



Homes &  
Communities  
Agency

# **Service standard performance data 2016/2017**

October 2017  
Homes and Communities Agency



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## Service standard performance data 2016/17

We provide a range of statutory processes and services to the regulated social housing sector and its stakeholders.

Our Referrals and Regulatory Enquiries team provides information, advice and guidance. The most common enquiry topics and statutory processes are listed below:

- Disposal and constitutional consents (subject to removal of these requirements under the Housing & Planning Act coming into force)
- Current list of registered providers (RPs)
- Information required of RPs (including NROSH+)
- Registration/ de-registration
- Regulatory framework requirements
- Regulatory judgements and notices

Performance data against the regulator's standards of service for the 2016/17 financial year is set out below. We have assigned ratings to our service standards on the following basis:

85% and over - GREEN

70% to 84% - AMBER

Below 70% - RED

We have provided an explanation of our service provision where service standards have been tagged amber or red.

General enquiries	Cases	Achieved	Status
Within <b>5 working days</b> we will <b>EITHER</b> <ul style="list-style-type: none"><li>• send a final response; <b>OR</b></li><li>• send a holding response, stating that we will provide a response within <b>15 working days</b> of receipt of the initial enquiry.</li></ul>	2737	100%	

NROSH+ queries	Cases	Achieved	Status
Resolve all queries within <b>5 working days</b> ; if we are unable to resolve the query within this timeframe we will contact the enquirer within <b>1 working day</b> to inform them.	1797	100%	

<b>Consumer standards referrals – stage 1</b>	<b>Cases</b>	<b>Achieved</b>	<b>Status</b>
<p>Within <b>5 working days</b> we will <b>EITHER</b></p> <ul style="list-style-type: none"> <li>send a final response, where no potential breach of standards is evident <b>OR</b></li> <li>send a holding response, stating that we will provide a response within <b>15 working days</b> of receipt of the initial referral (Stage 2).</li> </ul>	313	100%	
<b>Consumer standards referrals – stage 2</b>	<b>Cases</b>	<b>Achieved</b>	<b>Status</b>
<p>Within <b>15 working days</b> of the initial referral we will <b>EITHER</b></p> <ul style="list-style-type: none"> <li>send a final response, where there is no breach of standard or where there is a breach of the standards but there is no serious detriment (Stage 2 closed) <b>OR</b></li> <li>send a notification letter that we will be conducting further investigations, requiring up to <b>a further 20 working days</b> (Stage 3).</li> </ul>	70	73%	
<p>Some of the consumer standard referrals considered at Consumer Regulation Panel are complex and may also relate to other business processes within the regulator. Before we decide to investigate a case, we might carry out detailed initial enquiries, for example to seek further information from the complainant, or we might need to liaise with other operational teams to finalise a response. On occasions, this may take longer than the 15 working day target but we always seek to keep complainants updated as we consider their referral.</p>			
<b>Consumer standards referrals – stage 3 (formerly stage 2 investigation)</b>	<b>Cases</b>	<b>Achieved</b>	<b>Status</b>
<p>Within <b>20 working days</b> of the notification letter (and 35 working days of receipt of the initial referral) we will provide a substantive response to the complaint <b>OR</b>, in complex cases, we will issue a further holding response advising what the status of the complaint is.</p>	48	92%	

<b>Economic standards referrals</b>	<b>Cases</b>	<b>Achieved</b>	<b>Status</b>
<p>Within <b>5 working days</b> we will <b>EITHER</b></p> <ul style="list-style-type: none"> <li>send a final response; <b>OR</b></li> <li>send a holding response indicating that we will respond <b>within 20 working days</b> from receipt of the initial investigation request.</li> </ul>	126	94%	
<p>Within <b>20 working days</b> from receipt of the investigation request we will send a substantive response based on the outcome of the decision, <b>EITHER</b>:</p> <ul style="list-style-type: none"> <li>Notification of no further action to be taken; <b>OR</b></li> <li>Notification that there will be further investigations; <b>OR</b></li> <li>Notification that the request will be escalated through our reactive engagement process.</li> </ul>			