

**Committee Name and Date of Committee Meeting**

Cabinet – 20 January 2025

**Report Title**

Tenant Satisfaction Measures and Housing Regulatory Compliance Update

**Is this a Key Decision and has it been included on the Forward Plan?**

No, but it has been included on the Forward Plan

**Strategic Director Approving Submission of the Report**

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

**Report Author(s)**

James Clark

Assistant Director, Housing

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**Ward(s) Affected**

Borough-Wide

**Report Summary**

The new regulatory framework for social housing commenced on 1 April 2024.

This report is the latest six-monthly update to Cabinet on Tenant Satisfaction Measures (TSMs) and regulatory compliance.

**Recommendations**

That Cabinet:

1. Notes the contents of the report.
2. Agrees to receive a further update in six months' time.

**List of Appendices Included**

Appendix 1 Rotherham Council Tenant Satisfaction Measures

Appendix 2 Part A – Initial Equality Screening Assessment

Appendix 3 Carbon Impact Assessment

## **Background Papers**

Reshaping consumer regulation: Our new approach  
(<https://www.gov.uk/government/publications/reshaping-consumer-regulation-our-new-approach>)

Consumer Standards (April 2024)  
(<https://www.gov.uk/government/collections/regulatory-standards-for-landlords>)

Consumer Standards Code of Practice (April 2024)  
(<https://www.gov.uk/government/consultations/consultation-on-the-consumer-standards/annex-4-consumer-standards-code-of-practice>)

Social Housing Regulator's Approach to Inspections  
(<https://www.gov.uk/guidance/our-approach-to-inspections>)

Tenant Satisfaction Measures 2023-24  
(<https://www.gov.uk/government/collections/tenant-satisfaction-measures>)

### **Consideration by any other Council Committee, Scrutiny or Advisory Panel**

No

### **Council Approval Required**

No

### **Exempt from the Press and Public**

No

## **Tenant Satisfaction Measures and Housing Regulatory Compliance Update**

### **1. Background**

- 1.1 Following the passing of the Social Housing (Regulation) Act in July 2023 the Regulator for Social Housing consulted on revised consumer standards for social housing landlords. The new consumer standards came into force on 1 April 2024.
- 1.2 The Regulator of Social Housing (the Regulator) will gather evidence and assess providers' ability to deliver a housing service which meets the standards through inspections at least every four years and through desk-top reviews of performance data such as Tenant Satisfaction Measures (TSMs), a mixture of performance measures and tenant perception survey results. This proactive regime replaces the largely reactive regulatory framework that was in place prior to 1 April 2024.
- 1.3 To ensure regulatory compliance and inspection readiness, the Council has established assurance mechanisms, including a Housing Regulatory Assurance Board chaired by the Chief Executive, to oversee the collection and review of evidence demonstrating the Council's compliance with the new consumer standards.
- 1.4 The Council submitted its first year of TSM data covering the 2023-24 financial year in June 2024. Surveys for the 2024-25 financial year began in the summer and mid-year results are now available. The Regulator of Social Housing has also published the first national dataset of TSM results. This data is summarised in this report and contained in full at Appendix 1.
- 1.5 In addition to new consumer standards, an inspection regime and the TSMs, the Government has also strengthened the role of the Housing Ombudsman and consulted on the introduction of statutory minimum timescales for dealing with certain types of housing repairs (Awaab's Law) and proposed new competence and conduct standards for social housing managers.

### **2. Key Issues**

#### **Tenant Satisfaction Measures**

- 2.1 Tenant Satisfaction Measures (TSMs) are a series of 22 performance measures, which must be collected by all social housing landlords with more than 1,000 properties. Data for ten of the performance measures is submitted directly by the Council. Data for the other 12 performance measures is captured through a Tenant Perception Survey. The performance measures, including the survey questions, are prescribed by the Regulator and cannot be deviated from.
- 2.2 KWest Research Limited were procured to complete the Tenant Perception Survey on behalf of the Council in accordance with the Regulator's requirements. Between September 2023 and March 2024 KWest surveyed 1,041 of Rotherham's tenants (equivalent to 5% of tenants which was the

minimum prescribed sample size). 85% of the surveys were conducted by telephone and 15% by email. This survey supported production of the Council's first full year of TSM data.

