

Housing Improvement and Governance (HIG)

September 2026

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www.rotherham.gov.uk

Background - Housing Regulation



Regulator of
Social Housing

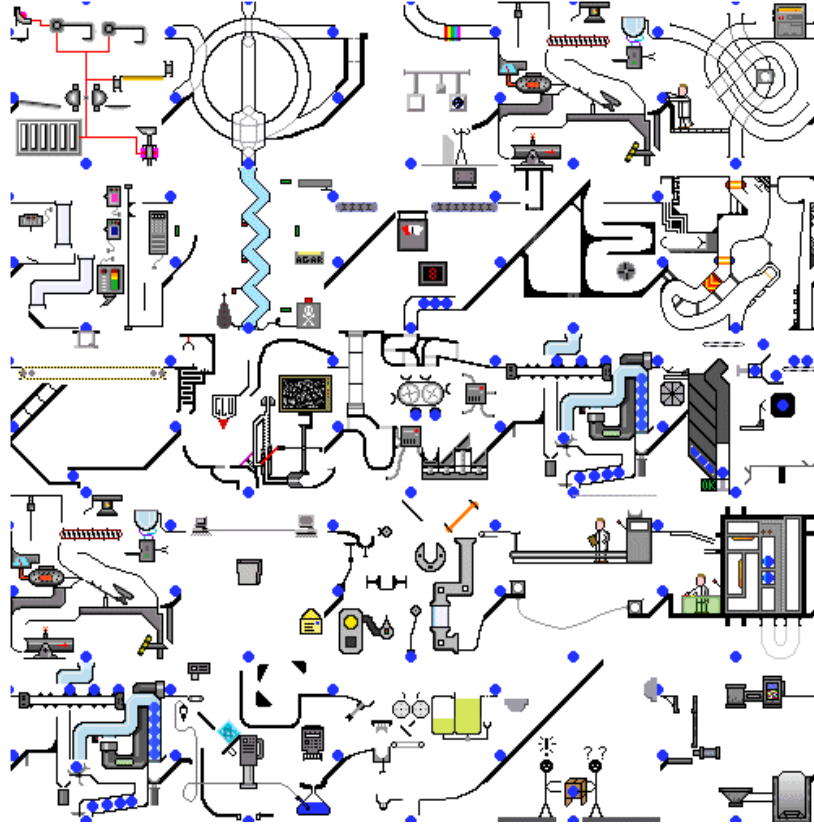
Housing
Ombudsman Service



- Regulated service by the Regulator of Social Housing - post Grenfell
 - Housing Regulation Act 2023
 - Inspection within the next 18 months
 - <https://youtu.be/cQLz3JnC2dA>
 - 5 Consumer standards:
 - Safety and Quality
 - Transparency, Influence and Accountability
 - Neighbourhood and Community
 - Tenancy
 - Competence and Conduct from Oct 2026
 - Gradings - C1, C2, C3, C4
 - Tenant Satisfaction Measures (TSM's)
- Housing Ombudsman - Complaints
- Awaab's Law – *'How, in the UK in 2020, does a two-year old child die from exposure to mould in his home?'*

