



Ministry of Housing,
Communities &
Local Government

A new deal for social housing

A Consultation



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A new deal for social housing

Introduction

This consultation seeks views on making sure that social housing provides safe and secure homes that help people get on with their lives. The consultation is open to everyone. We are interested to hear from a wide range of interested people including residents, landlords and lenders.

The consultation is divided into 5 parts:

Part 1: Ensuring homes are safe and decent

Part 2: Effective resolution of complaints

Part 3: Empowering residents and strengthening the Regulator

Part 4: Tackling stigma and celebrating thriving communities

Part 5: Expanding supply and supporting home ownership

Respondents are invited to respond to each specific part and the relevant responses to each part will be considered in taking forward that particular proposal.

This consultation begins on 14 August 2018 and runs for 12 weeks until 11.45pm on 6 November 2018.

The Ministry of Housing, Communities and Local Government will process your personal data in accordance with the law and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. A full privacy notice is included at Annex A at the end of this survey. Individual responses will not be acknowledged.

About you

1. Are you responding:

On behalf of an organisation

If you are responding as an individual, please tell us the following details below. It is not mandatory to answer, but it would help us understand if we need to reach out to all groups to respond to this consultation.

2. Do you live in social housing? This includes tenants, leaseholders and shared owners.

No

3. What age category do you belong to?

45-54

4. Where do you live?

London

5. We may want to contact you about your response. If you are willing for us to do this please provide an email address.

clare.norton@peterbedford.org.uk

About you - organisation

6. If you are responding on behalf of an organisation, please tell us which sector your organisation is in:

Trade Association

7. If you chose 'other' please tell us the sector which your organisation is in:

8. If you are responding on behalf of an organisation, please tell us the name of your organisation:

g320 – Representing London’s Smaller Housing Associations

In addition to completing these consultation questions have any documents to support your response please attach them to this survey

9. We may want to contact you about your response. If you are willing for us to do this please provide an email address.

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A new deal for social housing

Chapter one - Ensuring homes are safe and decent

Dame Judith Hackitt’s independent review of building regulation and fire safety states that residents have an important role to play in identifying and reporting issues that may impact on the safety of the building and in meeting their obligations, including co-operating with crucial safety-related works, to ensure their own safety and that of their neighbours.

10. How can residents best be supported in this important role of working with landlords to ensure homes are safe?

Tenants should be able to demand access to easily understandable and clear information on safety measures in their homes. They should be able to require information on repairs and improvements from their landlord in a timely manner. A charter from each landlord explaining how they will carry out repairs, timelines and standards should be published, and the landlord held accountable for these standards. Tenant forums and panels may offer an advocacy service for other tenants, or in the absence of tenant involvement to this level, the landlord could contract an independent advocate to offer this. Housing Association Boards could have access to tenant insight and experience at each meeting, rather like NHS trust boards access (the frequency and depth ought to depend on size and capacity of the organisation).

There have been recent changes to drive up safety that apply to the private rented sector but not the social sector. For example, in 2015, we introduced a requirement to install smoke alarms on every storey in a private rented sector home, and carbon monoxide alarms in every room containing solid fuel burning appliances. Government has recently announced that there will be a mandatory requirement on landlords in the private rented sector to ensure electrical installations in their property are inspected every five years.

11. Should new safety measures in the private rented sector also apply to social housing?

Yes

Please explain your answer further below, if you wish to.

Ensuring Carbon monoxide and smoke alarms are fitted would be a good addition to the Decent Homes Standard, with a suitable timeline for Housing associations to comply eg 3 years.

The Decent Homes Standard requires social homes to be free of hazards that pose a risk to residents, to be in a reasonable state of repair, to have reasonably modern facilities and services such as kitchens and bathrooms and efficient heating and effective insulation.

12. Are there any changes to what constitutes a decent home that we should consider?

Yes

Please explain your answer further below, if you wish to.

The government should consider upgrading all existing housing stock to be energy efficient by 2030, with local plans for each locality in place. These should be at least part funded by the government to meet environmental targets.

13. Do we need additional measures to make sure social homes are safe and decent?

Yes

If you answered yes, are there measures you would suggest? Please answer below.

Priority should be given to upgrades which relate to Health and safety over modern facilities, to ensure residents are safe in their homes.

