

Minutes



Meeting Name:	Leeds Housing Board	
Date:	Tuesday 23 rd January 2024	Time: 13.00-14.30
Location:	Microsoft Teams	
Chair:	Cllr Jessica Lennox (JL)	
Members Present:	Cllr Kayleigh Brooks (KB), Cllr Julie Heselwood (JH), Cllr Barry Anderson (BA), John Gittos, Zioness-Amaka Curry	
Attendees Present:	James Rogers, Director of Communities, Housing and Environment (JR), Gerard Tinsdale, Chief Officer, Housing (GT), Mandy Sawyer, Head of Housing & Neighbourhood Services (MS), Simon Baker, Policy Officer (Housing) (SB), Adam Crampton (AC), Ian Strickland (IS), Frank Perrins (FP), Ian Montgomery (IM), Kerrie Murray (KM), Bethan Melling (BM)	
Apologies:	Lynne Al-Muhtaseb, Cllr Mary Harland	

Minutes

Item	
1	Introductions and apologies
1.1	Apologies were given by Cllr Harland and Lynne Al-Muhtaseb.
2	Minutes of the Last Meeting
	The Board accepted the minutes from November's meeting.
3	TSM Q3 data
3.1	FP guided the Board through the Q3 tenant satisfaction survey data, highlighting the improving performance outlined in the report. IS then brought the Board up to date on the internal management information TSM data covering the year April-November. Re repairs figures IS pointed out that the service is using new targets so there is no comparison available with previous years' performance, but current performance is at a high level against the target of 85%.
3.2	AC clarified that since the report was written, fire safety checks have hit 100% completion rate.
3.3	JL welcomed the good work that is reflected in the improving satisfaction figures.

3.4	KB pointed out that 1 in 4 people are still not satisfied that their home is safe and asked what tenants' concerns are and why don't they feel safe?
3.5	AC replied that it is quite a subjective question. A lot of work has been done re the Building Safety Act in high rise, which is 14% of stock. Damp and mould is also a big factor in that perception – a lot of work is being done around comms, how to report, etc, and hopefully fears around this will improve. We're not aware of any Category 1 hazards in our stock.
3.6	MS pointed out that the Board's tenant representatives had asked if we can include the targets we aim for in future reports. Action point: include relevant targets in future reports.
3.7	GT asked the Board to note that the tenant surveys responses are perceptions, and scores could be affected for a number of reasons, eg a perception of overcrowding in high rise buildings. KB agreed but pointed out that it is worth keeping an eye on any significant changes.
3.8	FP pointed out for clarity that the perception was that under the 5 point scale used, it is more like 1 in 6 disagree that their home is safe. 7% were neither satisfied nor dissatisfied.
4	HOS Complaint Handling Code Self-Assessment
4.1	IM led the Board through the report, which contains Housing's self-assessment of how it complies with the current Complaint Handling Code. The self-assessment shows we are compliant.
4.2	From April compliance becomes a statutory duty, and we expect to be approached by the Housing Ombudsman (HO) for a copy of our self-assessment. The HO also expects that providers to show more governance and learning from complaints; there is an opportunity here to plan out what that looks like for Board members.
4.3	We can demonstrate compliance with the current Code, but we are waiting for the new Code to be published and will self-assess against this when it is published. We have published our current self-assessment online.
4.4	The new Code is now online and was shared with tenants via the tenant email on Friday. A requirement is that we share the HO's Annual Performance report with tenants. This shows our performance is in line with other large urban landlords. Thank you to the Board's tenant representatives for their input.
4.5	JL welcomed the role of the Board – a similar approach being used by Licensing is working well.
4.6	BA queried whether further reports will be going to Scrutiny or Executive Board. IM confirmed it will be both.
5	Tenancy Standard Self-Assessment
5.1	MS explained to the Board the result of housing's self-assessment against the proposed new Tenancy Standard. Part of the updated Consumer Standards that will come into force from April, we will also be carrying out robust self-assessments against the remaining three.

5.2	We looked at each of the specific expectations and used a number of criteria to assess if we are compliant.
5.3	Each of the specific expectations was given a RAG rating for compliance. One is red, four are amber and 11 are green. The red one is a new expectation. MS outlined each of the red and amber areas and explained measures being taken to ensure full compliance.
5.4	The three remaining self-assessments will be reported to the Board, and the Board will be kept informed of progress in complying with any red and amber expectations.
5.5	BA asked if our IT systems have the capacity to alert tenants and members via email to any changes? GT answered that they don't, but we regularly update tenants on key changes via the monthly all tenant email. Action Point – IM to check that the all tenant email is forwarded on to Members via the regular Members email update.
5.6	BA asked if there is a wider role for the Board in considering budget management of the service. Action Point: Add a budget report to the agenda for September's Strategy session. Response: Completed.
6.	Proposed dates 24/25
6.1	Members raised no issues with the proposed dates.
7.	Work programme
7.1	Members supported the proposed work programme.
8.	AOB
	n/a

Next Meeting (Housing Strategy)

Date: 5th March 2024

Time: 13:00 – 14:30

Location: Microsoft Teams