- 2.3 Between August 2024 and 22 November 2024 KWest surveyed a further 1,305 of Rotherham's tenants, maintaining the same split between telephone and email surveys. The sample size has been increased significantly in 2024-25 to enable a more granular set of results, including differentiation by geography, demographics and other factors. In November 2024 the Regulator published the full national TSM data set for 2023-24.
- 2.4 In 2023-24, the Council reported that 76.9% of tenants were satisfied overall with the service. The equivalent national figure for all social landlords was 70%. The Council's position as at 22<sup>nd</sup> November 2024 shows a 1.5% increase in overall satisfaction, at 78.4%.
- 2.5 The 2023-24 TSM results found that 77.6% of tenants were satisfied that their home is well maintained, and 81.1% were satisfied that their home is safe. Tenants living in blocks with communal areas were more likely to be satisfied that their homes were well-maintained than those who were not.
- 2.6 The November 2024 results show an improvement across all property-related satisfaction measures. Satisfaction that homes are well-maintained now stands at 78.4%, and satisfaction that homes are safe stands at 81.5%. The most marked improvement between the two sets of results is in relation to repairs: satisfaction with the overall repairs service rose from 74.1% to 79%, and satisfaction with the time taken to complete the most recent repair increased from 72.1% to 77.4%.
- 2.7 The percentage of tenants who feel generally well-informed has increased, from 74% to 76.6%, while those who feel they are treated with fairness and respect has dropped very slightly from 83.6% to 83%, albeit both measures remain higher than peer benchmarked averages. The percentage of tenants who believe the Council listens to them and acts on their views has increased by 2.8%, from 70.5% to 73.3%. Satisfaction with complaints handling has dropped slightly from 36.2% to 34.4%. A tenant focus group has been held with dissatisfied tenants to start developing an action plan to address the poor satisfaction with complaint handling.
- 2.8 In 2023-24, satisfaction with the way the Council deals with anti-social behaviour, at 64.9%, was lower than many of the other scores, albeit it was above the median score for other housing providers (58%). In the mid-year results for 2024-25, satisfaction levels in Rotherham dropped slightly to 62.3%.
- 2.9 Another notable change between 2023-24 results and November 2024-25 results is in relation to satisfaction with the cleanliness and maintenance of communal areas, which dropped from 71.6% to 68.8%. Again these scores remain higher than the median for other housing providers based on data available.

2.10 The tenant perception survey is now a rolling programme and results will continue to be published periodically. The final results for 2024-25 will be reported to Cabinet in the next six-monthly update, alongside detailed analysis by geography and demographics. The remaining ten TSMs evaluate the Council's performance in areas including anti-social behaviour, complaints handling, repairs and maintenance, and health and safety. The results are covered in this report under the relevant consumer standard.

### Consumer Standards

2.11 The introduction of the Social Housing Regulations requires landlords to meet four consumer standards through the delivery of their services. Each standard consists of 'required outcomes', which are listed below:

<b>Consumer standard</b>	<b>Outcomes</b>
Safety and Quality	Stock quality Decency Health and safety Repairs, maintenance and planned improvements Adaptations
Transparency, Influence and Accountability	Fairness and respect Diverse needs Engagement with tenants Information about landlord services Performance information Complaints handling Self-referrals to the Regulator
Neighbourhood and Community	Maintenance of shared spaces Local cooperation Safer neighbourhoods Domestic abuse
Tenancy	Allocations and lettings Tenancy sustainment and evictions Tenure Mutual exchange

2.12 The Regulator has also published its likely key areas of focus during an inspection (see below).

Component	Key Areas of Focus
<p><b>Service Outcomes</b></p> <p>Delivery of outcomes relating to stock quality, repairs and maintenance, health and safety compliance, local co-operation, anti-social behaviour and hate incidents, the management of domestic abuse and tenancy sustainment.</p>	<ul style="list-style-type: none"> <li>- Evidence that the landlord is collecting and using stock condition data</li> <li>- Evidence that landlord health and safety compliance risks are being managed properly with robust systems in place and operating effectively.</li> <li>- Assessing the effectiveness of the repairs service.</li> <li>- Evidence that boards, councillors, and senior officers gain assurance that ASB (anti-social behaviour) and hate incidents are being dealt with appropriately.</li> <li>- Extent to which landlords can evidence that they have a good understanding of their role with regard to handling domestic abuse.</li> </ul>
<p><b>Transparency, Influence and Accountability</b></p> <p>The extent to which the landlord treats all tenants with fairness and respect, takes action to meet the diverse needs of tenants, provides meaningful opportunities for tenant-led engagement, collects, and uses performance information (including the TSMs), and handles complaints.</p>	<ul style="list-style-type: none"> <li>- Extent to which the landlord ensures that tenants have fair access to landlord services and that equitable outcomes are being achieved.</li> <li>- How the landlord seeks to obtain and maintain tenant information, and the use it makes of data and insight to improve services.</li> <li>- Evidence that there is a range of meaningful opportunities for tenants to influence and scrutinise the landlord's strategies, policies, and services.</li> <li>- Approach to collecting, processing, and publishing tenant satisfaction measures (TSMs) and extent to which this meets our requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>- Assessing how the board, councillors and senior officers seek to understand performance and satisfaction information and can demonstrate action taken as a result.</li>   <li>- Evidence that complaints are dealt with fairly and promptly, including the landlord's self-assessment against the Housing Ombudsman's Complaint Handling Code.</li> </ul>
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### **Safety and Quality Standard**