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Chapter two - Effective resolution of complaints

We want to understand whether more residents need to be able to access independent advice and potentially advocacy to support them in making a complaint.

Alternative dispute resolution and mediation services can be critical in allowing issues to be resolved swiftly and locally, while sustaining positive relationships between the parties involved. We are considering whether and how we might strengthen the mediation available for residents and landlords after initial attempts at resolution have failed.

14. Are there ways of strengthening the mediation opportunities available for landlords and residents to resolve disputes locally?

Yes

If you answered yes, you can provide suggestions below.

Landlords can develop tenant panels and tenant advocates wherever possible. It is not always possible to maintain tenant panels as tenants commitment can vary, if this is the case, landlords can make use of an advocacy service.

Where a complaint is not resolved, a resident should refer their complaint to a “designated person”, such as a local MP, councillor or tenant panel, (known as the democratic filter), but if they do not want to do this or the designated person does not resolve or refer it on themselves, a resident must wait for eight weeks before the complaint can be referred to the Housing Ombudsman. There is a perception that the process of seeking redress took too long, and that the “democratic filter” contributed to delays.

15. Should we reduce the eight week waiting time to four weeks? Or should we remove the requirement for the 'democratic filter' stage altogether?

Support the option to reduce the waiting time to four weeks

Reforming the filter stage would require primary legislation. We therefore also want to explore what more could be done in the meantime to help ensure that “designated persons” better understand their role and help to deliver swift, local resolutions for residents.

16. What can we do to ensure that “designated persons” are better able to promote local resolutions?

It may be a good idea for the designated person to concentrate on more straightforward complaints but to be able to fast track to the Housing Ombudsman those which are more technical relating to regulations on service charges, fire safety or decent homes. The designated person may not have the technical competence to resolve these. The Housing Ombudsman does not have enough resources to resolve complaints in a timely manner, this must be improved although any review of the charges for the service to landlords ought to be undertaken in a proportionate manner. This could mean that those landlords where few or no complaints are taken to the Ombudsman, are rewarded with lower charges.

We are looking at awareness of housing dispute resolution services more widely as part of our housing redress consultation. We also want to consider if there is a case for an awareness campaign to support social residents in particular to understand their rights to seek redress and to know how to make complaints and escalate them where necessary.

17. How can we ensure that residents understand how best to escalate a complaint and seek redress?

A complaints charter for each landlord should be able to quickly and succinctly explain how to make a complaint. This can be delivered in a variety of formats such as video and pictorial. It would also be useful for the Regulator of Social Housing and the Housing Ombudsman to make similar guidance available for residents to outline what they can expect from their landlord’s complaint process.

We want to understand whether more residents need to be able to access independent advice and potentially advocacy to support them in making a complaint.

18. How can we ensure that residents can access the right advice and support when making a complaint?

Support from fellow tenants experienced in complaints can be invaluable. Support workers from other providers such as floating support, CABs and advocacy charities can also provide advice and support. CABs are well recognised as a route for advice and support by residents and the public at large, however their resources to provide sufficient support is limited, and therefore their resourcing needs to be examined. There could be opportunities for landlords in localities to partner with CABs to provide support, perhaps through pilot formal partnerships.

There are no statutory guidelines setting out time frames within which providers should handle complaints. Dissatisfaction with the length of time it takes to resolve issues was mentioned at our engagement events. We therefore want to consider how to speed up landlord complaints processes.

19. How can we best ensure that landlords' processes for dealing with complaints are fast and effective?

It would be ideal to have limited time to resolve complaints. However, the more complex complaints are often more time intensive and may result in a longer timeframe in order to be fully considered. This may be unavoidable.

20. How can we best ensure safety concerns are handled swiftly and effectively within the existing redress framework?

As safety issues are covered by the Home standard, better publicity of the redress under the standard to the Regulator of Social Housing could increase the speed and effectiveness with which concerns are dealt with.

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Chapter three - Empowering residents and strengthening the Regulator

We consider that key performance indicators should be focused on issues of key importance to residents, covering those identified through our engagement, such as:

- Keeping properties in good repair;
- Maintaining the safety of buildings;
- Effective handling of complaints;
- Respectful and helpful engagement with residents; and,
- Responsible neighbourhood management, including tackling anti-social behaviour.

21. Do the proposed key performance indicators cover the right areas?

Not sure

22. Are there any other areas that should be covered?

Yes

Please explain your answer further below, if you wish to.

