



Key Social Housing Reports **Digest.**

A guide to the sector's key issues,
impacts and considerations.

With a constant stream of reports, changing rules, and evolving tenant demands, it's easy to feel overwhelmed. We've summarised five key social housing reports into one, simplifying the overarching themes and priorities.

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1 Introduction.

Social housing has never been more challenging or crucial. With myriad reports, shifting regulations, and evolving tenant needs, it's easy to feel overwhelmed. This briefing aims to save you some time and make the connections between the reports.

Why is this briefing valuable for you?

Here are five compelling reasons we believe you should delve into this digest:

Comprehensive report summaries

We've meticulously distilled the essence of five key social housing reports, over 200 pages, saving you countless hours of reading. The five influential reports are all available online, and can be viewed by clicking the links below:

1. [The Better Social Housing Review Report](#)
2. [Forecasting The Customer of the Future in Social Housing](#) (email verification needed)
3. [Spotlight Report on Knowledge and Information Management \(KIM\)](#) by Housing Ombudsman
4. [Consumer Standards Consultation: Reshaping Consumer Regulation](#) issued by Regulator for Social Housing
5. [Sector Risk Profile 2023](#) issued by Regulator for Social Housing

Common themes

We've identified overarching themes and patterns to enable you to understand the broader narrative shaping our sector.

Stakeholder consequences

It's not just about the 'what', but the 'who'. Discover how these changes directly impact tenants, staff, executives, and boards.

40 ideas to get started

We've suggested our top 40 ideas, offering steps to address the challenges and harness the opportunities presented by these reports.

This digest isn't just information—it's a tool designed to provide you with clarity, foresight, and direction - helping you in guiding your choices and decisions.

2 Summaries of the five reports.

We've read each of these five pivotal reports so you don't have to - here's an overview of each.

1. The Better Social Housing Review Report

This report provides an overview of the social housing sector in the UK. It discusses the challenges faced by the sector, including the need for more affordable housing, the ageing housing stock, and the need for better regulation. It also highlights the importance of social housing in providing affordable and secure housing for low-income households.

The Social Housing Review offers an in-depth look at the current state of social housing in the UK. Key issues raised in this report include rising demand, affordability, and the quality of homes.

This report's significance is its potential to influence policy, as it highlights the sector's challenges and potential solutions. The impact of the Social Housing Review on social housing includes increased scrutiny of social housing standards, driving improvements, and tenant well-being.



One year after publication, the NHF recently produced an update on progress: [A Year On from the Better Social Housing Review](#). Key themes included:

- improving diversity in social housing leadership
- enhancing home quality knowledge
- delivering outstanding maintenance and repair services
- boosting support for housing officers
- ensuring resident engagement and influence

2. Forecasting The Customer of the Future in Social Housing

This report discusses the future of social housing from the perspective of the customer. It highlights the need for social housing providers to adapt to the changing needs and expectations of their customers. It also discusses the challenges faced by low-income renters, including affordability and quality gaps in housing.

It discusses how customer expectations and demands are likely to change in the future. It explores trends like digital transformation, increased desire for self-service, and demand for more personalised services.

The importance of the Customer of the Future report lies in the forward-looking perspective it offers. It stresses the need for the social housing sector to adapt to changing customer needs and expectations.

The impact on the social housing sector is significant, as it means that providers will need to invest in digital platforms, improve their customer service, and innovate their service offerings to meet future customer expectations.

3. Spotlight Report on Knowledge and Information Management (KIM) by Housing Ombudsman

This report discusses the importance of effective knowledge and information management in the social housing sector. It highlights the need for housing providers to have systems in place to manage and share information effectively, and the role of the Housing Ombudsman in ensuring that this happens.

The KIM report emphasises the importance of effective knowledge and information management for housing associations. It discusses the benefits of having a well-organised and accessible information management system, which includes improved decision-making, increased efficiency, and improved services for tenants.

The significance of this report is that it highlights a critical aspect of operations that is often overlooked. By implementing the recommendations of the KIM report, social housing providers can enhance their operational efficiency and service delivery.

The impact of the KIM report on the social housing sector is considerable, encouraging housing providers to invest in knowledge management systems and digital technologies that can help streamline their operations and improve services.



4. Consumer Standards Consultation: Reshaping Consumer Regulation issued by Regulator for Social Housing

This review discusses the challenges faced by consumers in the social housing sector. It highlights the need for better communication between housing providers and residents and the importance of providing residents with clear information about their rights and responsibilities.

