: Boston Borough Council, East Lindsey District Council and South Holland District Council
- PSPS Ltd: company owned by the Councils providing back-office services
- 1 HRA - South Holland District Council
  - 73% of tenants satisfied with the service provided (TSM 23/24)
  - 3,800 properties
  - £18.3 million rent roll
  - Record year for new build acquisitions 2023/24



*served by One Team*

South & East Lincolnshire Councils Partnership

# Life in Local Government

Local Government reorganisation

Joint Complaint Handling Code

**Internal Drainage Board levies**

Local Authority Housing Fund

Licensing of Building Control professionals

Levelling up Funds

**Devolution**

Towns Fund

**Levelling-up and Regeneration**

Afghan Citizens Resettlement Scheme

Future Highstreet Funds

Procurement Act

**Environment Act – waste collection**

Supported Housing (Regulatory Oversight) Act

Household Support Fund

Elections

**National Planning Policy Framework**

Digital switchover

**Budgets**

**Social Housing (Regulation) Act 2023**

Voter ID

Homes for Ukraine

ASB Action Plan



# Preparing for the Consumer Standards

2022

Local Government Association - Social Housing Management Peer Challenge

2023

External Health Check - assessment against the draft Consumer Standards

Local Government Association - Peer Challenge (wider Council)

Self-assessment against Consumer Standards

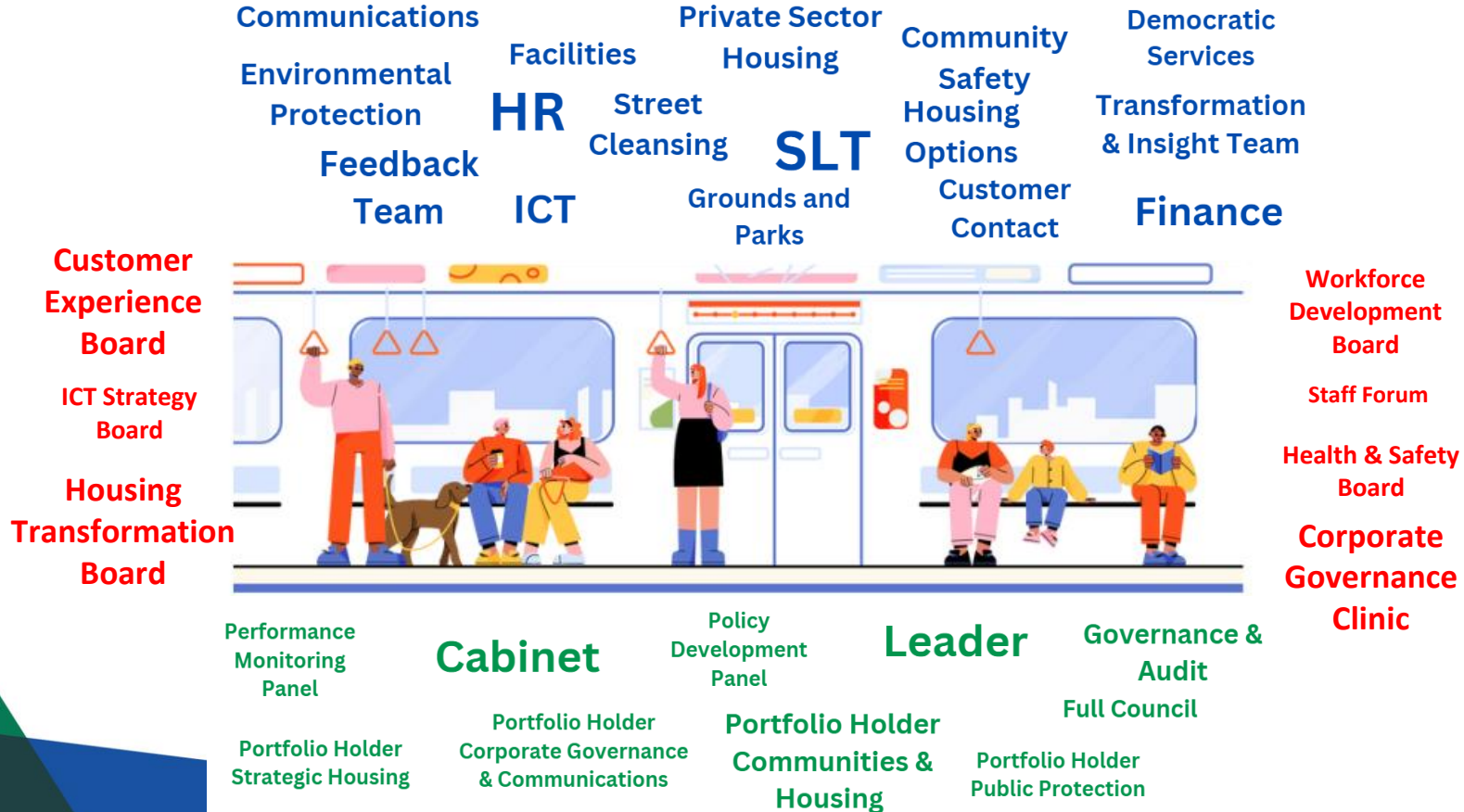
2024

Housing Transformation Team established

Tenant census

Landlord Strategy and Transformation Programme adopted

# All aboard the Housing train!



# Our approach to co-regulation



# One big Housing family

**Dacorum Borough Council**

**Melton Borough Council**

**South Kesteven District Council**

**New Forest District Council**

**Arun District Council**

**Brentwood Borough Council**

**Rugby Borough Council**

**North Kesteven District Council**

**Lambeth Council**

**Winchester City Council**

**City of Lincoln Council**

**Dartford Borough Council**

**Woking Borough Council**



# Delivering our Landlord Strategy through transformation

Culture and  
Operational Excellence



Accountability and  
Transparency



Quality Homes and  
Connected  
Neighbourhoods



Tenant Voice and  
Opportunity





*served by One Team*

South & East Lincolnshire Councils Partnership

# Thank you, enjoy the conference!

**Vikki Cherry, Housing Transformation Manager  
South Holland District Council**

Email: [vcherry@sholland.gov.uk](mailto:vcherry@sholland.gov.uk)

**LinkedIn**  Vikki Cherry CertCIH



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# Time to network and meet our exhibitors!

*Complimentary refreshments are available in the exhibition hall. The next sessions begin at 10:30.*



# Unpacking the New Procurement Act

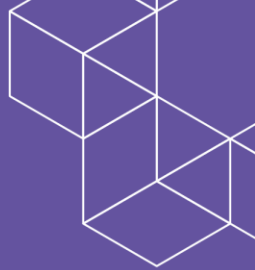
**Stuart Brown, Senior Associate, Trowers & Hamlins**

**Janet Volkaerts, Senior Associate, Ridge & Partners**

**Kathryn Stevens, Moat Homes**

**Chair: Jenna Hicken, Director of Operations,  
South East Consortium**





# Time to network and meet our exhibitors!

*Complimentary lunch and refreshments are available in the exhibition hall. The next sessions begin at 13:30.*



# In Conversation: Politics of Housing



**Lloyd Russell-Moyle, Labour and Co-operative MP for  
Brighton, Kemptown and Peacehaven**

**Rose Grayston, Director, On Place**

**Chair: Rachael Williamson, Head of Policy and External  
Affairs, Chartered Institute of Housing**

