

## Report of the Portfolio Holder for Housing

**New Competence and Conduct Standard for Housing Services**1. Purpose of Report

To advise Cabinet of the new Competence and Conduct Standard coming into force in October 2026, and to ensure Members are aware of the expected requirements. This is in accordance with the Council's Corporate Priority of Housing – a good quality home for everyone.

2. Recommendation

**Cabinet is asked to NOTE the new requirements of the Standard.**

3. Detail

As part of the Social Housing Regulation Act 2023, the government is implementing a new Competence and Conduct Standard for those who work in housing services. This is in addition to the four existing Consumer Standards that the Council must demonstrate compliance against.

All Registered Providers of social housing will need to ensure that “all staff involved in the provision of services in connection with the management of social housing have the skills, knowledge and experience to exhibit the behaviours needed to deliver a good quality service”. The Regulator of Social Housing will need to be provided with assurance that the Council are meeting the expectations set out in the standard.

It will come into force in October 2026, and will require Registered Providers of Social Housing to:

- Comply with all requirements relating to qualifications for Senior Housing Executives and Senior Housing Managers. These are dependent on the person's job role rather than their job title.
- Have a written policy setting out how they manage competence, support learning and development and manage poor performance.
- Adopt and embed a code of conduct, which is kept up to date and made accessible to tenants.
- Give tenants meaningful opportunities to influence and scrutinise the development of the policy, and decisions relating to the code of conduct, and ensure that they are made accessible to tenants and kept up to date and fit for purpose.
- Apply the standards to contractors, taking steps to ensure staff employed by service providers also meet requirements.

Further information is included in the **Appendix**.

4. Key Decision

This report is not a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

5. Updates from Scrutiny

Not applicable.

6. Financial Implications

The comments from the Interim Deputy Chief Executive and Section 151 Officer were as follows:

There are no additional financial implications for the Council at this stage with any costs, including training, being contained within existing Housing Revenue Account (HRA) budgets. Any significant budget implications in the future, over and above virement limits, would require approval by Cabinet.

7. Legal Implications

The comments from the Head of Legal Services were as follows:

The Council as a landlord has statutory and regulatory obligations in respect of areas of landlord and tenant law and compliance, including the Social Housing Regulation Act 2023.

The Regulator of Social Housing has a range of enforcement powers if the Council does not meet a consumer standard. This can include performance plans, enforcement notices, immediate remedial action, and unlimited fines. By having staff are appropriately trained and have the correct qualifications required to perform their role effectively, will ensure the Council is meeting its legal obligations as a landlord.

8. Human Resources Implications

The comments from the Human Resources Manager were as follows:

HR will support and facilitate any further training identified, following the three-day APSE Customer Service training arranged in October 2025.

9. Union Comments

Not applicable.

10. Climate Change Implications

The climate change implications are contained within the report.

11. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

12. Equality Impact Assessment

Not applicable.

13. Background Papers

Nil.