Social impact. However as the Value for money metrics have just been implemented in April 2018, which requires providers to benchmark performance and the sector has developed its own sector scorecard, these metrics ought to be given time to be useful and then review and improve. It is too early to review at this stage. As small HAs many of us successfully benchmark using Acuity benchmarking services. We can meaningfully benchmark with similar organisations eg supported housing and by region. It is important to make comparisons with similar organisations to enable learning and continual improvement. This information helps us to improve services by learning from each other in our benchmarking groups including reviewing the value for money of our services and reducing cost while increasing efficiency. We also benchmark indicators of quality such as tenant satisfaction, move on and complaints.

23. Should landlords report performance against these key performance indicators every year?

Yes

24. Should landlords report performance against these key performance indicators to the Regulator?

No

25. What more can be done to encourage landlords to be more transparent with their residents?

Overly complex legal template rent increase notifications should be reviewed and made easier to understand for tenants by the Law Commission. Boards should be encouraged to hold open Board meetings and to recruit members with lived experience with a clear reporting back to tenants on key discussions.

The Regulator already expects landlords to publish information about complaints each year, but approaches vary. We are considering setting out a consistent approach on how landlords should report their complaint handling outcomes, by asking them to report how many complaints were resolved, how many were resolved after repeated complaints and how many were referred to the Ombudsman.

26. Do you think that there should be a better way of reporting the outcomes of landlords' complaint handling? How can this be made as clear and accessible as possible for residents?

Yes

If yes, how can this be made as clear and accessible as possible for residents?.

The suggestion to consistently report on complaints is desirable, provided that the report is concise and accessible to tenants – again video reporting would be more accessible than a written report.

27. Is the Regulator best placed to prepare key performance indicators in consultation with residents and landlords?

Yes

Please explain your answer further below, if you wish to.

The value for money standard consultation worked effectively

28. What would be the best approach to publishing key performance indicators that would allow residents to make the most effective comparison of performance?

An online data source would be an accessible way to publish data. Each landlord could then transfer the data into its annual performance report to tenants.

Publishing complex league tables will likely be irrelevant to many tenants. As the data contained within them becomes more comprehensive and complex, there would however be a need to publish it all to portray the full performance of a landlord. It may be that a maximum number of KPIs is agreed – perhaps 5, in which those important to tenants would feature. However this would mean that some of the VfM KPIs would need to be reduced.

An online data source would be an accessible way to publish data. Each landlord could then transfer the data in its annual performance report to tenants.

We want to consider the role of financial incentives and penalties to promote the best practice and deter the worst performance. For example, whether key performance indicators should help inform or influence the extent to which landlords receive funding and link the Affordable Homes Programme funding to the Regulator's governance rating as well as the viability rating.

29. Should we introduce a new criterion to the Affordable Homes Programme that reflects residents' experience of their landlord?

Yes

Please explain your answer further below, if you wish to.

There may be many complex reasons for outliers in performance data, such as size and specialism. Using a league table as a blunt instrument to award funding would reduce the opportunities to tackle the housing crisis and to maximise the potential of a provider. It seems the wrong time to put hurdles in the way of landlords who want to provide more homes. However, it is important that providers who are offering tenants a poor service, should not be able to grow without check. An alternative way to check this may be through the existing governance ratings of G4, V4, and potentially T4. For smaller providers, if their annual statistical data return raises concerns, the RSH could flag this as a barrier to accessing funding.

30. What other ways could we incentivise best practice and deter the worst, including for those providers that do not use Government funding to build?

Offer funding for tenant engagement work and help to spread best practice through regional trailblazers. This could involve accreditation schemes for participation and customer service. Encourage RSH and the Ombudsman to work together to identify issues across the sector which need focus and invest in these areas.

We want to understand more about whether the regulatory framework is setting the right expectations on how landlords should engage with residents, and how effective current resident scrutiny measures are. Landlords are required to consult residents at least once every three years on the best way of involving them in the governance and scrutiny of the housing management service, and demonstrate how they respond to tenants' needs in the way they provide services and how they communicate.

31. Are current resident engagement and scrutiny measures effective?

Yes

32 What more can be done to make residents aware of existing ways to engage with landlords and influence how services are delivered?

