

Guide to the competency & conduct standards consultation for social housing in England.

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(Social Housing Regulation Act 2023 England)



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Overview & Background



Overview

background
summary of the
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Background

The consultation sets out proposed recommendations to the Regulator for Social Housing, setting a standard for the competence and conduct of all social housing managers and executives, (relevant persons) working for registered providers.

Summary of the proposals

Registered providers must have an up-to-date written policy, relevant persons, must have or be working towards an Ofqual regulated qualification (at Level 4 for managers, or Level 5 for executives) & adopt or develop an appropriate code of conduct.

Timescales

Following consultation, the intention is for the Standard to come into force in April 2025.

The Proposals



THE PROPOSALS

the consultation



The Regulator is seeking views on the proposals which contain seven sections

- **Section 1:** The broad Standard relating to the competence and conduct of all social housing staff.
- **Section 2:** Who is in scope of the qualification element of the Competence and Conduct Standard, and who is out of scope.
- **Section 3:** Criteria that qualifications must meet.
- **Section 4:** What constitutes ‘working towards’ a qualification for the staff of both registered providers and services providers.
- **Section 5:** Transition period.
- **Section 6:** Transitional arrangements for partially compliant qualifications and apprenticeships.
- **Section 7:** Requirements for registered providers in respect of the relevant managers of services providers.

THE PROPOSALS

the consultation
continued.

The consultation led by the Department for Levelling up, Housing and Communities (DLUHC) will last for 8 weeks from 6 February 2024 until 2 April 2024.

The draft direction specifies that registered providers must;

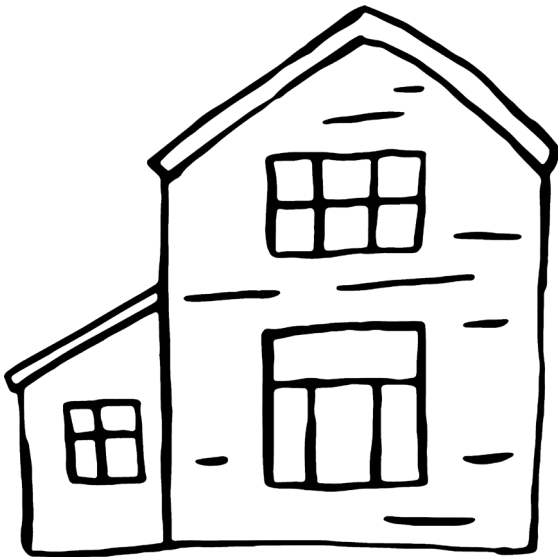
- have an up-to-date written policy setting out their approach to managing and developing the skills, knowledge, experience and conduct of those of their staff who are relevant individuals
- adopt or develop an appropriate code of conduct for those of their staff who are relevant individuals and to ensure this is embedded within their organisation.
- ensure that social housing senior managers and executives have or are working towards an appropriate qualification, as specified,



Developing a Policy



Developing a policy



Registered providers must have a written policy for managing and developing staff skills, knowledge, experience, and conduct.

- Staff includes directly employed **and** service providers' staff under management agreements.
- Policies must be regularly updated and tailored to individual roles within the organisation.
- The policy should detail approaches to learning, development, performance appraisal, and managing poor performance.
- A code of conduct must be developed and integrated into the organisation, with knowledge requirements varying by role.

Scope



The Scope

Who is in and who is out of scope
(relevant persons)



Who is in scope (relevant persons)

Senior housing executives and senior housing managers of registered providers, must have or be working towards relevant qualifications. This includes both direct employees of registered providers and relevant managers within service providers.

Who is out of scope

Back-office roles not involved in direct service delivery to tenants, such as finance teams. However, senior managers with a mix of back-office and service delivery roles remain in scope if a significant part of their work involves managing housing services.

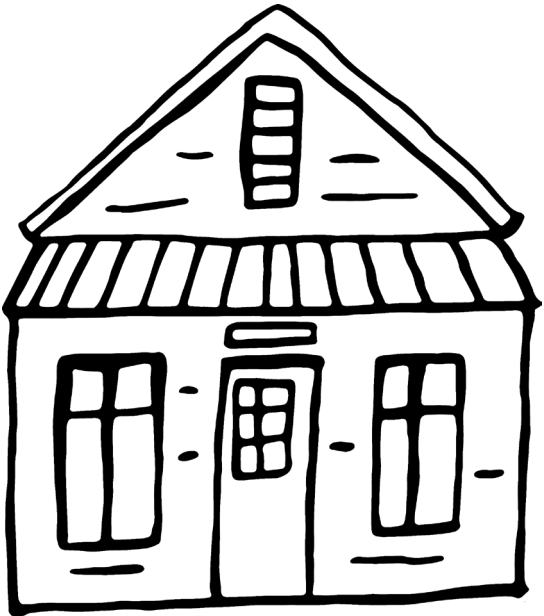
The Scope continued.

(relevant persons)

Relevant persons

The rules would apply if;

- they have a substantive role in managing delivery of housing management services to the registered provider's social housing tenants,
- they are not an unpaid volunteer;
- they have been in their current role as a senior housing executive / manager for more than 6 months unless subject to a probation period.
- Where there is a probation period, they will need to have, or be working towards, a relevant qualification within 9 months from the point at which they take up their role.

