

Welsh Housing Quality Standard (WHQS) Compliance Policy



Applies to: Property Services

Document control:

Author: Head of Property

Version: 1.1

Approval required by: Executive Team

Date Approved: October 2024

Review Period: 3 YEARS

Next Review: March 2025

Policy Cross Reference: The policy is cross referenced in the following documents which should be reviewed when updates are carried out.

List documents: e.g.

- Asset Management Strategy
- Development Strategy
- Repairs Policy
- Void (Empty Homes) Standard
- Property Services Procedures
- Lifecycle Costs – VFM Component Replacements
- WHQS Part 6 - Compliance Strategy

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1.0 Aim of Policy

- 1.1 The aim of this policy is to meet Welsh Government requirements to have a WHQS Compliance Policy, and to make Taff's position on interpretation of the standard clear to all tenants and stakeholders.

2.0 Policy Statement

- 2.1 Policy details are in the attachment to this document and form the Policy Statement.

3.0 Regulatory Requirements

- 3.1 Welsh Government Performance Standards state that the capacity to improve will be based on demonstration of continuous improvement in the following, which progresses the Association's core purpose:

- PS.2 Effective and appropriate tenant involvement and high quality and improving services

- PS.3 Comprehensive assessment of the business impacts of current and emerging risks, including new business and development opportunities, with robust risk management arrangements

- PS.4 Clearly evidenced self-evaluation and statement of compliance

- PS.5 A track record of achieving positive outcomes, responding appropriately to new challenges and performance issues

- PS.6 Delivering value for money in all areas of the business

- PS.7 Compliance with regulatory and statutory requirements and guidance

- PS.8 A financial plan which delivers and supports the business plan and effective monitoring of financial performance

- PS.10 A clear understanding of liabilities and asset performance

4.0 Equality Impact Statement

- 4.1 An initial Equality Impact Assessment has been carried out on this policy and it has been found to have a low impact as it does not seek to disadvantage any equality strand. However, it is intended to consult further with tenants and stakeholders.

5.0 Customer Service Impact Statement

- 5.1 The Policy aims to make Taff HA's interpretation of the complex WHQS guidance clear to tenants and stakeholders.

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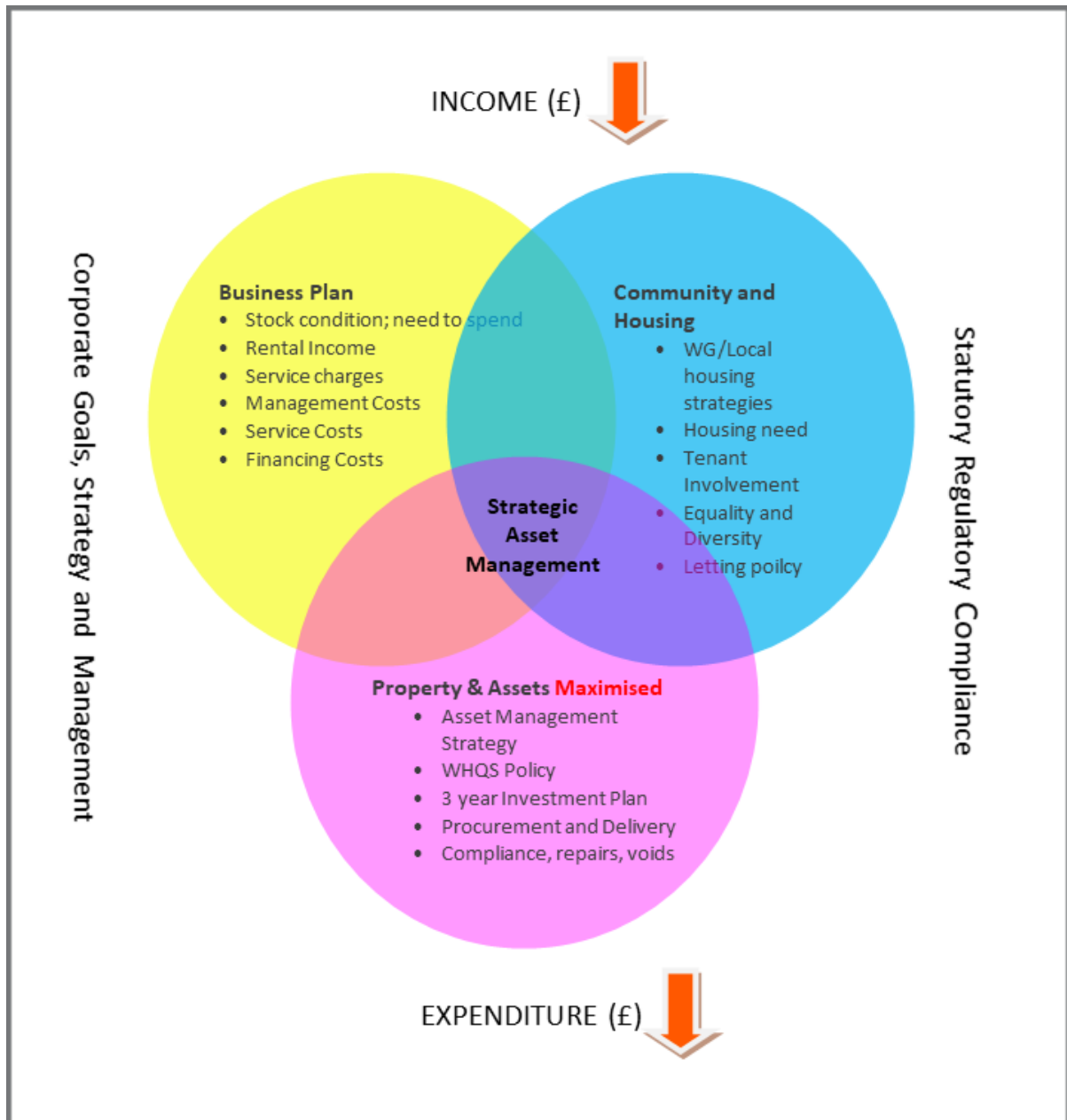
6.0 Risk/Financial Impact Statement

