

# Social housing regulation is changing.

The Social Housing (Regulation) Act 2023 changes the way all registered providers will be regulated from April 2024, as well as putting the Housing Ombudsman's Complaints Handling Code on a statutory footing. The sector must also comply with the expectations of a new Building Safety Regulator.

Campbell Tickell offers expert, tailored and practical support to clients to help them understand and comply with regulatory expectations.



# Examples of how we can help



## 1. Building understanding of consumer regulation

Draw on us to:

- Help Executive teams, Boards, Council members, staff and/or tenants understand regulatory expectations.
- Work through with you how consumer regulation compliance can become an embedded part of how you maintain high standards in your homes and services, rather than feeling like an onerous tick-box exercise.



## 2. Assessing and achieving compliance

Draw on us to:

- Help you take a good look in the mirror and understand the extent to which you comply with the consumer standards (including support with self-assessment)
- Organise, scrutinise, and validate the assurance which underpins your ability to demonstrate compliance
- Design an assurance framework which brings structure and rigour to your understand of compliance
- Act as a critical friend to leaders, managers, and operational teams.
- Support you to develop action plans to address any gaps, including identifying priorities and understanding resource implications
- Help you to base decisions on richer evidence through targeted and risk-based 'deep dive' checks to provide assurance in key areas



## 3. Prepare for regulatory inspection

Draw on us to:

- Help you understand what to expect and how best to prepare
- Review documents through a regulatory lens
- Provide rehearsal and coaching for inspection
- Conduct soft benchmarking against good practice

# Why us?

- **Expertise** - With twenty years' experience, a highly experienced core team and a close inner circle of expert associate consultants, CT provides a unique depth and breadth of understanding of regulatory, governance and operational challenges and opportunities.
- **Telling how it is** – We pride ourselves on presenting back to you a true reflection of what we see. Clients tell us that we understand the challenges they face, and are honest and constructive in our feedback.
- **A tailored solution** – We tailor our solutions to suit your organisation and unique circumstances. While we have outlined a range of approaches here, we will always work with you to identify how we can best add value to your work.
- **Meaning making** – We don't do tick box checks. Our work across governance, regulation, risk and services is focused on tangible and practical changes that will make a difference – and on providing real value for money.
- **Leaving you with the tools you need** – We consider our work is done best when we leave you with the tools you need for the future. Regular external validation is an important source of assurance, but your organisation should have the internal resource and capability to challenge and scrutinise its own performance from year to year.



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## Contact

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