



Department for Levelling Up,
Housing & Communities

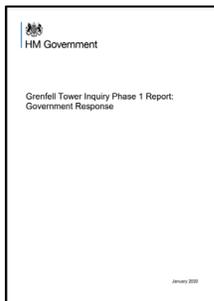
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Professionalism in Social Housing: Competence and Conduct Standard Consultation

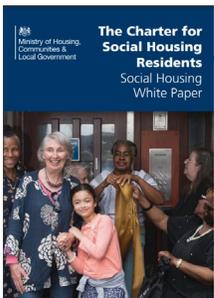
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Overview of the Direction to the Regulator for Social Housing to set a Competence and Conduct Standard

Background



Evidence from the Grenfell Inquiry and the Social Housing Green Paper showed some tenants felt they weren't listened to or treated with respect and courtesy.



As committed to in the Social Housing White Paper, we undertook a review of professional training and development in the sector including considering qualification requirements



We amended the Social Housing Regulation Bill (now Act), creating a power for us to direct the Regulator of Social Housing to set a standard relating to the competence and conduct of housing management staff

Content of the Standard

1

The Standard will see the Regulator for Social Housing set a Standard on the competence and conduct of housing management staff.

2

The outcomes focused standard will apply to **all staff** involved in the provision of housing management services and will not be subject to a transition period.

3

Registered Providers will be required to have regularly updated written policy setting out their approach to:

- **managing and developing** the skills, knowledge, experience and conduct of their staff.
- secure that their **services providers' relevant staff** have the necessary skills, knowledge, experience and behaviours.
- **learning and development, reviewing staff performance and managing poor performance.**

And adopt and embed an appropriate **code of conduct** within their organisation.

Proposals in the Competence and Conduct Standard Consultation



Proposals specific to qualification requirements



Senior housing managers and executives of both registered providers and services providers, are **in scope** when they have a **substantive role** in managing delivery of housing management services to the registered provider's social housing tenants.



Guidance on the **functions of the roles in scope** for senior housing managers and senior housing executives.

- Senior housing managers, will usually manage the **direct delivery of housing management services to tenants** (e.g., customer services, tenancy management, repairs and maintenance)
- Senior housing executives, will usually be Heads of Services and Directors who provide **strategic direction and have accountability** in relation to housing management services.



The criteria that qualifications must meet in terms of **level, type and the course content** that must be covered.

- Qualifications should be of a **level 4** for senior housing managers or **level 5** for senior housing executives.
- Qualifications should be **regulated by Ofqual**
- Qualifications must cover specific course content including **customer service** in housing, effective **engagement with tenants**, delivering respectful and professional housing services; and meeting the needs of tenants.



Transition period of 24 months during which staff in scope must begin working towards qualifications and **50% of eligible staff must be enrolled halfway through.**

The Next Steps and Responding to the Competence and Conduct Consultation

Next Steps

- 1 Once the consultation closes, we will begin analysing responses to prepare a final version of our direction to the Regulator.
- 2 We will formally issue a final direction to the Regulator.
- 3 The Regulator will undertake its own consultation on its proposed standard before it comes into force.
- 4 Our intention is for the standard to come into force in April 2025.

How to Respond

Our consultation on the Competence and Conduct Standard launched on the 6 February 2025. It will be open for 8 weeks and **closes on the 2 April 2024**.

The consultation is published online here: [Competence and Conduct Standard for social housing: consultation - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/competence-and-conduct-standard-for-social-housing-consultation)

You can respond to our consultation [online via our survey](#).

Alternatively, you can email your response to the questions in this consultation to consult.competenceandconduct@levellingup.gov.uk