

Report of: Gerard Tinsdale – Chief Officer Housing

**Report to: Outer South Community Committee
Ardley and Robin Hood, Morley North, Morley South and Rothwell**

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Date: 1 July 2024

To note

Housing Leeds - Tenant Engagement Update

Purpose of report

1. To update the Outer South Community Committee on the Tenant Engagement function of Housing Leeds.

Main issues

2. Following the Executive Board decision in February 2024 to no longer fund Housing Advisory Panels (HAPs) into 2024/25, the HAPs concluded their activity and held their final meetings in March. Staffing changes associated with the removal of the HAPs have now concluded and we now have a local tenant engagement team of 6 Tenant Engagement Officers and 1 Housing Manager.
3. As before, the team will provide a single point of contact for all tenants, residents and community groups or other resident engagement queries in the Outer South wards. These are Andrew Kyrover for Morley North and Morley South Wards and Louise Yeadon for Ardley and Robin Hood and Rothwell Wards. They can be contacted on andrew.kyrover@leeds.gov.uk 07712 215 905 and louise.yeadon@leeds.gov.uk 07545 605 409.
4. So that residents at local level have the opportunity to influence the activity of Housing Leeds and help hold us to account, the service is to shortly commence an

engagement exercise about an updated 'local offer'. This will seek to capture tenants views on how best we do this.

5. Consultation will commence on the 8th July and will be open to all residents, with former HAP members, residents on the 'Tenant Voice Panel', those residents on the Tenant Scrutiny Board, and any residents who are part of a tenants, residents or community group invited to take part.
6. Initially an online survey, consultation will be promoted to the above and on social media and as a link to all residents with an email address (circa 42,000 residents). For those who wish to discuss the offer in more detail, a follow up focus group will be held, along with local Tenant Engagement Officers promoting the engagement with groups they meet up until the survey is closed at the end of July.
7. All local ward members will be invited to take part in the consultation, with the service attending a future Chairs of the Community Committees group later in July.
8. Whilst the consultation outlined above will give the service more direction, key aspects of the new offer are likely to include:
 - a. More local engagement with Tenant Voice Panel members – the Tenant Voice Panel is a group of 250+ tenants, residents and leaseholders from across the city who are happy to work with Housing Leeds to help influence what we do. There are currently 21 residents on the panel from the Outer South Wards, 6 Ardsley and Robin Hood, 6 Morley North, 4 Morley South and 6 Rothwell.
 - b. Helping local housing teams and others respond to local issues – planning and promoting activity such as estate actions days, clean updates, walkabouts or local projects and initiatives in response to local issues. This includes working with Retirement Life teams to support the varied health and wellbeing related activity within these schemes.
 - c. How we can help better connect tenants with the work of the Community Committee's across the city, in line any future outcomes from the Community Committees current review.
 - d. Continued support for tenants, residents and community groups active in areas with council housing, to help them achieve their aims.

Conclusion

9. The service looks forward to engaging with residents on establishing a new local offer and is happy to report back to the Community Committee on the progress of this.

Recommendations

10. The Outer South Community Committee are asked to note this report and discuss any matters arising.