



To: Executive Councillor for Housing (and Deputy Leader): Councillor Catherine Smart
Report by: Liz Bisset, Director Of Customer & Community Services
Relevant scrutiny committee: Housing Management Board 4/3/2014
Wards affected: Wards containing Council housing

PROGRESS REPORT ON RESIDENTS' HOUSING REGULATION PANEL Not a Key Decision

1. Executive summary

In 2010, the Housing Management Board approved the creation of a residents' Housing Regulation Panel (HRP) in Cambridge. This report introduces (as Appendix 1), a progress report from the Housing Regulation Panel, plus a copy of the Panel's latest inspection report (plus supporting information) on the window cleaning service (Appendix 2-5).

2. Recommendations

The Executive Councillor is recommended:

2.1 To note the positive outcomes achieved by residents' Housing Regulation Panel in their third year of activity

2.2 To continue to support residents' co-regulation and the constructive challenge provided by residents' Housing Regulation Panel

3. Background

3.1 A key element of the Localism Act was to involve the public in the scrutiny and regulation of the public services they receive.

3.2 This emphasis on local, co-regulation became a priority for Social Housing Landlords following the closure of the Tenant Services Authority and the Audit Commission.

3.3 Cambridge City Council (with the help of the Chartered Institute of Housing) had already begun developing a tenant/leaseholder co-regulation

panel before these national regulatory changes. This meant that Cambridge's Housing Regulation Panel was among the first co-regulation groups in the country.

3.4 Having developed robust systems for inspection and clear terms of reference, the Housing Regulation Panel began their inspection regime in 2011/12 with Communal Cleaning. They inspected caretaking in 2012/13 and have just completed their 3rd inspection – window cleaning (Appendix 2-5).

3.5 HRP report to the Housing Management Board on an annual basis, which usually includes their latest service inspection report. This link between the two groups is a key part of the co-regulation process in Cambridge. HRP may also make a formal request to the Housing Management Board, outlining a concern with the performance of a specific service.

3.6 HRP's work is supported by other tenant/leaseholder volunteers in Resident Inspector, Green Inspector and Mystery Shopping roles. Some of the current HRP members started out in these roles and it is planned that in the future they will continue to be a stepping stone for tenant/leaseholder volunteers looking to develop their skills further as part of the Housing Regulation Panel.

4. Implications

(a) **Financial Implications** - Nil

(b) **Staffing Implications** - This work is part of the routine duties of existing staff.

(c) **Equal Opportunities Implications** - Advances Equal Opportunities by actively empowering a diverse range of residents, including Black and Minority Ethnic representatives.

(d) **Environmental Implications** - Nil

(e) **Procurement** - Nil

(f) **Consultation and communication** - Makes a significant contribution the Council's overall positive practice on consultation and community engagement. The material in this report is published on the Council's website, communicated to customers through Open Door magazine and shared at a broad range of meetings and consultations with residents.

(g) **Community Safety** - Nil

5. Background papers

None

6. Appendices

Appendix 1 HRP Progress Report 2013/2014

Appendix 2 Inspection form

Appendix 3 Inspection Results

Appendix 4 Window Cleaning Report

Appendix 5 Recommendations for Improvement SMART Action Plan

7. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

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