Enabling tenants to engage using digital means could have a significant positive impact on tenants ability to engage with their landlord. Enabling digital transformation to play a role in engagement would be beneficial. Good landlords will be able to use email, website and texting to point tenants to online or text surveys. Discovering the best means to engage tenants is something which boards and senior teams should be driving.

A number of national tenant and resident organisations in the sector have been exploring the option of an independent platform for tenants, based on widespread engagement with tenants, to enable them to have their voices heard more effectively at a national level.

33. Is there a need for a stronger representation for residents at a national level?

Yes

If you answered yes, how should this best be achieved?

This could be positive but ought to be fully representative of the sector both regionally, by type of home and size of landlord.

We want to offer residents greater opportunity to exercise more choice and influence over the day to day housing services. We are exploring options to demonstrate how community leadership can be embedded in the governance and culture of mainstream landlords.

34. Would there be interest in a programme to promote the transfer of local authority housing, particularly to community-based housing associations?

Yes

If you answered yes, what would it need to make it work?

g320 members would be interested in a transfer programme from local authorities as well as other landlords. Transferring stock may give developing landlords more resources with which to develop. If tenants expressed serious dissatisfaction this could trigger intervention. A programme supported by MHCLG and RSH would encourage community based HAs to approach other landlords.

35. Could a programme of trailblazers help to develop and promote options for greater resident-leadership within the sector?

Yes

36. Are Tenant Management Organisations delivering positive outcomes for residents and landlords?

Don't know

Please explain your answer further below if you wish to.

37. Are current processes for setting up and disbanding Tenant Management Organisations suitable? Do they achieve the right balance between residents' control and local accountability?

Not sure

Please explain your answer further below, if you wish to.

There have been schemes, such as Local Management Agreements and Community Cashback (called Give it a Go grants) which have been designed to support social residents to take responsibility for a service within their local community.

38. Are there any other innovative ways of giving social housing residents greater choice and control over the services they receive from landlords?

Proportionately scaled shareholding structures give residents a sense of control and influence and could be explored more widely.

39. Do you think there are benefits to models that support residents to take on some of their own services?

Yes

If yes, what is needed to make these work?

Investment by the landlord may be needed to start up service delivery by residents, as this can ebb and flow with tenant interest and can rely on particular tenants. A plan B should engagement wane, should always be part of an effective plan.

40. How can landlords ensure residents have more choice over contractor services, while retaining oversight of quality and value for money?

Involve tenants on panels to choose a contractor, and to write the specification.

The Government has recently announced a significant programme of leasehold reform which will benefit all leaseholders, both in the private and social sectors.

41. What more could we do to help leaseholders of a social housing landlord?

Unknown

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Chapter three continued - Empowering residents, making sure their voices are heard

Parliament has set the Regulator of Social Housing a consumer objective, which is:

- to support the provision of social housing that is well-managed and of appropriate quality;
- to ensure that actual or potential tenants of social housing have an appropriate degree of choice and protection;
- to ensure that tenants of social housing have the opportunity to be involved in its management and to hold their landlords to account; and,
- to encourage registered providers of social housing to contribute to the environmental, social and economic well-being of the areas in which the housing is situated.

42. Does the Regulator have the right objective on consumer regulation?

Not sure

Please explain your answer further below, if you wish to.

The consumer objective is reasonable, however tenants may not always succeed in holding their landlord to account if it is not proactively regulated. There is very little choice for many tenants across social housing, and so this statement would seem a bit too vague to be very meaningful.

The Regulator has published four outcome-based consumer standards to deliver the consumer regulation objective. These are:

1. The Tenant Involvement and Empowerment Standard (July 2017) which includes a requirement for landlords to provide choices and effective communication of information for residents on the delivery of all standards, and to have a clear, simple and accessible complaints procedure.
2. The Home Standard (April 2012) which requires homes to be safe, decent and kept in a good state of repair.
3. The Tenancy Standard (April 2012) which requires registered providers to let their home in a fair, transparent and efficient way, and enable tenants to gain access to opportunities to exchange their tenancy.
4. The Neighbourhood and Community Standard (April 2012) which requires registered providers to keep the neighbourhood and communal areas associated with the homes that they own clean and safe; help promote social,

environmental and economic well-being in areas where they own homes; and work in partnership with others to tackle anti-social behaviour in neighbourhoods where they own homes.

