



Regulator of  
Social Housing

# Service standard performance data

2019-20



# Contents

Introduction	2
Performance data	3
Consumer Standard referrals	6
Queries about this data	6

## Introduction

We provide a range of statutory processes 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 our data collection site NROSH+)
- Registration/de-registration
- Regulatory framework requirements
- Regulatory judgements and notices

## Performance data

The performance data published here relates to the period from April 2019 to March 2020.

Performance data against the regulator's standards of service for the 2019-20 financial year is set out below. The table includes data for 2018-19 for comparison purposes. We have assigned ratings to our service standards on the following basis:

- 85% and over – GREEN
- 70% to 84% – AMBER
- Below 70% – RED

Where service standards have been tagged amber or red, we have provided an explanation of our service provision.

General enquiries	Cases	Achieved	Status	2018-19
Within <b>5 working days</b> we will <b>EITHER</b> <ul style="list-style-type: none"> <li>• send a final response; OR</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>	2,332	100%		100%
NROSH+ enquiries	Cases	Achieved	Status	2018-19
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 to inform them.	1,994	100%		100%

Consumer standard referrals stage 1	Cases	Achieved	Status	2018-19
<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>	316	100%		100%

Consumer standard referrals stage 2	Cases	Achieved	Status	2018-19
<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 a <b>further 20 working days</b> (Stage 3).</li> </ul>	55	78%		82%

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.

Consumer standard referrals stage 3	Cases	Achieved	Status	2018-19
<p>Within <b>20 working days</b> of the notification letter (and 35 working days of receipt of the initial referral)</p> <ul style="list-style-type: none"> <li>we will provide a substantive response to the complaint <b>OR</b></li> <li>in complex cases, we will issue a further holding response advising what the status of the complaint is.</li> </ul>	62	92%		97%

<b>Economic standard referrals stage</b>	<b>Cases</b>	<b>Achieved</b>	<b>Status</b>	<b>2018-19</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; OR</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> <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; OR</li> <li>• Notification that there will be further investigations; OR</li> <li>• Notification that the request will be escalated through our reactive engagement process.</li> </ul>	54	87%		100%

## Consumer Standard 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:

- If the issues raised were true, is it likely that there has been, or could be, a breach of a consumer standard?
- 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

The performance data published here relates to the period from April 2019 to March 2020.

Any queries about this data should be referred to the regulator at: [enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk) or 0300 124 5225.



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**RSH regulates private 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.**