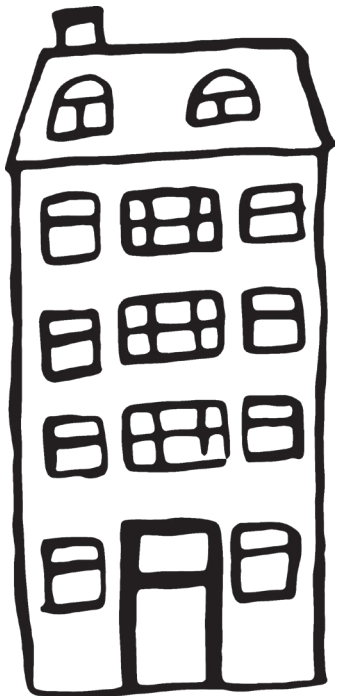


Qualification Criteria



The Qualifications

criteria the qualifications must meet.



The qualifications must focus on housing management within social housing covering;

- professional and ethical practices
- tenant needs & customer service
- housing law
- national policy, and organisational policies.

All qualifications must be regulated by Ofqual. Higher-level qualifications exceeding these requirements are also considered relevant.

Qualifications from before Ofqual's establishment in 2008 or from equivalent bodies are accepted if they meet the level and content requirements.

Senior Manager & Executive Requirements



MANAGERS

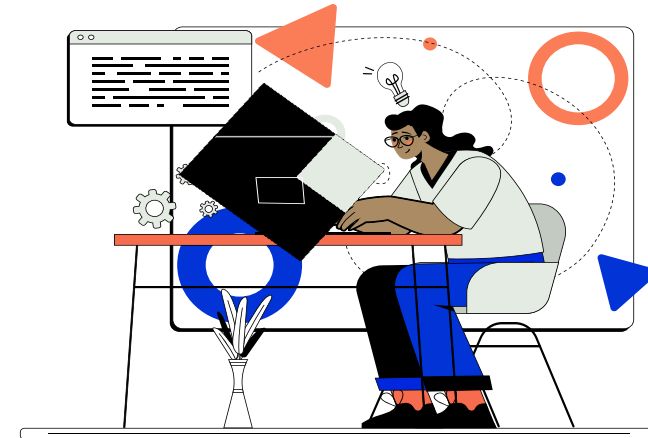
Senior housing **managers** must have or be working towards a **Level 4** qualification.



Areas of work include customer services/ complaints management, tenant / resident involvement, lettings management, income management, repairs and maintenance, ASB management and estate management.

EXECUTIVES

Senior housing **executives** must have or be working towards a **foundation degree** or **Level 5** qualification.

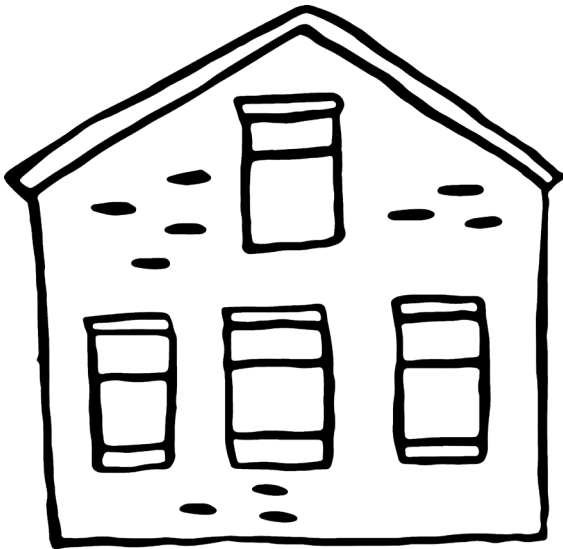


Senior housing executives will usually be Heads of Services and Directors including Chief Officers, who provide strategic direction and have accountability in relation to housing management services.

Pathways to compliance



Pathways to compliance



Sections four through seven outline the journey towards achieving the necessary qualifications for social housing staff, detailing;

- "working towards" criteria,
- transition periods for compliance (24-months with specific targets for the first 12 and 18 months),
- special arrangements for partially compliant qualifications, and
- ensuring service providers meet these standards.

References & Further Reading



References & Further Reading



Regulator for Social Housing

- Consultation on a direction to the Regulator of Social Housing to set a Competence and Conduct Standard for social housing.
- Collection: How we regulate
- Guidance: Regulatory Standards
- Guidance: Reshaping consumer regulation: Our new approach



About the Author



About the Author

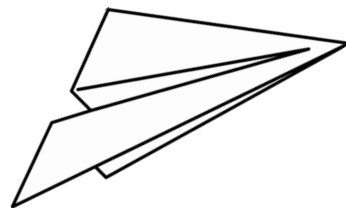


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Dewbien Plummer (she/her), is a consultant and social housing expert with over 20 years' experience working for local authorities and housing associations and the supply chain.

Passionate about improving standards in social housing in the UK following the Grenfell tragedy, Dewbien now works with forward thinking organisations and writes about social housing, digital transformation and inclusion.

To work with me, get in touch [here](#)



Hello!