- 2.13 The Council is continuing its Safety and Quality improvement journey through a series of key workstreams relating to the required outcomes of stock quality, decency, health and safety and repairs, maintenance and planned improvements.
- 2.14 The Council holds an asset list based on full stock condition surveys and it has a number of mechanisms in place to provide assurance that homes are safe and well-maintained. However, due to the age of the Council's stock condition data, strengthening assurance around stock quality and decency is a key priority for the Housing service. A major programme of stock condition surveys will commence shortly following the award of a multi-year contract to MLCS3. The surveys will support the development of a refreshed asset management strategy and investment plan, as well as supporting stronger targeting of compliance and repairs improvement activities, backed by significant additional capital investment earmarked in the 2025-26 Housing Revenue Account Business Plan. The Council's in-house surveyors are prioritising stock condition surveys of approximately 1,500 properties where more up-to-date information is required. As at 27 November 2024, 725 of the 1,500 surveys were completed.
- 2.15 As at 31 March 2024, the Council reported that 2,390 of its homes were classified as non-decent as they had reached their component lifetime age according to data held on the Council's asset database. During 2024-25, these properties are being inspected to assess their condition. As a result, as of October 2024, 93.8% of properties met the Decent Homes standard, with 1,230 properties remaining classified as non-compliant. This marks an improvement from Q1 and from the 2023-24 position. The surveyors will continue to work through the remaining properties to assess their condition. Components which are identified as failing decency based on their age and condition are being prioritised for capital works within the financial year or during 2025-26.

- 2.16 The Council has a Housing Safety and Quality Improvement Plan in place which is focused on providing additional assurance on health and safety. The Plan was developed in response to issues identified following a series of deep dives within the service, internal audit recommendations and an external audit by a housing consultant. Key improvements delivered in the last six months include:
- The recruitment to a dedicated compliance team within Housing Property Services. The team is now fully recruited to and is undertaking robust audit and compliance checks to provide additional assurance on key compliance areas and risks. The service is also continuing to update key policies and procedures.
  - Procurement of Compliance Workbook software to automate and systemise collection and analysis of compliance data, including quality assurance of certificates.
  - The introduction of a new performance framework including a quarterly compliance scorecard, highlights of which are published on the Council's website.
  - Completion of a range of new compliance policies and procedures.
  - Delivery of Housing Health and Safety Rating System (HHSRS) refresher training to all relevant officers.
- 2.17 The report to Cabinet in July 2024 included three health and safety issues that had been identified concerning communal lift servicing, servicing of internal stairlifts and hoists, and the tracking of fire risk assessments.
- 2.18 The mid-year TSM results demonstrate ongoing issues with communal lift servicing which are being addressed by the Facilities Management service with the contractor.
- 2.19 98.44% of Fire Risk Assessments (FRA) were conducted within target. Three assessments covering 85 properties were out of compliance at the end of quarter 2. All were reported as compliant as of 30th October 2024. There were 67 outstanding actions from the completion of the FRAs. 27 of these actions were high risk and have now been completed and 40 were medium risk with 12 out of target. These will all be complete by end of January 2025.
- 2.20 As part of our dialogue with the Regulator of Social Housing about these matters, the Council also identified an issue relating to data held about carbon monoxide (CO) alarms and smoke detectors. Because of the way information was stored, it was not possible to confirm installation in properties without manually checking electrical and gas certificates. The position is now much improved: as at 19 December 2024, installation of CO alarms was confirmed in 18,636 homes leaving 59 homes where installation was still to be confirmed. Installation of smoke alarms was confirmed in 19,968 homes with 12 homes still to be confirmed. Officers are working to reduce this to zero as soon as possible.



