



LEEDS HOUSING BOARD AGENDA

Meeting: Leeds Housing Board Meeting
Date: Tuesday 23rd January **Time:** 13:00–14:30
Location: via Teams

Item	Presented by	Time
1. Introductions and apologies	Councillor Lennox	13:00-13:05
2. Minutes of the Last Meeting	Councillor Lennox	13:05-13:10
3. TSM Q3 data	Simon Baker/Ian Strickland/Frank Perrins	13:10-13:30
4. HOS Complaint Handling Code Self-Assessment	Ian Montgomery	13:30-13:45
5. Tenancy Standard Self-Assessment	Mandy Sawyer	13:45-14:05
6. Proposed dates 2024/25	Simon Baker	14:05-14:15
7. Work Programme	Simon Baker	14:15-14:20
8. AOB	Councillor Lennox	14:20-14:30

Date and Time of Next Meeting: 10am, Monday 11th March 2024

Minutes



Meeting Name:	Leeds Housing Board
Date:	Wednesday 22 nd November 2023
Time:	10.00-11.30
Location:	Microsoft Teams
Chair:	Cllr Jessica Lennox (JL)
Members Present:	Cllr Kayleigh Brooks (KB), Cllr Julie Heselwood (JH), Cllr Barry Anderson (BA), Lynne Al-Muhtaseb (LA-M), Cllr Mary Harland
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:	John Gittos, Zioness-Amaka Curry

Minutes

Item	
1	Introductions and apologies
1.1	Apologies were received from the tenant representatives John Gittos and Zioness-Amaka Curry. The Board was also notified that another of the tenant representatives, Tom Clarke, has stood down due to health issues. A new representative will be recruited.
2	Minutes of the Last Meeting
	The Board accepted the minutes from July's meeting, the previous operational session of the Board.
3	TSM Q1 & Q2 data
3.1	After July's meeting received a report on the TSM data gained from surveys carried out in the 22/23 year and the survey data from Q1 23/24, this report brought the Board up to date with the Q2 data from the tenant surveys and Q1 and 2 data from internal management (IM) data.
3.2	SB introduced the report then handed over to FP who led the Board through the Q2 tenant survey data, IS then covered the Q1 & Q2 IM data.
3.3	

3.4	BA asked about people responding to the survey through the year – are the same people responding multiple times? FP clarified that they systems we use mean that the same people aren't surveyed in year.
3.5	<p>JL commented on the progress shown on repairs and the holistic picture the report gave. GT noted that all indicators have gone up, even if not hugely. We are waiting for data from HouseMark benchmarking our performance with peers, and this will be shared with the Board at a future meeting. AC commented that the reduction in repairs is significant, and the figures give a 'health check' for the service as a whole.</p> <p>BA welcomed the good news and asked how the information is disseminated and shared. LA-M showed a copy of a visual guide tenants receive as part of their rent statement and MS added that the data is shared via the service's Annual Report and via channels such as social media on a regular basis.</p>
4	TSM Survey Methodology
4.1	FP explained to the Board the finalised approach to carrying out the TSM tenant surveys. After trialling various methodologies in the 22/23 municipal year, the report outlines the approach that will be used for 23/24 onwards and why this methodology has been selected.
4.2	BA asked if there were any risks that the Board needs to be made aware of in relation to the approach selected. FP outlined that there were 2 main risks to landlords – firstly that the approach is not representative of the tenant population and secondly that other landlords select methods that drive higher satisfaction. In selecting the approach Housing Leeds is seeking to achieve a balance of these 2 risks. It will be closely monitored and progress / risks reported to the Board.
4.3	BA also enquired if length of tenure was a factor that might influence satisfaction. Action – FP to undertake this analysis
4.4	The Board supported the adopted survey methodology and asked officers to report survey outcomes back into Board during the year, particularly compliance with the methodology and equality strands.
5	Complaints Management Update
5.1	IM presented the report to the Board, highlighting the key areas of the positive trends shown in section 2 of the report, and our performance against our peers as shown in section 3.5 which shows we perform relatively well in comparison.
5.2	IM pointed out the view of the Housing Ombudsman and the Regulator of Social Housing that a high level of complaints is viewed as healthy because it shows tenants are confident in contacting their landlord.
5.3	We will be carrying out a self-assessment against the Complaints Handling Code and the result will be reported to the Board. An offer will be extended to Tenant Board members to act as a critical friend in our assessment.
5.4	LA-M asked of the backlog of repairs are included in the figures, AC confirmed they are. LA-M then asked what work is going on with contractors to improve performance, AC outlined weekly meeting with Mears and LBS.