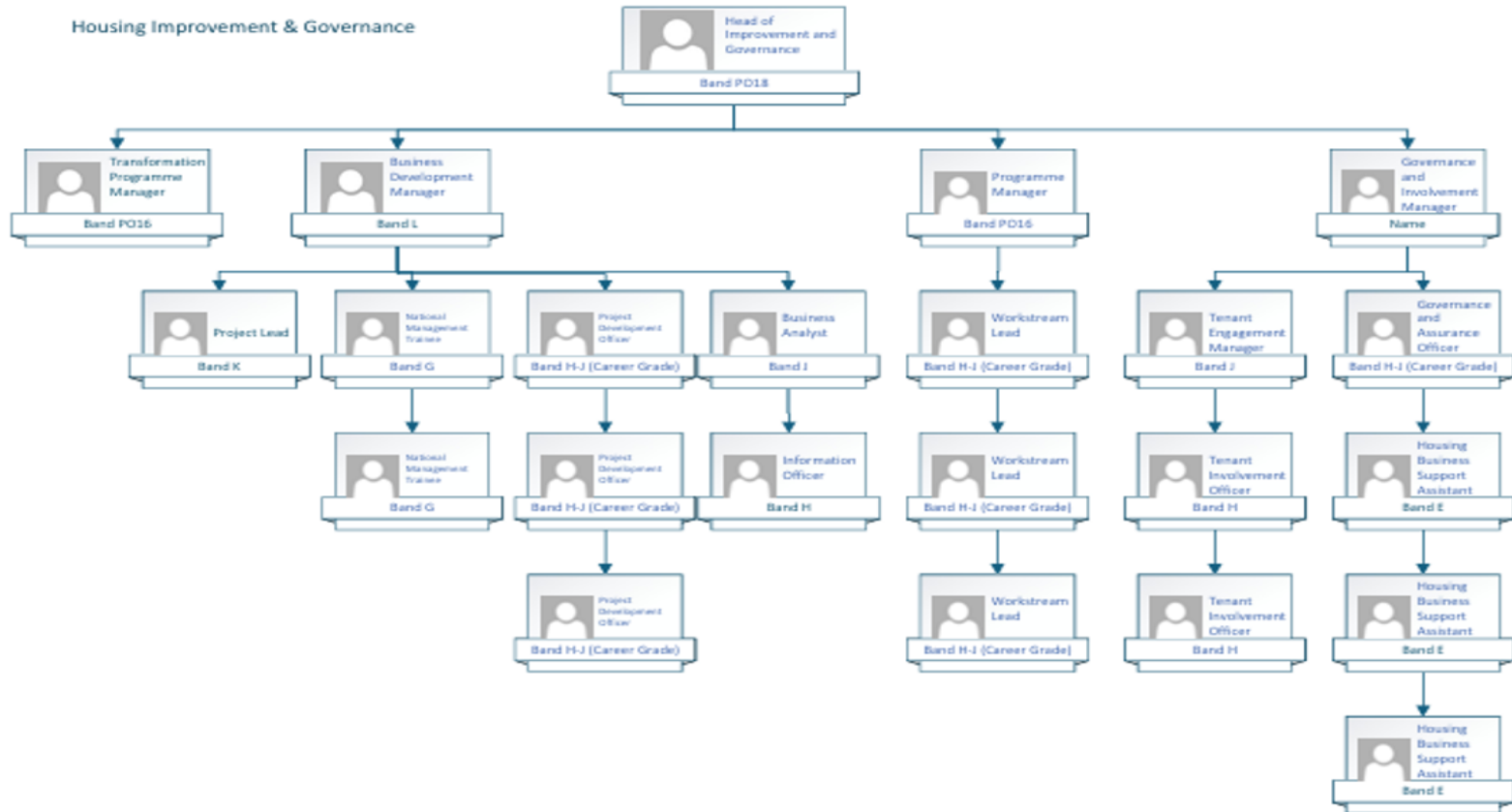


Introduction – Core functions of HIG



Team structure

Housing Improvement & Governance



Governance



Compliance with Consumer standards and Link with the Regulator of Social Housing



Assurance to Senior Staff and Cabinet Member



Housing Inspection readiness



General governance and risk management



Regulator of
Social Housing

Business Development



Service Planning



Policy and strategy development



Tenant Satisfaction Measures



Cross-service improvement projects



Programme Management



New System Implementation



NEC System Development



Housing Online development

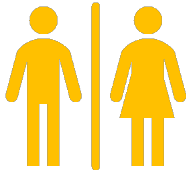
NEC

NEC Housing Login

Housing Transformation



Organisational re-design



Role Redefinition and Workforce Alignment

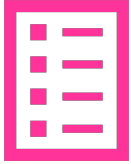


Consultation and Engagement



Location

Tenant Engagement



Tenant Engagement Framework



Range of involvement opportunities



Tenant Scrutiny



Tpas Accreditation



Questions