6.1 The Policy aims to ensure that adequate budget allocation is made to meet WHQS compliance. Getting WHQS investment incorrect could substantially affect the financial viability of the Association.

7.0 Policy Approval/Review Date

7.1 This draft policy was approved by the Executive Team in October 2024 and is due for review in March 2025.

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The word 'policy is taken to include policies, strategies, plans, projects, procedures and criteria, formal and informal, internal and external

1: Name of policy or activity

WHQS Compliance Policy

2: Briefly describe the aims, objectives and purpose of policy/activity and the intended beneficiaries?

The aim of this policy is to meet Welsh Government requirements to have a WHQS Compliance Policy, and to make Taff's position on interpretation of the standard clear to all tenants and stakeholders.

3: Does the policy or activity disadvantage/impact negatively on any of the following groups?

In which areas? (Tick 'all' if it affects all areas of diversity and tick for each strand specifically impacted)	Yes Direct	Yes by association.	No	If Yes or yes by association - List the problems identified and the evidence supporting your findings (presumed or otherwise)	Have any adjustments or provisions been made for this activity/policy or can any problems be managed by changing the policy/ activity? (Put N/A if no disadvantage)
All strands of equality			x		
Age			x		
Disability			x		Discretion within Policy to ensure appropriate service

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Gender Reassignment			X		
Race			X		
Religion or Belief			X		
Sex			X		
Sexual Orientation			X		
Marriage & Civil Partnership			X		
Pregnancy & Maternity			X		
Welsh Language			X		Will require translation to be available

From the answers supplied, you must now decide if the policy/activity impacts upon diversity, community or equality issues in a negative way. Choose, high, medium or low.

High or medium - *further action should be highlighted in box A & D below.*

Low impact - *provide details in box B below.*

If the policy or activity has a Positive Impact - please *highlight in box C*

Future Plans/Actions as a result of assessment – please elaborate in box D

Impact	
High	
Medium	
Low	X

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A) Action/Improvement needed if High or Medium

B) If Low Risk how has this been assessed?

The Policy has been drafted in line with Welsh Government guidance, and involved a review of existing service provision and policy with discussion with service managers. Further workshops will be held with tenants to examine impact and communication of the Policy, but there is no detriment in the Policy.

C) Has the policy/activity had a positive impact? If so please explain how this will be evidenced.

This is a new Policy, and there are performance measures that will be reported as set out in the attached document.

D) Future Plans/Actions:

A forthcoming Asset Management Strategy and a linked WHQS five year investment plan are under development.

Signed:

David Pettitt

Job Title:

Head of Property

Date:

October 2024