5.5	The Board welcomed the improvement in complaints performance and the more detailed presentation of complaints reasons and trends. BA asked that the Board be given sight of the Complaints Handling Code consultation response before it is submitted. MS agreed. Action Point – IM shared the response with the Board.
5.6	GT commented that it is good that we are performing well compared to our peers, but that improvement is needed and we are focusing on it strongly.
6.	Tenant Engagement Update
6.1	IM presented this report, which contains an appendix the draft Tenant Engagement Strategy for comment. The Board heard about ongoing work to increase and encourage tenant engagement through the Tenant Voice Panel, for example, and highlighted areas where we have benefitted from tenant input.
6.2	JL commented that the high rise newsletter is a good method of engagement.
6.3	LA-M asked if there has been mapping done of the customer experience. From sign-ups, complaints, damp and mould, tenant contacts, plans for drop-ins. Can tenants also be involved in the selection of fixtures and fittings that will be fitted into homes?
6.4	IM responded that we are increasingly looking at the customer experience at many stages during the lifetime of a tenancy. We are looking at user-centred design in the development of policy and what we know about customers. AC added that we have done a lot of work on customer mapping in specific areas such as damp and mould and areas of maladministration. GT commented that the RSH has set clear expectations for landlords to ensure that there is tenant engagement in policy development
6.5	The Board welcomed the tenant engagement strategy but asked for regular updates into the Board of its application and impact. It was agreed that updates will be provided along with examples to the Board in future.
7.	Damp and mould update
7.1	AC talked the Board through the work being done to tackle damp and mould in Leeds. Demand remains high for interventions and it is anticipated it will increase over the winter months, but the Council is doing work such as training staff and has successfully enrolled for the British Gas Fuel Voucher scheme.
7.2	In response to a question from JL, AC outlined close work with the Private Rented Sector team.
7.3	BA asked if all council employees who cross a tenants' threshold are trained to spot and report potential damp and mould issues. AC responded that communications packages are being rolled out, currently focused on Housing Leeds staff but is being developed and is part of the damp and mould strategy. It will also include health visitors. GT commented that we are working with partners such as health teams who are good at referring issues to us. AC added that it is a key principle to give staff training to be able to offer advice at first point of contact. KB asked if the £100k received from the British Gas Fuel Voucher Scheme will meet demand. AC replied that last year we received £140k and was scheduled

	to last four months, but it was fully subscribed within two months. So demand does exceed capacity.
8.	AOB
	n/a

Next Meeting (Housing Operations)

Date: 23rd January 2024

Time: 13:00 – 14:30

Location: Microsoft Teams

Leeds Housing Board

Title: Tenant Satisfaction Measures Update

Author: Simon Baker/Frank Perrins/Ian Strickland

Meeting Date: 23 January 2024

1. Background

- 1.1. Since April, social housing landlords have been required to collect information against the Tenant Satisfaction Measures (TSM), which are a suite of twenty-two measures designed to give an accurate picture of a landlord’s performance.
- 1.2. Twelve of the measures are collected via tenant surveys. In Leeds these have been conducted quarterly since April 2022. The remaining ten are collected with reference to our internal data on a number of areas such as, for example, the number of gas safety inspections that have been conducted.
- 1.3. The Board has previously been informed of the 2023/24 Q1 and Q2 results.
- 1.4. The TSMs are:

Measured by landlords	Tenant Perception (TP) - measured by surveys
	TP01: Overall satisfaction
RP - Keeping properties in good repair	
RP01: Homes that do not meet the Decent Homes Standard	TP02: Satisfaction with repairs
RP02: Repairs completed within target timescale	TP03: Satisfaction with time taken to complete most recent repair
	TP04: Satisfaction that the home is well maintained and safe to live in
BS - Maintaining building safety	
BS01: Gas safety checks	TP05: Satisfaction that the home is safe
BS02: Fire safety checks	
BS03: Asbestos safety checks	
BS04: Water safety checks	
BS05: Lift safety checks	
RP - Respectful and helpful engagement	
	TP06: Satisfaction that the landlord listens to tenant views and acts upon them
	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

Measured by landlords	Tenant Perception (TP) - measured by surveys
	TP08: Agreement that the landlord treats tenants fairly and with respect
CH - Effective handling of complaints	
CH01: Complaints relative to the size of the landlord	TP09: Satisfaction with the landlord's approach to handling of complaints
CH02: Complaints responded to within Complaint Handling Code timescales	
NM - Responsible neighbourhood management	
NM01: Anti-social behaviour cases relative to the size of the landlord	TP10: Satisfaction that the landlord keeps communal areas clean, safe and well maintained
	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP12: Satisfaction with the landlord's approach to handling of anti-social behaviour