- 2.21 Benchmarking with other providers suggests the Council's repairs performance remains positive. This is illustrated by repairs satisfaction and continued strong performance against contractual key performance indicators (KPIs). However, an upcoming break in the Council's repairs and maintenance contracts, alongside new obligations such as Awaab's Law, has prompted the Council to explore future options for the delivery of the service informed by tenant views. A further report will be presented to Cabinet during 2025.
- 2.22 A key area of improvement in the repairs service remains the shift to a more tailored service that takes into account tenant circumstances and vulnerabilities. An initial procedure guide alongside a roadmap to more significant changes will be completed by April 2025.

### **Transparency, Influence and Accountability Standard**

- 2.23 The Transparency, Influence and Accountability Standard looks at the relationship that landlords have with their tenants and prospective tenants. This includes if tenants are treated with fairness and respect, how the Council understands them and their needs and whether opportunities are provided for tenants to influence decision making and hold the Council to account. Much of the scope of this work sits within the Housing Service but support is also provided by the corporate function that sits within the Assistant Chief Executive's directorate, for example the Performance and Business Intelligence and the Complaints Service.
- 2.24 The Tenant Engagement Team manages the tenant engagement contract which commenced in April 2024 for a period of 3 years and is delivered by RotherFed. The Housing Involvement Panel, the Screen Team and the Tenant Scrutiny Panel provide valuable feedback on council performance, services, and communications. A new network of Tenant Engagement Staff Champions has been created to embed tenant engagement within operational teams.
- 2.25 Rotherfed delivers the tenant scrutiny function, supporting the Tenant Scrutiny Panel in its detailed examination of council housing services and recommendations for improvement. In preparation for consumer regulation, all tenant panels have been reviewed, with the Tenant Scrutiny Panel currently undergoing a self-assessment review supported by Tpas (National Tenant Engagement Experts).
- 2.26 The Tenant Connectors Pool is a group of 135 diverse tenants actively engaged in housing services opportunities. Established in July, the pool receives regular updates and participates in flexible engagement activities. To date, 53 tenants have participated in 5 different housing services initiatives. The pool will continue to expand as part of a phased text message project.
- 2.27 In 2025, the Council will prioritise the re-accreditation of Tpas Exemplar status and a comprehensive refresh of the Tenant Engagement Framework. This will ensure that the council continues to strive for excellence in tenant

engagement, maintains robust practices and is well-prepared for any potential inspection within the specified timeframe.

- 2.28 The Transparency, Influence and Accountability Standard also looks at the information the Council provides to tenants and prospective tenants, for example key policies and performance information. The service is currently reviewing key documents and policies and ensuring these are available and accessible for our tenants and prospective tenants, whilst also reviewing the website. Performance information about our services is now available to tenants, with the first reports published on the Council's website in October 2024.
- 2.29 As part of ensuring that data is collected and utilised around protected characteristics of tenants, the Housing Service has introduced a robust process to collect full data from new applicants and new tenants, to ensure the Council has a complete tenant profile. The Council is also developing stronger procedures to ensure information about tenant circumstances and vulnerabilities is collected, held and utilised effectively.
- 2.30 The Council is also rolling out more satisfaction surveys to assess tenant satisfaction with key services. A damp and mould survey is currently being trialled.
- 2.31 Like most landlords, tenant satisfaction with the complaints process is low. To understand why tenants are dissatisfied, a focus group was held. Tenants raised service issues relating to repairs and transfer requests and were not happy with the outcome of these requests and how they had been dealt with. They also had concerns about several aspects of how the Council had dealt with a range of enquiries relating to their tenancies. Some of the participants had made formal complaints and had concerns in respect of how they had been dealt with. Tenants made several suggested improvements linked to communication, contact channels, staff attitude and customer services. The Complaints team is committed to creating a dedicated tenant panel focused on reviewing complaints.

