



To: Executive Councillor for Housing: Councillor Kevin Price  
Report by: Liz Bisset, Director Of Customer & Community Services  
Relevant scrutiny committee: Housing Scrutiny Committee 30/06/2015  
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 Estate Services (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 fourth year of activity
- 2.2** To note the panel's recommended improvements for Estate Services (Appendix 4, page 5)
- 2.3** To continue to support residents' co-regulation and the constructive challenge provided by a 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, Window Cleaning in 2013/14 and have just completed their 4<sup>th</sup> inspection – Estate Service (Appendix 2-5).

**3.5** Housing Regulation Panel report to the Housing Scrutiny Committee 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. Housing Regulation Panel may also make a formal request to the Housing Scrutiny Committee, outlining a concern with the performance of a specific service.

**3.6** Housing Regulation Panel's inspection work is supported by other tenant/leaseholder inspectors (Property Inspectors, Estate Inspectors, Mystery Shoppers, etc.) As residents' co-regulation continues to develop in Cambridge, it is planned that these other volunteers will play an increasing role in Housing Regulation Panel's scrutiny of housing services.

## **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 2014/2015

**Appendix 2** Inspection form

**Appendix 3** Inspection Results

**Appendix 4** Estate Services 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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