2. Main Points

2.1. TSM survey Q3 results

2.2. Results for the TSM questions (including BITMO) are listed below and include the Q1 and Q2 results for comparison:

TSM Survey Results	22/23	Q1	Q2	Q3	Cum	Diff to 22/23
Count of total completed responses	2652	644	672	632	1948	
Statistical accuracy - confidence interval	1.9%	3.8%	3.8%	3.9%	2.2%	
Overall						
Overall satisfaction with services provided	60%	62%	63%	68%	65%	5%
The home						
Percentage of tenants who had a repair in the last 12 months	66%	67%	70%	70%	69%	3%
Satisfaction with overall repairs service received in the last 12 months	66%	68%	71%	71%	70%	4%
Satisfaction with time taken to complete most recent repair	61%	63%	67%	67%	66%	5%
Satisfaction that landlord provides a home that is well maintained	61%	67%	65%	69%	67%	6%
Satisfaction that landlord provides a home that is safe	61%	73%	73%	76%	74%	13%
Contact and communication						
Satisfaction that your landlord listens to your views and acts upon them	44%	54%	54%	57%	55%	11%
Satisfaction that you are kept informed about things that matter to you	53%	66%	65%	69%	66%	13%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect'	62%	75%	73%	75%	74%	12%
Percentage who made a complaint in the last 12 months	32%	29%	26%	27%	28%	-4%
Satisfaction with your landlord's approach to complaints handling	24%	29%	25%	34%	29%	5%
Satisfaction that your landlord is easy to deal with*	56%	67%	65%	66%	66%	10%
Neighbourhood and community						
Satisfaction that communal areas are kept clean and well maintained	56%	66%	62%	68%	65%	9%
Satisfaction that landlord makes a positive contribution to your neighbourhood	44%	64%	59%	61%	61%	17%
Satisfaction with your landlord's approach to handling anti-social behaviour	42%	50%	52%	55%	53%	11%

*Included in telephone survey as key customer services indicator

- 2.3. During Q3 632 surveys were completed, 504 by telephone and 128 through an online survey.
- 2.4. Results for Q3 are consistent with Q1 and Q2 on the whole. The results show an improving trend in many areas, however for most of the questions the improvement is within the margin for error so quarter by quarter comparisons should be treated with caution.
- Overall satisfaction has seen an improvement (+6%) greater than the margin for error.
- 2.5. Cumulative results for 2023/24 have improved in many areas and all the TSM questions compare favourably with 2022/23. With a larger sample size the cumulative margin for error is +/- 2.2% so the cumulative results can be considered significant.
- 2.6. Particularly notable improvements at this stage compared to 2022/23 include:
- Landlord makes a positive contribution to the neighbourhood (+17%)
 - Landlord provides a home that is safe (+13%)
 - Being kept informed about things that matter (+13%)
 - Landlord treats me fairly and with respect (+12%)
 - Landlord listens to views and acts upon them (+11%)

- Landlord's approach to handling ASB (+11%)
- 2.7. Our Contractor Acuity are to commence the telephone element of the Q4 survey from 5th to 17th February, with the online element carried out first from 22nd January to 3rd February.

2.8. Methodology

- 2.9. The figures indicate that 71% of peers that took part are conducting at least a proportion of their surveys by internet. With 86% by phone and just 14% by post.

3. TSM Management Information April-November year-to-date

- 3.1. Appendix 1 shows TSM Management Information figures for the period April-November '23, along with associated commentary.

4. Actions Underway to Improve TSM Performance

- 4.1. A big focus continues to be placed on improving TSM performance via team service plans. The improvement that we have seen in TSM survey performance during Q3 reflects the positive trend that we have seen in terms of improved service performance in the key service areas which are known to impact on customer satisfaction:
- 4.2. **Repairs** – Backlogs of repairs have continued to reduce since the last reporting period. As previously reported, in March 2023 the number of repairs at 'work in progress' (WIP) was around 30,000. This has now reduced to 14,000 orders, which represents the 'business as usual' target WIP. This position provides greater capacity for service delivery partners to plan, attend and complete repairs within target timescales.
- 4.3. The volume of repairs being raised remains higher than previous years with repairs related to damp, mould and condensation a particular area of concern. Additional delivery capacity and internal structure changes within Property Management have allowed this additional volume to be managed effectively, with preventative maintenance and investment programmes aimed at supporting residents over the course of the remainder of the year.
- 4.4. **Customer Contact** – contact centre performance continued to improve during quarter 3 with 90% of calls answered (improving from 87% for the first 6 months of the year) and average wait times of 4.4 minutes (improving from 6.5 minutes for the first 6 months of the year). This is largely due to a 15% reduction in call volumes linked to recovering the repairs backlog and 14% reduction in call handling times linked to system improvements. Regular meetings remain in place between Housing Leeds and the Contact Centre to review performance and respond to any emerging issues impacting on performance.
- 4.5. We continue to work on the development of an upgraded tenant portal which will enable tenants to access their rent account, order repairs and manage elements of their tenancy online. Testing is underway with a plan to roll out during early 2024.