### **Neighbourhood and Community Standard**

- 2.32 The Neighbourhood and Community Standard requires landlords to deliver safe and well-maintained neighbourhoods, shared spaces and communal areas, and to work with local partners to achieve compliance with the standard.
- 2.33 The Housing and Estates Service works closely with the Council's Community Protection Unit, Neighbourhoods Service, Street Scene and South Yorkshire Police to ensure partnership working is at the core of the regulatory approach. To continue to deliver effective partnership working arrangements, joint service protocols and multi-agency problem solving forums have been reviewed and where needed, improvements made.
- 2.34 The Neighbourhoods service has assumed responsibility for managing the new Ward Housing Budget funding cycle, which began in April 2024. In

collaboration with ward members, council housing services, partners, and communities, the service will develop a four-year program of projects aligned with ward priorities. This approach reinforces the Council's commitment to promoting social, environmental, and economic well-being in areas served by social housing while fostering community engagement.

- 2.35 The Neighbourhood and Community standard requires landlords to work with local partners such as the police and other relevant agencies to deter and tackle anti-social behaviour (ASB) and hate crime. To ensure that the Council meets this outcome and to continue to improve the service offer, an ASB Service Improvement Plan is being delivered. In addition, the Council's ASB Policy is currently being refreshed, together with a review of operational arrangements for ASB case management between the Housing and Estates Service and Community Protection Unit.
- 2.36 In the 2023-24 TSM return, one notable feature of Rotherham's results was the small number of reported ASB hate incidents for a landlord this size, which suggests under-reporting. Rotherham has a incident rate of 0.35 per 1,000 cases whilst the Yorkshire and Humber median was 0.86 per 1,000 cases. The Council is addressing this through issuing guidance to officers and delivering training and a further assessment will be made as part of the Council's annual submission of TSM results.
- 2.37 Partnership working arrangements are also key to the Council meeting regulatory requirements with regard to domestic abuse related services. The Council is continuing to review its approach to ensure the Council are supporting victims of domestic abuse as effectively as possible, as well as referring perpetrators to appropriate support.
- 2.38 Additionally, the Council is aware from customer feedback, such as our annual Tenant Satisfaction Survey, that the quality and management of shared and communal spaces is important to our customers but also an area for further improvement. The Council is currently reviewing its housing and estate management model.

### **Tenancy Standard**

- 2.39 The Tenancy Standard requires landlords to ensure fair allocation and lettings of homes as well as sustain tenancies and prevent evictions where possible. The Standard requires providers to allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.
- 2.40 In June 2024 Cabinet approved a review of the Housing Allocation Policy, which is currently underway. The Council aims to complete the review by Summer 2025.
- 2.41 Monthly performance reports now include the number of mutual exchanges and measures to monitor compliance with the legal timeframes and decision outcomes.

- 2.42 The Council continues to ensure that all tenancies offered are suitable for the needs of individual households. As part of the housing application process all new applicants, and those with a failed tenancy, complete a tenancy ready course. An affordability assessment and individual needs are also taken into account prior to an offer.
- 2.43 The Housing Income and Support Service and Housing and Estate Management Service continue to provide an intensive tenancy support offer. Only 2 evictions have taken place so far for 2024-2025 (as of 14th October 2024), compared with 18 during the same period in 2023-24. The holistic approach to tenancy sustainment has allowed the Council to achieve consistent positive outcomes for our tenants and to continuously reduce eviction rates. The number of evictions is proportionally significantly less than other providers. For example, Sheffield City Council had evicted 15 tenants in the same time frame.

### **Governance**

- 2.44 The Regulator of Social Housing pursues a 'co-regulatory' approach, which means significant emphasis is placed on landlords having their own robust assurance mechanisms in place. The Housing Regulatory Assurance Board, chaired by the Chief Executive and attended by the Cabinet Member for Housing, forms a key part of Rotherham's assurance model alongside the broader governance and assurance framework. Cabinet will also continue to receive updates on the TSMs and compliance with the standards.
- 2.45 The Council is in the process of recruiting to additional housing governance and assurance posts and aligning this more closely with the service improvement, tenant engagement and programme management teams already in place, to ensure the capacity is available to support the wider improvement programme and continue to enhance the governance model.

### **3. Options considered and recommended proposal**

- 3.1 No other options were considered as this report is an update on the work being done to meet the consumer regulations introduced following the Social Housing (Regulations) Act in 2023.

### **4. Consultation on proposal**

- 4.1 Consultation on the work set out in this report was not necessary as the Council as a social housing provider is required to meet these standards. The new consumer standards require social housing providers to involve tenants in shaping changes to service delivery and this will be a key focus of the programmed inspections. Providing a range of meaningful opportunities for tenants to influence and scrutinise the landlord's strategies, policies and services is a requirement of the Transparency, Influence and Accountability Standard.