43. Should any of the consumer standards change to ensure that landlords provide a better service for residents in line with the new key performance indicators proposed?

Yes

If yes, how?

The Home Standard should be more focused on safety.

We also want to know whether landlords and residents would benefit from further guidance on what good looks like, without being overly prescriptive.

44. Should the Regulator be given powers to produce other documents, such as a Code of Practice, to provide further clarity about what is expected from the consumer standards?

Yes

Where a landlord breaches a consumer standard, the Regulator can only use its regulatory and enforcement powers if there is or may be a “serious detriment” to existing or potential residents. The Regulator interprets this as meaning where there is “serious actual harm or serious potential harm to tenants.”

45. Is “serious detriment” the appropriate threshold for intervention by the Regulator for a breach of consumer standards?

No

If no, what would be an appropriate threshold for intervention?

Where serious tenants concerns are raised, or there is evidence of declining performance over time.

To support a more proactive approach to enforcing the consumer standards we are considering arming residents with information through the introduction of a number of key performance indicators and for landlord performance to be published. Our current thinking is that the Regulator should monitor the key performance indicators to identify where there may be issues of concern with performance. The Regulator would then be able to make a risk-based assessment of how and where to intervene, including through more regular or phased interventions.

46. Should the Regulator adopt a more proactive approach to regulation of consumer standards?

Yes

47. Should the Regulator use key performance indicators and phased interventions as a means to identify and tackle poor performance against these consumer standards?

No

If yes, how should this be targeted?

Self regulation by landlords should be the preferred option with a compliance statement required in annual accounts before the RSH is involved in significant regulatory monitoring.

We want to make sure that regardless of whether someone is a resident of a housing association or a local authority, the same minimum standards of service apply. The Government respects the democratic mandate of local authorities, but this must be balanced against the need to ensure that residents are protected.

48. Should the Regulator have greater ability to scrutinise the performance and arrangements of local authority landlords?

Not sure

If yes, what measures would be appropriate?



Where a breach of the consumer standards meets the “serious detriment” test, the Regulator will publish a regulatory notice and consider the most appropriate course of action.

The Regulator is able to use a number of regulatory and enforcement powers where necessary to ensure compliance with the standards. The Regulator has different tools available depending on the landlord, and has published guidance setting out how it will use its powers. The key powers include:

Powers applicable to all landlords :

- Survey to assess the condition of stock
- Inspection to establish compliance with the regulatory requirements
- Hold an Inquiry where it suspects landlord mismanagement
- Issue an Enforcement Notice
- Requirement to tender some or all of its management functions
- Requirement to transfer management of housing to a specified provider

Powers applicable only to private registered providers:

- Issue Fines
- Order payment of compensation to a resident
- Appointment of manager to improve performance of the landlord
- Transfer land to another provider to improve management of land (following an Inquiry)
- Suspension and removal of officers in cases of mismanagement (during or after Inquiry)
- Appoint a new officer to address service failure and improve management of company

Power applicable only to local authority landlords:

- Appoint an adviser to improve performance

49. Are the existing enforcement measures described above adequate?

Yes

If you answered no, what other enforcement powers should be considered?

As part of examining the scope of the Regulator's role we want to consider the case for extending its remit to other organisations that manage social housing. The Regulator will hold the local authority landlord to account for the way services are delivered so it is vital that the local authority has good oversight arrangements in place to ensure that management organisations provide a good service.

50. Is the current framework for local authorities to hold management organisations such as Tenant Management Organisations and Arms Length Management Organisations to account sufficiently robust?

Not sure

If you answered no, what more is needed to provide effective oversight of these organisations?

We want to be clear and transparent about how the Regulator is accountable to Parliament for meeting its statutory objectives. Upcoming legislative changes will shortly establish it as a standalone Non-Departmental Public Body. As such it will be accountable to Parliament in the same way as other Non-Departmental Bodies.

51. What further steps, if any, should Government take to make the Regulator more accountable to Parliament?

Enable the independence of the RSH from MHCLG. Enable Parliament to scrutinise the RSH budget and performance.

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Chapter Four - Tackling stigma and celebrating thriving communities

We want to celebrate residents' role in shaping fantastic places by recognising the best neighbourhoods.