- 4.6. **Customer Complaints** – a big focus has been placed on improving our complaints performance with a detailed report provided to Board in November 2023.
- 4.7. **Neighbourhoods and Community** - whilst performance is not where we want it to be on customer satisfaction with ASB, neighbourhoods and communal areas, we have seen a considerable improvement during quarter 3. We have arrangements in place with other Council teams for the management of ASB, the estate environment and communal cleaning. We are currently reviewing our ASB policy with Leeds Anti-social Behaviour Team to strengthen our management of ASB, and a customer satisfaction survey will resume to better understand customer feedback. We are also looking to embed more formal arrangements for monitoring services to ensure that services are closely aligned to the regulatory framework - hearing the voice of customers and using this to improve services.

5. Next steps

- 5.1. The Regulator for Social Housing has recently released detailed guidance on how to submit the first years' TSM results. The window for submitting data, via the Regulator's NROSH+ data gathering portal, begins on April 1st and closes on 30th June.

6. Recommendations

- 6.1. Members are requested to note and comment on the TSM Q3 results and actions being taken to improve performance.

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Working to improve housing and deliver a safe and welcoming city.

Housing Leeds Tenant Satisfaction Measures - Since April 2023, social housing landlords have been required to collect information against the Tenant Satisfaction Measures (TSM), which are a suite of twenty-two measures designed to give an accurate picture of a landlord’s performance.

Twelve of the measures are collected via tenant surveys. The remaining ten are collected with reference to our internal data on several areas such as, for example, the number of gas safety inspections that have been conducted.

The table below shows how this information is aligned and 2023/24 year to date performance. Commentary on the quarterly tenant survey figures can be found in Appendix 3.

Management information: Unless stated April – November 2023		Measured via quarterly tenant surveys - 2023/24 Q1 – 3 Cumulative (2022/23)	
		Overall satisfaction	65% (60%)
Keeping properties in good repair			
Emergency Repairs completed within target timescale (Apr – Oct)	85.63% - Provisional	Satisfaction with overall repairs service received in the last 12 months	70% (66%)
Non-Emergency Repairs completed within target timescale (Apr – Oct)	69.26% - Provisional	Satisfaction with time taken to complete most recent repair	66% (61%)
Homes that do not meet the Decent Homes Standard	3.81%	Satisfaction that the home is well maintained	67% (61%)
		Satisfaction that the home is safe to live in	74% (61%)
Maintaining building safety			
Gas safety checks	99.6%	Satisfaction that the home is safe	74% (61%)
Fire safety checks	97.2%		
Asbestos safety checks	100%		
Water safety checks	100%		
Lift safety checks	100%		
Respectful and helpful engagement			
		Satisfaction that the landlord listens to tenant views and acts upon them	55% (44%)
		Satisfaction that the landlord keeps tenants informed about things that matter to them	66% (53%)
		Agreement that the landlord treats tenants fairly and with respect.	74% (62%)
Effective handling of complaints			
Complaints relative to the size of the landlord	36.76 complaints per 1,000 homes	Satisfaction with the landlord’s approach to handling of complaints	29% (24%)
Complaints responded to within target and agreed extended timescales	Stage 1 = 87% Stage 2 = 88%	Satisfaction that your landlord is easy to deal with	66% (56%)

