

A new deal for social housing

A Consultation

**About you**

**1. Are you responding:**

* On behalf of an organisation

**About you - organisation**

**6. If you are responding on behalf of an organisation, please tell us which sector your organisation is in:**

Housing Association, Charity

**8. If you are responding on behalf of an organisation, please tell us the name of your organisation:**

Depaul Housing Services

**9. We may want to contact you about your response. If you are willing for us to do this please provide an email address.**

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**Chapter three - Empowering residents and strengthening the Regulator**

**21. Do the proposed key performance indicators cover the right areas?**

**Separate work by the Government on supported accommodation should guide considerations around if and what sort of key performance indicators are applied to this type of accommodation**

When considering key performance indicators (KPI’s) the regulator should recognise the important differences between general needs and supported accommodation.

As the Green Paper notes, supported accommodation plays a key role in the lives of some of the most vulnerable people in our society. By its very nature, supported accommodation provides housing to people with housing needs and expectations that differ from residents in general needs social housing.

For example, many supported accommodation residents need more assistance to maintain their tenancy and residents in short-term supported accommodation also expect to move-on into other types of housing.

The Government recognises these distinct needs and expectations in the work that the Ministry for Housing, Communities and Local Government and the Department for Work and Pensions are currently undertaking on supported housing oversight, as well as in its commitments to review hostels and undertake research on housing related support.

These pieces of work should guide consideration around whether KPI’s are applied to this type of accommodation, other forms of regulation may be more appropriate. If it is decided that KPIs should be applied to supported accommodation, then the pieces of work referenced above should also help determine what areas the KPIs cover. It may be that residents’ distinct needs and expectations lead to differing KPIs being applied to supported and general needs accommodation.

**Reporting requirements should not place excessive burdens on small housing providers**

Depaul Housing Services is a small housing association, currently providing 14 units to people affected by or at risk of homelessness. Compared to larger associations we have very limited resources. The Government already recognises that it is appropriate for smaller providers to have less onerous reporting requirements, see <https://www.gov.uk/guidance/information-required-from-registered-providers>.

While we recognise the needs for robust regulation, we also urge the regulator to consider the extent to which reporting requirements will suck resources away from delivering housing and services to tenants, especially for smaller providers.

**28. What would be the best approach to publishing key performance indicators that would allow residents to make the most effective comparison of performance?**

Please see our answer to question 22. The very different nature and aims of supported accommodation means that different KPIs may needed for supported accommodation, or that other forms of regulation should be applied. The differences between supported and general needs accommodation also mean that any KPIs for supported accommodation should be reported separately from general needs accommodation. Comparing the two would not be comparing like with like.