

# CCH

The Confederation of  
Co-operative  
Housing

**Excellence**  
**Experience**  
**Expertise**



Supporting our membership

# 2021



# Supporting our membership 2021

## Introduction

This summary sets out the work the CCH has done for our membership over the last year.

If 2020 was the Covid year (when everyone became aware of what Covid was and what it would mean), hopefully 2021 is the post Covid year – where we all emerged from the shadows and resumed our lives.

However, it's not as simple as that – there are still growing numbers of infections and new variants to contend with – and restrictions could still be placed on us in the future – but it has been wonderful over recent months to be able to engage with our members face to face again and not in little boxes on a computer screen!



**Providing advice and support to our members** – CCH provides a range of support to our members – from providing the odd policy – through to training provision and governance reviews and, in some cases, ongoing support to ensure effective governance. Over the last year, we have provided some support to 42 housing co-ops. Small enquiries we generally respond to gratis, whilst bigger pieces of work we charge for.

In the last year, we have published:

- **a revised Membership Offer** – setting out what members get for their affiliation fees;
- **a Services Offer** – setting out the services we can provide our members and other organisations.

**The CCH training programme** - we have held a well-attended online governance and management training programme made up of a series of 8 sessions, with facilities for members of the co-ops represented to have access to the training sessions for a period after the sessions.

**CCH Partner Support** – several CCH members have accessed specific legal and insurance support from CCH partners **Anthony Collins Solicitors** and **One Broker Insurance Services** respectively.

**Networking** – CCH continues to provide a range of opportunities for our members to engage with us and with each other. During the pandemic period, this has been online – and given the numbers who have engaged in our online sessions – we will continue to enable networking in that way.

The **online forums** have considered various issues, but key sessions were held with the Regulator of Social Housing's Deputy Chief Executive (Jonathan Walters) on 18 March and Director of Policy and Communications (Jim Bennett) on 10 September. Both of which are available in the member area of our website. The significance of engagement with the regulator relates to their work to implement aspects of the Government's White Paper on Social Housing – and we anticipate that this engagement will continue as they introduce the Tenant Satisfaction Measures.



We were also really excited to finally welcome many of our members to our **2021 annual conference** on 8/9 October – a conference that had been rescheduled three times!!!

But the knowledge, excitement and enjoyment shared by the conference delegates made the wait worthwhile and we hope to be able to arrange the conference again next year.

The conference also saw the presentation of our second year of **Annual Awards**. The awards are growing in popularity and mean that our co-ops and volunteers get an opportunity to show us, and the world, how they are shining. There were some fantastic nominees and winners in the awards this year, we look forward to announcing the 2022 awards soon.

### **Member guidance – we have produced member guidance in these areas:**

- **White Paper guidance** – we have produced guidance relating to the Government's White Paper on Social Housing – particularly identifying issues raised that will specifically affect housing co-ops. While most elements in the white paper will only come into effect following primary legislation, we have also trailed the Regulator of Social Housing's forthcoming work on Tenant Satisfaction Measures – which will directly affect all Registered Provider housing co-ops.
- **Complaints and housing co-ops** – working with the Housing Ombudsman, we produced guidance on complaints and housing co-ops, specifically focussing on how Registered Provider co-ops needed to comply with the Ombudsman's code.
- **Updating rules** – we published guidance on co-op's adopting or updating their rules to more recent versions that we have published. We have worked with various co-ops on updating their rules.
- **Achieving Value for Money** – we published guidance on the comparatively recent Value for Money "metrics" published by the Regulator of Social Housing and which appear in the accounts of all Registered Provider housing co-ops.
- **A new Code of Governance** – we updated the CCH's Code of Governance, primarily as a result of CCH members asking us to do so, but also because a Code of Governance was needed that could be applicable to any form of community led housing.



- **Managing Agents and Contractors** – we have published guidance on housing co-ops working with managing agents and contractors – again in response to many CCH members asking for guidance in this area.

**Developing community led housing – the CCH continues to play a key role in shaping and supporting the development of new community led housing schemes. In particular, we have:**

- **Accredited advisors** – we have continued to build our pool of accredited advisors – people who have trained and developed the skills necessary to support new community groups and organisations to set up community led housing. There are now some 130 accredited advisors and we have also started working with some of them to support existing housing co-ops.
- **Local authority group** – we continue to facilitate a group for local authority representatives who support community led housing.
- **Case studies** – we have produced a set of case studies of new developments of community led housing which is available on our website.
- **Community Housing Fund** – we have worked with Government on the development and implementation of a new £4 million Community Housing Fund to support the development of new schemes.
- **Mutual Home Ownership** – we have produced a package of resources (rules; leases and other documentation) of use to emergent mutual home ownership schemes.
- **Wayshaper** – we have produced and launched an exciting interactive tool to enable new entrants to the community led housing sector to make choices about how to develop their community led housing ambitions. Based on a set of choice cards, Wayshaper gives those who buy licenses to the product access to a wealth of advice and documentation about various community led housing options.



- **Planning for the Future** – we contributed to the Government’s consultation on the future of the planning system. We welcomed areas where it is proposed that planning will be streamlined and more based on local community considerations.
- **Developing the Social Housing White Paper** – CCH has been represented on a Government working group exploring the implementation of the Government’s Social Housing White Paper. We have made particular approaches to Government in relation to supporting the tenant management sector and in respect of supporting cultural change in the social housing sector.

**Co-operatives UK** – CCH welcomed the appointment of Rose Marley as the new Chief Executive of Co-operatives UK and has met with her on a number of occasions to discuss how the co-operative sector can best represent issues relating to co-operative housing.

**International work** – as well as ensuring that the UK is represented at the International Co-operative Alliance Housing Committee, we have maintained contact with partner organisations in Europe with a view to setting up a study visit to Zurich in April 2022.

**Plans for next year – building on the work from this year, we are scoping the following activities for next year:**

- closer engagement with a sample of CCH members;
- production of a case study directory relating to consumer standards;
- participation in case studying BAME leadership in housing co-ops;
- developing a checklist for co-op succession plans;
- production of online training materials;
- further engagement with Government on the White Paper changes;
- further engagement specifically with the Regulator of Social Housing on the Tenant Satisfaction Measures;
- further guidance for housing co-ops on White Paper changes and the Tenant Satisfaction Measures;
- guidance for housing co-ops on mental health issues;
- production of guidance for due diligence in relation to co-op investment programmes in community shares/loanstock;
- guidance for housing co-ops on the UN’s Sustainable Development Goals and their relevance to housing co-ops;



- guidance for housing co-ops on retrofitting;
- participation in a Co-operative Housing Finance Society project to look at future financing of community led housing;
- hosting a study visit to Zurich housing co-ops in April 2022;
- engagement with the Scottish Government and other Scottish stakeholders regarding their Housing to 2040 publication (which referred specifically to growing the housing co-op sector north of the border).

We look forward to working with our members over the coming year.

**CCH December 2021**



## Confederation of Co-operative Housing

19 Devonshire Road

Liverpool L8 3TX

Email: [info@cch.coop](mailto:info@cch.coop)



[www.cch.coop](http://www.cch.coop)



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