Responsible neighbourhood management			
Anti-social behaviour cases relative to the size of the landlord	15.27 cases opened per 1,000 homes	Satisfaction that the landlord keeps communal areas clean, safe, and well maintained	65% (56%)
	40 out of the overall number of cases (814) were hate crime related	Satisfaction that the landlord makes a positive contribution to neighbourhoods	61% (44%)
		Satisfaction with the landlord's approach to handling of anti-social behaviour	53% (42%)
Housing Leeds Tenant Satisfaction Measures - Management information commentary			
Repairs completed within target timescale			
<p>We are still trying to fully understand the new TSM on this category and we still feel that there is opportunity to improve the figures reported previously based on the FAQs released in September. Areas being reviewed at present –</p> <ul style="list-style-type: none"> • Completed works where there has been no access • Appointments arranged outside of the target dates • Jobs logged as repairs which are planned / batched works. Couple of examples below. <ul style="list-style-type: none"> ○ Works raised following annual fire risk assessments where works are completed under repairs banner ○ High value works such as replacement items in kitchens and bathrooms ○ Improvement works identified after the repair has been satisfied • Linked to above should this be restricted to right to repair <p>At the moment the figures include the above. Once we have determined whether these things should be in or out of the calculations, we will review previous datasets with any explanations of variations to previous reported figures documented for audit purposes.</p>			
Meeting the Decent Homes Standard			
<p>The Council's capital investment programme set out a plan to deliver over £100m of renewable heating and energy efficiency projects over the five-year period 2020-2025.</p> <p>The core programmes of work to improve housing quality have continued and 96.19% of homes currently meet the Government's Decent Homes Standard. Work due to take place during the 2023/24 financial year includes £1.7m of roofing replacements, £2.5m of kitchen and bathroom upgrades, and £1.2m of window and door replacements.</p> <p>An update on the government's review of the Decent Homes Standard will be provided in the February 2024 Housing Activity report to this Board.</p>			
Gas Safety Checks			
<p>For each of the properties overdue a minimum of three appointed visits have been attempted prior to expiry of the Landlord's Gas Safety Record, in-line with our gas access procedure. In all cases, our well-established legal process is underway to ensure that access is achieved, and the gas safety check is completed.</p>			
Fire Safety Checks			
<p>100% of all higher risk sites (high rise, Retirement Life, Extra Care, community centres and offices) completed. Lower risk sites (e.g., A1F architypes, converted Victorian properties) where access was previously an issue now accessible due to updated key management programme. Forecast to be 100% by end of financial year.</p>			

Housing Complaints Handling

Whilst being compliant with the requirements of the Housing Ombudsman's complaints handling code, we continue to strengthen our levels of compliance in some key areas, namely:

- Improving and being consistent with our performance and the application of extensions for those outside timescale where more time is needed for complex cases.
- Providing information on complaints trends and themes to our Tenant Board.
- Promoting internally and externally, as well as reporting to the board, how we are learning from complaints and developing a positive complaint handling culture.

We have also updated our Complaints Policy, so that:

- The complaint definition in the policy matches the exact wording in Housing Ombudsman's complaints handling code.
- We refer to considering reasonable adjustments in how we manage and respond to complaints.
- There is more clarity on how we maintain a person's confidentiality and how we handle complaints received through social media.
- More guidance is available on dealing with persistent and vexatious complainants.

Other related activity has been to:

- update our complaint response templates to ensure continued compliance, improve the customer friendly tone, and assist Investigating Officers in providing consistent quality in their responses.
- the provision of staff training on the Investigation Officer role and Customer Care.

Whilst we have had to meet the obligations within the Code since it was introduced three years ago, from April 2024 it is proposed that we will have to demonstrate we are meeting the requirements of the revised Code, including submitting our completed self-assessment to the Housing Ombudsman.

A copy of our most recent self-assessment is due to go to the Leeds Housing Board on the 23 January for their review.

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Title: Housing Ombudsman's Complaint Handling Code Self-Assessment

Author: Roisin Donnelly/Ian Montgomery

Meeting Date: 23 January

1. Background

- 1.1. As previously reported to board, each December we undertake a self-assessment of our complaints management activity against the Housing Ombudsman's [Complaint Handling Code](#).
- 1.2. A copy of the recently completed assessment is attached as an appendix.
- 1.3. The Social Housing (Regulation) Act 2023 makes the Complaints Handling Code statutory from April 2024. Whilst landlords sought to meet the standards of the Code since it was introduced three years ago, we will now have to demonstrate we are meeting the requirements of the Code, including submitting our completed self-assessment to the Housing Ombudsman.
- 1.4. Following the last complaints update to the Board in November, we have since met with tenant board members to also explore the 'champion' role of members. This is in line with newer versions of the code seeking greater assurances from landlords that the leadership and culture of our complaints handling is a strong and positive one, that helps drive service improvement.
- 1.5. The Tenant Board members confirmed that they would collectively like to take on the role of complaints champions. In line with the current [guidance about the role of members from the Housing Ombudsman](#) a member can be tenant board member and/or a role for an elected ward member.
- 1.6. We have the opportunity during 2024 to share a range of information and prove opportunities to the board complaints champions, for example, by
 - a) Giving an additional briefing on future complaints papers to support members to ask questions and offer more challenge.
 - b) Show the complaints dashboard to give more insight about the internal management information available and how this is being used by teams.
 - c) Share for awareness and feedback anonymised complaints responses to help identify improvements and to help connect the board with the day to day service reality.