52. How could we support or deliver a best neighbourhood competition?

We do not believe a best neighbourhood competition would help to tackle stigma if it focused on social housing only. It would instead reinforce the neighbourhood's difference unless this would apply to all neighbourhoods. We would prefer to see a national scheme regardless of tenure which neighbourhoods could apply to if they chose. The CPRE's Best Kept Village competition is a good example of a model which could work.

53. In addition to sharing positive stories of social housing residents and their neighbourhoods, what more could be done to tackle stigma?

It would be fantastic to see the government celebrating the positive choices of tenants who live in social housing. Social housing can be a tenure of choice and an achievement for many people. It would be incredibly positive and would go a very long way to tackle stigma if the government could celebrate the achievements of being offered a tenancy for those who have been transient or homeless. The security of your own home when you have been vulnerable and homeless is a major milestone and one which many people housed in social housing experience. The sense of community and close ties within a locality which build up over many years and generations are often very positive for wellbeing and a sense of belonging. This can be missing from more transient or sparsely populated areas, and this should be celebrated in a time when loneliness is increasing. The negative stories often in the press about social housing, are very damaging and result in social housing being considered as an option of last resort. It would be good to see the housing sector working with government to tackle the stigma attached to social housing through proactively discussing stigma with the general population. There has been a successful campaign with mental health through the Time to Change initiative <https://www.time-to-change.org.uk/champions> , and much can be learned from this.

We want to embed a customer service culture and attract, retain and develop the right people with the right behaviours for the challenging and rewarding range of roles offered by the sector.

54. What is needed to further encourage the professionalisation of housing management to ensure all staff delivers a good quality of service?

Access to high quality learning and development opportunities in housing management and development through recognised providers such as the CiH and universities. Challenging the stigma associated with social housing and instead celebrating the diversity and creativity of the sector may encourage higher quality candidates to come into the sector. For instance, aligning the sector with social enterprise and sustainable living may widen the cohort of young people looking to start their careers in the sector.

We are minded to introduce a key performance indicator that will capture how well landlords undertake their neighbourhood management responsibilities.

55. What key performance indicator should be used to measure whether landlords are providing good neighbourhood management?

Serious Anti social behaviour incidents as a % of homes

56. What evidence is there of the impact of the important role that many landlords are playing beyond their key responsibilities?

Social impact created by a landlord is a good proxy for their wider impact. The HACT wellbeing tool is a good tool to use <https://www.hact.org.uk/measuring-social-impact-community-investment-guide-using-wellbeing-valuation-approach> . Annual reporting of the impact stories from a landlord's work are also very useful. These can often be used as fundraising and marketing documents. With the move to report Value for Money in the accounts, there is a risk that landlords will no longer publish these reports in the same way.

57. Should landlords report on the social value they deliver?

Yes

Please explain your answer further below, if you wish to.

It is important to recognise the difference landlords make to their communities and the tenants they serve. Telling the very positive story of many landlords' impact will help tenants feel proud of their homes and landlord and in turn reduce the negative stigma associated with social housing. While this is more complex to report, it is probably more valuable than complaint handling, for instance. It is certainly more strengths based and focused on building assets.

We are proposing to introduce a key performance indicator to help tackle anti-social behaviour, but we will want to consider how this could impact on areas, and whether it could lead to some people feeling more stigmatised.

58. How are landlords working with local partners to tackle anti-social behaviour?

Landlords will work across agencies to tackle ASB. For instance local authorities often have Anti-social behaviour case management forums which landlords are invited to take part in. In order to successfully manage ASB, support from other specialist partners such as domestic violence charities, the police and substance misuse services are essential.

59. What key performance indicator could be used to measure this work?

Residents' satisfaction with the landlord's work to tackle and prevent ASB.

We want to ensure that the revised National Planning Policy Framework is applied to social housing in the right way. In particular we will:

- Strengthen planning guidance to take into account the principles of Secured by Design: to ensure that external spaces, parks, streets and courts are well-lit and well maintained so they are safe from crime and the fear of crime.
- Strengthen guidance to encourage healthy and active communities: building on the NPPF's healthy and safe communities chapter.
- Strengthen guidance to encourage new affordable homes to be designed to the same high-quality as other tenures and well-integrated within developments.

- Encourage design that reflects changing needs: for example, inclusive design for an ageing population and family housing at higher densities for effective use of land.

