

Report Impact Review

Hearing resident voices in social housing

Released 6th November 2018

Feedback and impact

- May 2018 – informal meeting with residents, over 50 people registered. People also took part in the meeting using #yourvoice.
- The report was sent to 84 stakeholders, of these people 33 per cent opened the report.

Media coverage

- There has been wide spread media coverage of the report from a number of different media outlets. The Evening Standard published both a printed and online article on the report. Other online articles were also published by Yahoo News, MSN UK and Press Radar. It was covered by Trade Press such as Inside Housing, HousingMMOnline, Building Construction Design, Fire Magazine and 24Housing.
- There was also a broadcast by London Live News on the report in which Sian Berry was interviewed.

Official response and recommendation implementation

The Mayor's response to the letter was received on the 7th of January 2019.

Overall the response was mixed, with the Mayor fully agreeing to only one of the four recommendations made in the report – that the Government's Key Performance Indicators for social landlords on resident engagement should be meaningful. In terms of the recommendations for a London Social Housing Commissioner, the Mayor states that he believes the role should be a national one, rather than London wide. The response to recommendation 4 is amber as the Mayor responds stating that his team will consider how to support increased transparency in future programmes – yet does not fully commit to the recommendation.

Full details on the Mayor's responses to each recommendation can be seen on the next page.



	Recommendation	RAG	Response
1	<p>The Housing Committee supports the Government’s call for KPIs to assess the performance of social landlords. The key performance indicators on resident engagement should be changed to help bring about engagement that is meaningful for tenants and managers and follow the good principles identified in this report.</p>		<p>The Mayor states that he agrees that resident engagement should be meaningful and believes that residents should have access to information on the performance of their landlord. He also states that any KPIs should be informed by detailed consultation with residents and landlords.</p> <p>The Mayor argues that where a landlord performs poorly they should be obliged to provide an explanation to the Regulator. It is pointed out that in order for KPIs to be effective the Regulator must have a clear set of penalties available to take action against poor performance.</p>
2	<p>The Mayor should appoint a London social housing commissioner tasked with encouraging social housing landlords to promote participatory and meaningful ways of involving residents in decision making. The London social housing commissioner should be a champion of social housing residents’ interests and encourage good practice in resident engagement across the sector.</p>		<p>The Mayor views it as essential that social housing residents’ views are heard and acted upon. He states that he has called for the creation of a national Commissioner for Social Housing Residents. The key role of the Commissioner would be to champion the views and interests of social housing tenants, leaseholders and freeholders, including by making recommendations for future Government policy and legislation. However, the Mayor states that he considers it important that this role is a national one. It does not seem that he supports the need for a London Social Housing Commissioner.</p>
3	<p>The London social housing commissioner should sit on the Homes for Londoners board to drive forward the accountability and transparency agenda in the sector.</p>		
4	<p>The Mayor should ensure that landlords who have contracts with the GLA for developing new affordable homes improve transparency and management, as conditions introduced as part of future funding programmes. These should include compliance with Public Sector Equality Duty and Freedom of Information principles and, for example, simplifying management structures.</p>		<p>The Mayor highlights that the GLA is already in contact with a range of housing associations and other partners to deliver commitments in the Affordable Homes Programme 2016-21. He states that any changes to contractual conditions would require consent from the counterparty, otherwise the GLA may be perceived to be unilaterally imposing a new condition into an existing contract.</p>

			<p>Although this means that new requirements cannot be introduced into the current programme, the Mayor claims that he will ask his team to investigate options for how to support increased transparency in future programmes.</p> <p>When designing the next Affordable Homes Programme, he claims that his team will review current arrangements and engagement with the Housing Committee and social housing residents to understand their views on these issues and consider whether to introduce further transparency requirements.</p>
--	--	--	---