

Folkestone & Hythe District Council (F&HDC)

Learning from the Regulator of Social Housing pilots - 2023

Gill Butler – Chief Officer, Housing
Jonathan Hicks – Performance Specialist

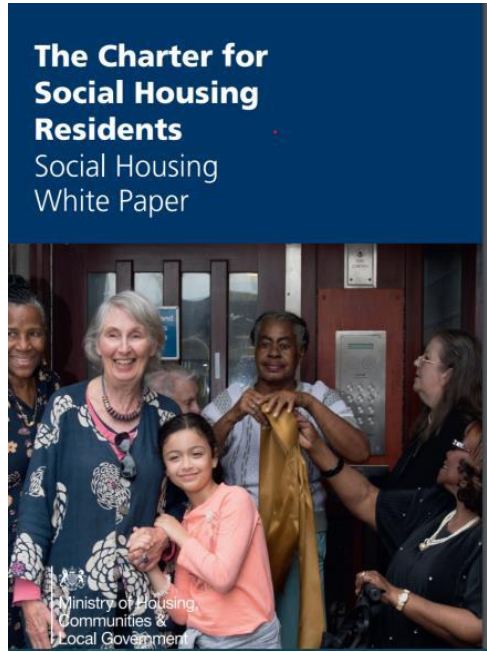
www.folkestone-hythe.co.uk



HOW WE GOT HERE...



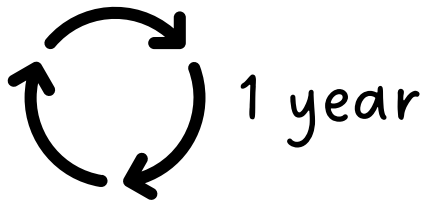
Failings?
Health & safety
non-compliance
Lack of
accountability



New Service!
Voluntary undertaking



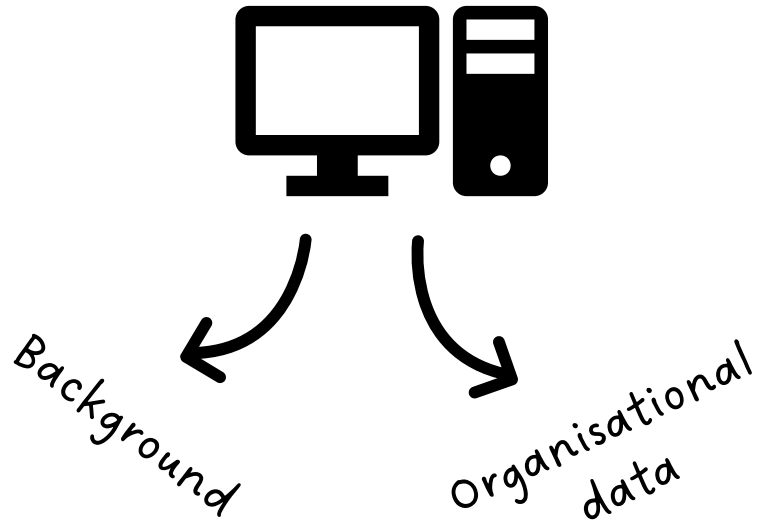
Post-Grenfell, S.H. White paper →



"To create an excellent housing service - one that is digitally enabled, easy to deal with, and where tenants are at the heart of everything we do"

CONSUMER REGULATION - THE PILOT

Desktop exercise



Scoping Framework

- Service outcomes
 - Compliance
 - Stock quality/repairs

- Accountability
 - Transparency
 - Tenant involvement

Interviews



Visits

Assessment



THE MODEL

Checklist:



Prep.

Self-assess
Scoring



Self-regulation

Ideal



Co-regulation

Folkestone & Hythe District Council

Q&As

Contact: Jonathan Hicks
Performance Specialist
Jonathan.hicks@folkestone-hythe.gov.uk

www.folkestone-hythe.co.uk