60. What other ways can planning guidance support good design in the social sector?

With greater involvement comes inclusion and diversity, so by placing some requirement on developers to involve communities at the earliest of planning stages should inform the design being fit for purpose.

Neighbourhood planning gives communities power to agree and implement a shared vision for their neighbourhood. However, we are aware that too often local people hear about schemes after a planning application has been submitted.

61. How can we encourage social housing residents to be involved in the planning and design of new developments?

By having more open planning events and engaging tenants at a very early stage of the design process so there is real ownership and sense of pride in the new development. By making their engagement truly meaningful.

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Chapter Five: Expanding supply and supporting home ownership

62. Recognising the need for fiscal responsibility, this Green Paper seeks views on whether the government's current arrangements strike the right balance between providing grant funding for Housing Associations and Housing Revenue Account borrowing for Local Authorities

Not sure

Please explain your answer further below if you wish to.

It is important to ensure that increasing HRA borrowing does not negatively impact on HAs ability to develop homes. There is a risk that the increasing number of HAs and LAs developing will push up the price of land and development costs and therefore the amount of funding available needs to be carefully managed to ensure demand does not become unsustainable.

Ensure that funding is available to a proportionate mix of smaller developing housing associations as well as larger associations.

63. How we can boost community led housing and overcome the barriers communities experience to developing new community owned homes?

Provide exploratory and set up funding to limit the risk of potentially abortive costs. There should be more support for smaller housing associations to work closely with community owned housing providers.

We want to give housing associations and others the certainty they require to develop ambitious plans to deliver the affordable homes this country desperately needs

64. What level of additional affordable housing, over existing investment plans, could be delivered by social housing providers if they were given longer term certainty over funding?

Certainty of income for general needs as well as supported housing will enable much greater levels of investment. The majority of g320 members already have or are building development plans and g320 is seeking capacity funding to enable those needing further support to get to the stage of delivering good plans. We would welcome a conversation with MHCLG to maximise our members potential.

We are determined to remove the barriers that many shared owners face. We want everyone who enters shared ownership to have the opportunity to increase equity in their home.

65. How can we best support providers to develop new shared ownership products that enable people to build up more equity in their homes?



THANK YOU FOR TAKING THE TIME TO SHARE YOUR THOUGHTS

About this consultation

This consultation document and consultation process have been planned to adhere to the Consultation Principles issued by the Cabinet Office.

Representative groups are asked to give a summary of the people and organisations they represent, and where relevant who else they have consulted in reaching their conclusions when they respond.

Information provided in response to this consultation, , may be published or disclosed in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 2018 (DPA), the EU General Data Protection Regulation, and the Environmental Information Regulations 2004.

If you want the information that you provide to be treated as confidential, please be aware that, as a public authority, the Department is bound by the Freedom of Information Act and may therefore be obliged to disclose all or some of the information you provide. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Ministry of Housing, Communities and Local Government will process your personal data in accordance with the law and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. A full privacy notice is included at Annex A.

Individual responses will not be acknowledged unless specifically requested.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.

Are you satisfied that this consultation has followed the Consultation Principles? If not or you have any other observations about how we can improve the process please contact us via the complaints procedure at <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/about/complaints-procedure>.

Annex A

Personal data

The following is to explain your rights and give you the information you are entitled to under the Data Protection Act 2018.

Note that this section only refers to your personal data (your name, address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. The identity of the data controller and contact details of our Data Protection Officer

The Ministry of Housing, Communities and Local Government (MHCLG) is the data controller. The Data Protection Officer can be contacted at dataprotection@communities.gsi.gov.uk

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

3. Our legal basis for processing your personal data

The Data Protection Act 2018 states that, as a government department, MHCLG may process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

3. With whom we will be sharing your personal data

Your data will not be shared with anyone outside MHCLG.

4. For how long we will keep your personal data, or criteria used to determine the retention period.

Your personal data will be held for two years from the closure of the consultation

5. Your rights, e.g. access, rectification, erasure

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right:

- a. to see what data we have about you
- b. to ask us to stop using your data, but keep it on record
- c. to ask to have all or some of your data deleted or corrected
- d. to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

6. Your personal data will not be used for any automated decision making.

7. The data you provide will be directly stored by Survey Monkey on their servers in the United States. We have taken all necessary precautions to ensure that your rights in terms of data protection will not be compromised by this. Your data will also be stored in a secure government IT system.