

Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Tenant Consultation on the Self-Assessment against the Consumer Standards 2022/23

Report summary:

1. Background

- 1.1 At the last HRB, dated 16th March 2023, the Board received a report on the Self-Assessment against the Consumer Standards (APPENDIX A)
- 1.2 The HRB agreed the self- assessment and the action plan. The HRB also requested that further consultation should be carried out with tenants and be reported back to the Board.
- 1.3 An extraordinary RIMG took place on the 31st March, where this Consultation took place and the feedback is attached (APPENDIX B)
- 1.4 13 tenants took part in the Consultation. This was held as a formal meeting held at trumps Court, Sidmouth. Tenants went through each requirement in the document and voted on whether they agreed with the Officer assessment.
- 1.5 The feedback is the view of tenants and officers were not involved in the self-assessment

2. Summary of feedback

- 2.1 Tenants disagreed with 52 areas of our assessment against the requirement out of a total of 126 requirements
- 2.2 Tenants agreed with 74 areas of our assessment out of a total of 126 requirements.

3. Conclusion

- 3.1 The EDDC self- assessment has been carried out by officers using the evidence and working knowledge of how we are meeting the requirements. It also includes actions were it is felt we are meeting the minimum requirement but feel we could undertake further work to strengthen our service and implement best practice.
- 3.2 The Tenant self-assessment has been undertaken by tenants only without any officer input and it is their view on the requirement and how they feel EDDC are meeting the requirement.
- 3.3 Within the original board report it was proposed that when we receive the revised Consumer Standards from the regulator we carry out a self- assessment with both officers and tenants present so that there is a greater understanding of the requirement, the evidence we can currently provide in meeting the standard and a joint assessment of whether we meet it.

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

1. To inform the Board and Officers of the results from the resident consultation on the Self-Assessment for the Consumer Standards held at the Extraordinary RIMG

2. A joint workshop with tenants is undertaken on receipt of the revised Consumer standards from the regulator.

Reason for recommendation:

To provide tenants with an further opportunity to feedback on the Self-Assessment for the Consumer Standards

Officer: Amy Gilbert-Jeans, Assistant Director

Portfolio(s) (check which apply):

- ☐ Climate Action and Emergency Response
- ☐ Coast, Country and Environment
- ☐ Council and Corporate Co-ordination
- ☐ Democracy, Transparency and Communications
- ☐ Economy and Assets
- ☐ Finance
- ☐ Strategic Planning
- ☒ Sustainable Homes and Communities
- ☐ Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

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Climate change Low Impact

Risk: Choose a risk level; High Risk; Failure to deliver services to tenants in line with the consumer standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information [The charter for social housing residents: social housing white paper - GOV.UK \(www.gov.uk\)](#)

Link to [Council Plan](#)

Priorities (check which apply)

- ☒ Better homes and communities for all
- ☐ A greener East Devon
- ☐ A resilient economy

Financial implications:

There are no financial implications

Legal implications:

There are no legal implications on which to comment.