

## **Performance and Audit Scrutiny Committee November 2022 Follow-up: Oversight of registered providers of housing**

### **1. Issue**

- 1.1 A question was raised at PASC on 17 November 2022 as to what information was available to West Suffolk Council in order to scrutinise the performance of local Registered Providers (RPs), or housing associations, for example the total number of homes held by RPs and how many empty properties, or voids, they hold.

### **2. Regulation**

- 2.1 The Regulator of Social Housing (RoSH) regulates RP of social housing in England. It promotes a viable, efficient, and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs. It is sponsored by the Department for Levelling Up, Housing and Communities.
- 2.2 Each Registered Provider must report to the National Register of Social Housing (NROSH) which collects regulatory data and information on the following each financial quarter:
- Statistical data
  - Electronic annual accounts
  - Financial forecast
  - Quarterly survey (regulatory, risk and financial data)

### **3. Registered Providers in West Suffolk**

- 3.1 2022 data from the RoSH shows that there are currently 36 Registered Providers operating in West Suffolk with a combined total of 13,629 housing units.
- 3.2 **Appendix A** shows Registered Providers in West Suffolk individually listed by name and type of accommodation which is either general need, supported housing and low-cost home ownership. It also shows their market share of social housing in the district and for context shows the number of other local authority areas they operate in.
- 3.3 General needs refer to non-specialist, unsupported housing and is the type of social housing that most families are allocated. It has therefore been used as the focus of links to additional information.
- 3.4 Out of 11,169 general needs units in West Suffolk, 5,760 (46.1 per cent) are owned by Havebury Housing Partnership and 3,885 (34.6 per cent) by Samphire Housing which is part of the Flagship Group. This is to be expected as both RPs acquired the local authority housing stock from the former St Edmundsbury and Forest Heath councils respectively.

## **4 Reporting**

- 4.1 RPs can choose to highlight aspects of their performance, such as new homes completed and rent loss due to properties being empty through their websites on a dedicated performance page or in their annual reports.
- 4.2 **Appendix A** links to the individual performance data of RPs operating general needs housing in West Suffolk.

## **5. Scrutiny**

- 5.1 RPs are scrutinised by various panels consisting of a combination of tenants and independent members of the community. For example, Havebury Housing Partnership Performance and Scrutiny Panel focus on how Havebury are performing in their services, they operate alongside the Strategic Board, Operational Board and the Tenant Experience Committee.

## **6. Next steps**

- 6.1 Havebury Housing Partnership have been invited to attend the meeting of the Overview and Scrutiny Committee on 12 January 2023. Members of PASC have been invited to attend and will have an opportunity to discuss these issues with Havebury.