## **5. Timetable and Accountability for Implementing this Decision**

5.1 Cabinet is asked to note the report. James Clark, Assistant Director of Housing, is accountable for implementing the actions in the report.

## **6. Financial and Procurement Advice and Implications**

6.1 The activity detailed in this report will be funded via existing staffing resources and budgets. Additional budget has been set in place in 2024/25 to fund the activity required such as Stock Condition Surveys detailed at paragraph 2.14.

6.2 Where newly arising budget requirements are identified these will be managed via in-year monitoring and governance arrangements and considered during the next budget setting and business planning process.

6.3 All activity where external suppliers are engaged to deliver the activity must be procured in compliance with relevant procurement legislation either the Public Contracts Regulations 2015 or the Procurement Act 2023 (whichever is applicable at the time), as well as the Council's own Financial and Procurement Procedure Rules

## **7. Legal Advice and Implications**

7.1 The Regulator of Social Housing publication; Tenant Satisfaction Measures: Tenant survey requirements, provides the basis upon which providers of social housing are required to conduct tenant perception surveys to generate a subset of Tenant Perception Measures. The Consumer Standards Code of Practice sets out the standards expected of social housing and how those standards should be maintained. The recommendations will help to ensure compliance with the new regulatory framework for social housing, and aid in preparations for an inspection of the Council's Housing Services.

7.2 Compliance with the consumer standards is mandatory. As a social landlord the Council has a duty to provide a safe environment for those living in our homes. Failure to comply could result in negative outcomes ranging from customer dissatisfaction and criticism to a requirement to submit (to the Regulator) a Performance Improvement Plan, or to take particular remedial actions as set out in an enforcement notice. If necessary, the Regulator will be able to authorise an appropriate person to enter a social housing premises to take emergency remedial action, issue penalties such as unlimited fines, or require the provider of social housing to pay compensation. A provider of social housing will commit an offence if they obstruct access or work required to undertake remedial action. A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 4 on the standard scale.

## **8. Human Resources Advice and Implications**

8.1 There are no Human Resources implications arising from this report.

## **9. Implications for Children and Young People and Vulnerable Adults**

9.1 There are no implications for Children and Young People and Vulnerable Adults arising from the report.

## **10. Equalities and Human Rights Advice and Implications**

10.1 The Government's Equality Impact assessment has been considered when reviewing the work being done to make sure the Council is compliant with the new regulations. As the Government's assessment states, equality considerations were taken into account throughout the development of the new consumer standards. The work being done by the Housing service puts all groups of tenants at the heart of what the Council does understanding that there was a need to evidence that services are accessible to and offered in ways that meet the needs of those with protected characteristics.

10.2 The changes to the regulation of social housing are designed to improve services to tenants, the safety and quality of their homes and communal areas and give them access to information about how well their landlord is performing. In addition, it is a requirement of the regulations that tenants are involved in the shaping of changes to service delivery and revision of policies. The regulations are designed to improve equality of access to services for social housing tenants.

10.3 To ensure compliance with the new regulations Housing will be looking to reporting on the makeup of the tenant base in relation to protected characteristics and acting upon any issues identified. This will be part of the six-monthly updates to Cabinet on the social housing reforms.

## **11. Implications for CO2 Emissions and Climate Change**

11.1 There are no implications for CO2 Emissions and Climate Change arising from the report.

## **12. Implications for Partners**

12.1 The report concerns the Council's functions as a landlord, but some of those functions are dependent on partners including contractors and other public sector agencies. The Strategic Housing Forum is the principal mechanism for bringing key housing partners together in Rotherham and the implications of regulation have been discussed there.

## **13. Risks and Mitigation**

13.1 The key risk is a failure to work to strengthen compliance with the consumer standards, which could lead to negative outcomes for tenants and residents, a poor inspection outcome and potentially a negative judgement. The measures set out in this report are the mitigation against this risk.

**14. Accountable Officers**  
James Clark, Assistant Director, Housing

Approvals obtained on behalf of Statutory Officers: -

	<b>Named Officer</b>	<b>Date</b>
Chief Executive	Sharon Kemp, OBE	02/01/25
Strategic Director of Finance & Customer Services (S.151 Officer)	Judith Badger	18/12/24
Assistant Director, Legal Services (Monitoring Officer)	Phil Horsfield	06/12/24

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This report is published on the Council's [website](#).