

Report to: Housing Review Board



Date of Meeting 24<sup>th</sup> March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

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## CIH Professional

### Report summary:

This report is to draw Members attention to the recently refreshed Chartered Institute of Housings refresh of professional standards. The standards are being publicised and cascaded through the Housing Service to raise our own professional standards and an awareness of why this is so important.

### Is the proposed decision in accordance with:

Budget Yes  No

Policy Framework Yes  No

### Recommendation:

1. That members endorse and promote the compliance of the Chartered Institute of Housing's professional standards.

### Reason for recommendation:

To raise awareness of the CIH Professional Standards amongst Members of the Housing Review Board.

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Portfolio(s) (check which apply):

- Climate Action and Emergencies
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Culture, Tourism, Leisure and Sport
- Democracy and Transparency
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities

### Equalities impact Medium Impact

The standards consider the role of a professional Housing Officer and outline the expectations required, this includes an 'inclusive' value that sets out to understand and value the diversity of our tenants, customers, clients and stakeholders and to make sure the delivery of services meets their requirements.

### Climate change Low Impact

**Risk:** Low Risk

## **Links to background information**

Standards to be attached

**Link to [Council Plan](#):**

Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

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## **Report**

- 1.1 Attached to this report are the recently refreshed Chartered Institute of Housings (CIH) professional standards. The CIH professional standards build on seven characteristics developed, tested, and refined to enable and encourage the sector to think about professional development needs and how we can all contribute to the professionalism of our organisation and the wider sector.
- 1.2 Every day, we as housing professionals create opportunities for people to find and live in a home from which they can build the rest of their lives. The work we do is so important and to support this the CIH are encouraging housing providers to demonstrate our professionalism and dedication to the sector using professional standards. It should also be noted that professionalism is embedded throughout the Social Housing White Paper. Our commitment to these standards will soon become the expected norm, and something our residents will anticipate. It also underpins the spirit of the housing regulation regime.
- 1.3 The standards compliment and link in closely with our own corporate behaviours framework and we have begun actively promoting and encouraging ownership of the standards across the housing service. To further strengthen links with our professional industry body, we have a number of Officers who are currently engaged in CIH vocational training at all levels. We actively promote these opportunities to all Officers and try and accommodate each request we receive as we recognise the value and benefits of having as many of our Officers trained to CIH standards. This also enhances our succession planning opportunities within the service and offers excellent personal development, career direction and growth opportunities to our Officers.
- 1.4 The standards are designed to be flexible and the points below demonstrate some of the ways the CIH encourage organisations to apply the standards;
  - Identify standards of professional excellence across your own organisation
  - Identify the desired and existing skills, knowledge and behaviours across the business to make change happen
  - Identify team and organisational capability
  - Build your own competency frameworks
  - Map against organisational values
  - Focus on behaviours needed for success
  - Develop role profiles, job descriptions and personal specifications

- Identify areas for development across the business
- Build a resident's charter
- Prepare for the expectations in the Social Housing White Paper.

1.5 The Housing Leadership Team will continue to promote and encourage the standards across the service, the Housing Service Lead will also work directly with our HR Business Partner to further progress this work.

**Financial implications:**

There are no financial implications on which to comment

**Legal implications:**

There are no legal implications on which to comment.