2. Findings of the self-assessment

- 2.1. The attached document outlines each requirement of the code and our current position (if we are compliant or not) and some additional narrative. Following enhancements to our complaints policy earlier in the

year we are compliant with the requirements of the code. However, we can continue to strengthen our compliance in some areas, namely:

- a) *Section 5.1 and 5.13*: Improving our performance related to timescales and being more consistent with the application of extensions for more complex cases when additional time is needed. As of October 2023, we are 87% compliant in relation to stage 1 complaints and 91% for stage 2. i.e. we have responded in timescale or have agreed an extension with the customer. However, this is an area of our performance that we wish to improve further and be as close to 100% as possible.
 - b) *Section 7.2*: Promoting more internally and externally, as well as reporting to the board, how we are learning from complaints so staff and customers make the positive correlation between good complaints management and improvements to services.
 - c) *Section 7.4*: Providing further insight to the board about complaints trends and themes. Whilst we have provided some high-level information to the board in previous reports, we could strengthen this further by providing more information on what the new or emerging issues are and how we're responding.
- 2.2. To strengthen our compliance with the Code based on last years self-assessment we updated our Complaints policy, so that:
- a) The complaint definition in the policy matches the exact wording in HOS Complaint Handling Code.
 - b) We make more explicit reference to considering reasonable adjustments in how we manage and respond to complaints.
 - c) There is more clarity on how we maintain a persons confidentiality and how we handle complaints received through social media.
 - d) More guidance is available on dealing with persistent and vexatious complainants.
- 2.3. In November, we responded to the HOS consultation about changes to the Code for April 2024. The Housing Ombudsman has also partnered with the Local Government and Social Care Ombudsman to extend the Code across all local government functions. For councils who are landlords, this will 'end the two-tier system with housing management and corporate complaints'.
- 2.4. Key proposed changes are:
- a) Changing timescales to respond to complaints within 10 working days of the complaint being received by the council (not 10 days from acknowledgement)

- b) The removal of a 'partially upheld' status
 - c) More emphasis on the role of a Member (councillor or board) responsible for complaints and more information on the governance related to complaints management.
- 2.5. At the point of any updated Code being issued in 2024, we will undertake a further self-assessment and report findings to the board.
- 2.6. A summary of the outcomes from the self-assessment has been published [on our website](#) and a link/short explanation of what done and found will be included in the January 24 email to all residents.
- 2.7. The Code also expects landlords to share with their governing bodies the [Ombudsman's annual performance report](#) (also attached). This was received in August and covers the period 2022/23. The report describes our performance similar to that of other landlords by size and type. With the Leeds Housing Board now established, the report for 2023/24 can be included within the boards forward plan for the year ahead.
- 2.8. Key points from the report include:
- a) Overall, we performed similarly when compared to similar landlords by size and type. The national maladministration rate is 55%, for Housing Leeds during 2022/23 this was 57%
 - b) The total value of compensation the HOS instructed us to award to residents increased from £4,785 in 2021/22 to £7,781 for 2022/23
 - c) Within the 45 findings made by the Ombudsman during 2022/23, there were:
 - 1 severe maladministration case, related to property condition that has been previously reported to board.
 - 11 cases of maladministration, 9 related to property condition and 2 related to complaints handling.
 - 13 service failures – across a range of issues including property condition, complaints handling, anti-social behaviour, estate management and rents/charges.
 - 16 cases of no maladministration, the majority relating to property condition.

3. Recommendations

- 3.1. The Leeds Housing Board is recommended to:
- a) Note and comment on the Complaint Handling Code Self-Assessment
 - b) Support the greater involvement of tenant board members within the complaints champion roles.
 - c) Note the content of the Housing Ombudsman's annual performance report for 2022/23.

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Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section 1 - Definition of a complaint

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents</i>	Yes	The Council's complaints policy is in place for all council services including Housing, and includes this exact definition
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	Staff are aware that where a customer raises an issue as defined in 1.2, this is logged as a complaint. Where a third party raises a complaint on behalf of a customer, we will log this as a complaint. If we don't have permission/advocacy in place to deal with that third party, we will ask for advocacy to be put in place, or address the response to the customer
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint	Yes	This is outlined within the complaints policy. An assessment is made of service requests and complaints logged where requested/appropriate.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Reasons for exclusions are detailed within the complaints policy. Our policy states "Not all complaints are be dealt with under this policy. (See Appendix 2). If a formal appeal process exists, then this will be used to address your concerns. Appeals processes exist for several areas including school admissions, benefit

