



Regulator of
Social Housing

Service standard performance data

2017/18

Contents

Introduction	2
Performance data	3
Consumer Standards referrals	5
Queries about this data	6

Introduction

We provide a range of statutory processes and services to the regulated social housing sector and its stakeholders. Our Referrals and Regulatory Enquiries (RRE) team provides information, advice and guidance. The most common enquiry topics and statutory processes are listed below:

- Statutory register and notifications
- Current list of registered providers (RPs)
- Information required of RPs (including NROSH+)
- Registration/de-registration
- Regulatory framework requirements
- Regulatory judgements and notices

Performance data

Performance data against the regulator's standards of service for the 2017/18 financial year is set out below¹. 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.

	Cases	Achieved	Status
General enquiries			
Within 5 working days we will EITHER			
<ul style="list-style-type: none"> send a final response; OR send a holding response, stating that we will provide a response within 15 working days of receipt of the initial enquiry. 	2,839	100%	
NROSH+ enquiries			
Resolve all queries within 5 working days ; if we are unable to resolve the query within this timeframe we will contact the enquirer within 1 working day to inform them.	2,067	100%	
Consumer standard referrals stage 1²			
Within 5 working days we will EITHER			
<ul style="list-style-type: none"> send a final response, where no potential breach of standards is evident OR send a holding response, stating that we will provide a response within 15 working days of receipt of the initial referral (Stage 2). 	336	100%	

¹ Data for the 2016/17 financial year is available here

² Our consumer regulation process comprises three stages – these are set out at the end of this report.

	Cases	Achieved	Status
<p>Consumer standard referrals stage 2</p> <p>Within 15 working days of the initial referral we will EITHER</p> <ul style="list-style-type: none"> 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) OR send a notification letter that we will be conducting further investigations, requiring up to a further 20 working days (Stage 3). 	60	77%	

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.

	Cases	Achieved	Status
<p>Consumer standard referrals – stage 3</p> <p>Within 20 working days of the notification letter (and 35 working days of receipt of the initial referral) we will provide a substantive response to the complaint OR, in complex cases, we will issue a further holding response advising what the status of the complaint is.</p>	35	94%	

	Cases	Achieved	Status
<p>Economic standard referrals</p> <p>Within 5 working days we will EITHER</p> <ul style="list-style-type: none"> send a final response; OR send a holding response indicating that we will respond within 20 working days from receipt of the initial investigation request. <p>Within 20 working days from receipt of the investigation request we will send a substantive response based on the outcome of the decision, EITHER:</p> <ul style="list-style-type: none"> Notification of no further action to be taken; OR Notification that there will be further investigations; OR Notification that the request will be escalated through our reactive engagement process. 	105	92%	

Consumer Standards referrals

Our consumer regulation process comprises three stages:

- Stage 1:

The RRE team collates all referrals sent to the regulator. The team's role is to determine whether the issues raised are within the regulator's remit, and if there appears to have been a breach (or a risk of a breach) of the consumer standards. If so, the RRE team refers the case to the Consumer Regulation Panel.

- Stage 2:

The Consumer Regulation Panel analyses each case referred to it to determine whether there is evidence of a breach of the standards and, if so, whether there has been harm, or potential harm, to tenants. It considers two questions:

1. If the issues raised were true, is it likely that there has been, or could be, a breach of a consumer standard?
2. If the issues raised were true, would there be any impact on tenants which would cause serious actual harm or serious potential harm?

- Stage 3:

If the Consumer Regulation Panel lacks assurance of a registered provider's compliance with the standards, or if there is a suggestion that tenants are at risk of serious harm, we will seek further information to allow us to make a decision.

Queries about this data

Since 1 October 2018, the regulation of social housing in England has been the responsibility of the Regulator of Social Housing (the regulator). The regulator was established by the Legislative Reform (Regulator of Social Housing) (England) Order 2018, which amended the Housing and Regeneration Act 2008.

Prior to 1 October 2018, the regulation of social housing in England was the responsibility of the Regulation Committee of the Homes and Communities Agency (which uses the trading name Homes England in relation to its non-regulation functions).

The performance data published here relates to the period from April 2017 to March 2018, during which time regulation was the responsibility of the Regulation Committee of the Homes and Communities Agency.

However, since the Regulator of Social Housing is now a separate entity, any queries about this data should be referred to the regulator at: enquiries@rsh.gov.uk or 0300 124 5225.



© Crown copyright 2019

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at: www.gov.uk/rsh

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk or call 0300 124 5225.

or write to:

Regulator of Social Housing
1st floor – Lateral
8 City Walk
Leeds LS11 9AT

The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.