



Sandwell Community Information & Participation Service

The Four Million Homes Programme

This programme provides free information, guidance and training on residents' rights and will run until March 2025

It helps residents in understanding their rights and working with landlords to ensure that homes and neighbourhoods are kept well maintained, clean and safe.



This project is funded by the Dept. for Levelling Up, Housing and Communities to bring about positive change in social housing. It offers free information, guidance, and training on resident rights and how to stand up for them.

Visit WWW.FOURMILLIONHOMES.ORG

To get advice and guidance on different issues. Book onto a free training event or topic-based webinar.

All training sessions are accredited by the Chartered Institute of Housing
Watch past webinars

Sign up for their newsletter and receive updates of all upcoming activities

Inside this issue

FOUR MILLION HOMES PROGRAMME	1
DIGI-COMM & SVI 'S DIGITAL EMPOWERMENT PROJECT	2
SOCIAL HOUSING CONSUMER STANDARDS UPDATE	3
HCBL NEWS	4



Digi-Comm

As part of the Digi Comm Power Up, we have just finished delivery at Friar Park Millennium Centre, and we are working with the staff there to ensure there is a lasting legacy (including donation of Chrome Books). On the same project, we are approximately half way through delivery with the Great Bridge Community Forum based at Farley Park Lodge, with some great feedback received so far.

In addition to this, on Digi Comm Unity, we have now commenced a new round of training at Kenrick House; we have reached out to the residents of other nearby buildings to join the training both as participants and champions. This will be our final venue for the KYN funded project, and we will be hosting a small event in March to thank everyone involved for making the project the success it has been (more details to follow).



Digital Empowerment Project



Sandwell Visually Impaired (SVI) CIO have been funded by the Thomas Pocklington Trust to offer a digital skills programme. Support is available to get the most out of screen readers and apps on various devices. For more details, please contact their expert visual impairment IT specialist Steve on 0121 525 4810.



Social Housing Regulator Consumer Standards UPDATE



In SCIPS September newsletter, we encouraged all tenants to have their say by completing the consultation on the proposed Consumer Standards being undertaken by the housing regulator. This consultation closed on 17th October 2023.

A reminder of the 4 Consumer Standards and Code of Practice

1. The Safety and Quality Standard – requires landlords to provide a safe and good quality home.
2. The Transparency, Influence and Accountability Standard – requires landlords to be open and treat tenants with fairness and respect.
3. The Neighbourhood and Community Standard – requires landlords to engage with other relevant parties.
4. The Tenancy Standard – sets requirements for the fair allocation and letting of homes

The Code of Practice is designed to help landlords understand how they will meet the requirements.

The regulator will expect landlords to

- Carry out an annual satisfaction survey. The results of this survey will be submitted to the regulator
- Comply with the Tenant Satisfaction Measures which are key performance indicators to ensure the landlord is compliant
- To evidence how tenants' views have influenced service delivery

The social housing regulator will be undertaking a programme of inspections to independently check if landlords are compliant.

Current status

- The Regulator undertook a national consultation which closed in October 2023.
- They have yet to publish the final Consumer Standards and the Code of Practice. SCIPS Board submitted a response to the consultation.
- The Standards will come into force on 1st April 2024
- The council will need to involve tenants in deciding how they will comply with the standards
- We want as many tenants as possible to be aware of these and participate in developing and monitoring the standards
- We have had no further information on how Sandwell intend to approach the development of the Standards – So watch this space!!

Hateley
Heath

Stone
Cross

Big Local

Hateley Cross Big Local News



Planting of the fruit trees on the Milky is underway

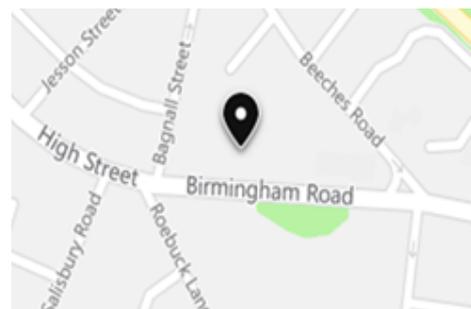
As you can see the community orchard is starting to take shape in Hateley Cross. The work has begun in earnest

Sandwell Community Information & Participation Service



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If you would like to find out more about us visit our website

www.scips.org.uk