This report sets out the expectations for registered providers of social housing in terms of service quality, choice, and accountability to tenants. The focus of the Consumer Standards is to ensure tenants have a strong voice and a mechanism for holding their landlords accountable.

The significance of the Consumer Standards lies in its potential to drive improved customer service and tenant engagement in social housing. It also emphasises the need for social housing providers to be more transparent and responsive.

5. Sector Risk Profile 2023

Data, a valuable asset which requires formal measures. Recent high-profile cyber-attacks have demonstrated significant impacts on service delivery and financial burdens, emphasising the acute threat of ransomware and extortion attacks. The move to remote working and use of legacy technology have heightened vulnerabilities.

Boards must ensure compliance with the Data Protection Act 2018, actively managing data protection risks. This includes establishing robust cyber incident response plans and scrutinising third-party data processing.

Data integrity is vital for informed decision-making, requiring accurate, up-to-date, and reliable information. Failure in data management indicates inadequate internal controls and can adversely affect regulatory compliance assessments.

3 Recurring themes.

Key recurring themes include the need for more affordable housing, effective regulation and management, better communication, and adaptation to changing residents' needs and expectations. Here are what we believe are the key recurring themes:

Affordability of housing

- All reports highlight the need for more affordable housing options.
- The high cost of housing is a barrier for many low-income households.
- There's a need for social housing providers to ensure housing remains affordable for their residents.

Effective regulation and management

- The reports stress the importance of effective regulation to ensure the quality and safety of social housing.
- The Sector Risk Review 2023 highlights the impact of failing to implement internal controls.
- The Consumer Regulation Consultation and the KIM report by the UK Housing Ombudsman also emphasise the need for better management practices in social housing.

Communication, information sharing, and data quality

- Enhanced communication between housing providers and residents is essential for feedback and clarity.
- Effective knowledge and information management in social housing, as emphasised in the KIM report.
- Clear information on residents' rights and responsibilities is crucial as noted in the Consumer Regulation Consultation.
- Ensuring data accuracy, completeness, and consistency is fundamental for effective communication.
- A well-articulated data strategy aligns data management with the sector's overarching goals.
- Regular data audits and a platform for residents to securely access and update their information can contribute to improving data quality.





Adapting to the changing needs and expectations of residents

- Addressing evolving needs and expectations of social housing residents is a recurring theme in the reports.
- The Customer of the Future in Social Housing report underscores the necessity for social housing providers to adapt to these evolving needs.
- Shifting towards a more customer-centric and responsive approach is essential for meeting residents' expectations.
- The regulator's interest in seeing how social housing providers engage with customers, beyond just communication.
- Engaging with customers could include various touchpoints such as regular forums, feedback sessions, and community involvement initiatives.
- Effective customer engagement strategies should lead to improved trust, satisfaction, and overall better living experiences for the residents.

Quality of housing

- The reports discuss the need for improvements in the quality of social housing.
- The New Social Housing (Regulation) Act 2023 and the Social Housing Review Report both highlight the ageing housing stock and the need for renovations and upgrades.
- The Customer of the Future in social housing report emphasises residents' expectations for the quality of their homes.

4 Stakeholders impact and benefits.

The recent shifts in the social housing sector have profound implications for various stakeholders, including tenants, staff, executives, and board members. Each group we believe needs to comprehend the depth of these changes and how they might be affected.

	Tenants	Staff	Executives	Boards
Effective regulation and management	Will benefit from safer housing and protected rights	Will need to be trained on new regulations for daily compliance	Tasked with organisational implementation, which could mean new roles	Will need to ensure ongoing compliance, with regular reviews
Communication and information sharing	Will be better informed about housing updates	Will need training on new communication tools	Will need to promote transparency within the organisation	Will need to oversee communication strategies aligning with organisational goals
Quality of housing	Can expect better-maintained homes	Must uphold higher maintenance standards	Will need to allocate resources for housing quality improvements	Will need to oversee quality initiatives aligning with the organisation's purpose
Greater customer-centricity	Will begin to receive services tailored to their needs	Will need to adopt a customer-focused approach	Will need to drive strategies aligning with customer expectations	Will need to ensure customer-centricity is embedded in strategy
Increased use of technology	Benefit from efficient and accessible services	Will need to undergo training in new technologies	Will need to lead the digital transformation aligning with goals	Will need to oversee the digital shift in line with governance
Net zero	Benefit from improved living conditions, and lower utility costs	Fostering a sense of pride and motivation satisfaction of residing in environmentally responsible housing	Leading initiatives that establish a sense of responsibility and foresight	Oversee the strategic alignment towards ESG goals



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