			claims and planning applications. To ensure you are using the correct route for the issues you are raising, please see Appendix 2 for guidance on what we cannot deal with”
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	<p>If an appeals procedure applies to a complaint, we will tell customers this and signpost them to the relevant appeals process.</p> <p>The following are examples of where an appeals process is in place:</p> <ul style="list-style-type: none"> - A re-housing decision - An eviction decision - An offer of council accommodation; or - Entitlement to Housing Benefit or Universal Credit. <p>Additional reasons include where a complaint should be dealt with through a legal recourse, where a complaint is outside reasonable timescales (generally 12 months but exceptions can be applied where necessary), and where a complaint has already been responded to.</p> <p>Exclusions support and protect tenants and customers, in that the separate appeals processes are in place to ensure the council’s decision making is in line with statutory duties. The review panels themselves are also independent to the service managing the function and include giving further support and advice to customers, such as signposting independent legal advice.</p>
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	We will inform the customer of the reason why we’re unable to investigate and signpost to the relevant appeals process (if applicable) and to the HOS

Best practice 'should' requirements

Code section	Code requirement	Comply Yes/No	Evidence, commentary, and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	An assessment is made of service requests and complaints logged where requested/appropriate
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Our quarterly overall tenant satisfaction surveys (the main survey programme we have in use) make this clear to residents and signposts to how to log a complaint. During 2024, the service will be reviewing our approach to satisfaction surveys and, where possible, will take this into account

Section 2 - Accessibility and awareness Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all the potential channels, there must be more than one route of access into the complaints system.	Yes	<p>Yes, customers can raise a compliment or complaint by:</p> <ul style="list-style-type: none"> • Completing an online form • Calling 0113 222 4405 (the dedicated Customer Relations line) or 0800 188 4000 (Contact Centre) or any local Housing team • Emailing complaints@leeds.gov.uk • In writing or in person to any of our local community hubs or housing teams <p>During any enquiry (email, telephone, or in person), if a customer expresses a wish to complain, we will direct or transfer the customer to the Customer Relations Team. We can also take the complaint on the customer's behalf and send this to the Customer Relations Team to log and allocate for investigation.</p>

2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Our complaints policy is included on the 'complaints, compliments and feedback' page of our website. This describes the different ways customers can make a complaint, the stages involved, and what happens next. A printed copy of the policy can be provided on request. The website version is accessible for screen-readers and other supportive technology such as translation tools.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	As above, this is clearly set out and accessible on the Leeds City Council website
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	<p>Our policy states that “We are committed to understanding the impact of a complaint on a customer, taking their individual circumstances into account. To assist in this, where reasonable adjustments are required concerning how complaints are made, considered, or responded to, we aim to accommodate requests where possible. We encourage in the first instance to discuss any reasonable adjustments with the Customer Relations team (0113 2224405, csu.customer.relations@leeds.gov.uk)”</p> <p>Additionally, our in-house Customer Care training and Investigating Officer training reminds staff about the different considerations/needs of our customers.</p>
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	<p>Where a customer is dissatisfied with a service, we will make them aware of the complaints procedure and we regularly ask for feedback on our services.</p> <p>We actively promote key information to residents on how to contact us via a network of local housing teams and community hubs, website content, and by using our contact centre. Our focus is on making all our services as accessible as possible and dealing and responding to service requests at first point of contact.</p>

			<p>This information is shared via the monthly tenant email, social media, and through the website. For those customers who aren't online, we make sure that communication clearly signposts the HOS at the beginning of the process</p> <p>We include information on the Housing Ombudsman, and the Complaint Handling Code on the complaints, compliments, and feedback page of our website.</p> <p>During 2023 we have included information about how residents can complain in the annual building safety newsletter (hard copy to all high-rise residents). We include this information and information about the Housing Ombudsman and the Code and in our regular e-bulletins.</p>
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	As above, information is regularly shared with customers. As new communications are developed, we will seek to strengthen this.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Our acknowledgement templates make customers aware at the beginning of the process how to contact the HOS

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	If we receive complaints in a public forum, we invite the customer to speak to us in private to address any complaints. This is then processed through the correct channels. Our policy states "Where complaints are received through Social Media, we will encourage a complainant to provide details through direct messages to maintain confidentiality. This may then include giving to customers a link to the online complaints reporting form so that all customers can describe the nature of their complaint and

			submit this to the customer relations team directly”
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Section 3 - Complaint handling personnel

Mandatory ‘must’ requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the “complaints officer”.	Yes	<p>The Council has a central Customer Relations Team who are responsible for complaints administration and ensuring that complaints are allocated to appropriate named Investigating Officers and the customer is informed by way of an acknowledgement. The Customer Relations team also collate and share management information with the housing service leadership team. During 2023 we set up the new Leeds Housing Board. Complaints performance and compliance with the Code is reviewed regularly at the Board meetings.</p> <p>Additionally, we have an ‘intervention team’ which works directly in the repairs service and looks to provide early resolution to complaints where possible.</p>
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	<p>The Customer Relations Team sit under a different directorate to Housing Leeds. They ensure that we adopt a ‘one council’ response for complaints and encourage ownership by the service that most of the complaint relates to. The team provide regular feedback to the Housing Leadership Team and complete quality assurance checks on 10% of complaint responses using an agreed matrix.</p>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	<p>Investigating Officers are empowered to resolve complaints. Investigating Officers are also supported with guidance and advice from the Customer Relations Team if needed. In-house complaint handling training is provided for Investigating Officers.</p> <p>We also provide customer care training for all staff and additional training related to customer care skills to enable staff to sensitively and fairly deal with all enquiries (regardless of whether a complaint or not).</p>

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	Yes	<p>We aim to log and acknowledge in no more than 5 working days. In line with the code we operate a two stage complaints process.</p>
4.2	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	Yes	<p>Written acknowledgements briefly describe the nature of the complaint. For complaints acknowledged over the phone, the officer will clarify all the details with the customer before allocating to an Investigating Officer. As part of the investigation, the Investigating Officer should attempt to speak to the customer about their</p>

			complaint. This is our opportunity to understand the complaint in full, the impact to the customer and what the customer would like us to do to resolve the complaint.
4.6	A complaint investigation must be conducted in an impartial manner	Yes	Complaints are generally investigated by the service that they relate to as they are best placed in terms of access to information and remedies to be able to do so. In exceptional situations, we can consider another service area completing the investigation. A stage 2 investigation will always be undertaken by a senior officer. Any complaint received relating to a member of staff will not be investigated or responded to by that member of staff.
4.7	The complaint handler must: <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter 	Yes	In-house complaint handling training is provided for Investigating Officers. Further advice and guidance can be obtained from the Customer Relations Team if necessary. Additionally, the Housing Customer Care and Inclusion team provide support sessions for Investigating Officers on individual complaints. All staff also undertake mandatory annual information governance training so that we properly manage people's information.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	When a complaint is logged, the officer asks the customer how they would like to be communicated with. If the response timescale needs to be extended, this is agreed with the customer. We would agree communication methods and frequency with the customer as part of the investigation.
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	Yes	Officers are expected to make contact to discuss the complaint directly with the customer ahead of a final response. Within the Council's two stage policy, should a customer be unhappy with how their complaint has been handled at stage 1, they are able to escalate this to stage 2. Customers are invited to set out the reasons for their dissatisfaction and

			<p>these will be investigated by a senior officer. A stage 2 response to a complaint would be considered the final decision and would then allow the customer to address their complaint to the Housing Ombudsman Service.</p> <p>At both stage 1 and stage 2, the complainant is given the opportunity to speak with the Investigating Officer for both the Investigating Officer and customer to understand each other's position and to help provide a considered and high-quality response.</p>
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Our policy states 'We ask that that this is done within a reasonable timescale. We would expect a complaint to be escalated within a calendar month of a stage one response, however, this this can extended in exceptional circumstances.' We also include 'within 28 days' in the stage 1 response. We would always look at individual circumstances if asked to escalate after this time and not unreasonably refuse.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	As above, this is set out in the complaints policy. A customer will be provided with reasons for why their complaint isn't being escalated alongside signposting to the relevant appeals process (if applicable) and to the HOS.
4.15	A full record must be kept of the complaint, any review, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	We have a central complaint logging system, and records are held on this.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint	Yes	Our complaints policy (appendix 2) describes how we manage persistent and vexatious complainants. We seek as far as possible to apply a balanced approach to ensure residents are able to maintain access to our service and make service requests. Should any aspect of this policy be applied, officers will also consider any equality considerations.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	We would expect the Investigating Officer to discuss openly and honestly the realistic remedies available to help manage tenant expectations. Our quality assurance checks and customer satisfaction monitoring allows us to check that Investigating Officers are having quality conversations with residents at the beginning of the complaint.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required	Yes	We seek to resolve complaints at the earliest possible opportunity by: <ul style="list-style-type: none"> Identifying immediate service requests to action when we log the complaint Seeking a quality conversation with the customer prior to issuing the formal response As above, the quality assurance and customer satisfaction monitoring give us feedback from residents who have been through the complaints process to help us understand and measure the extent to which we have done this.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	We accept complaints from advocates or representatives where this has been agreed with the customer. If no advocacy in place, we would direct the response to the customer and give advice about how advocacy can be established.
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	We would direct customers to/refer to the tenancy agreement and any relevant legislation. Investigating Officers have access to our internal Legal Services for more complex cases. We are also aware of the importance of outlining both our responsibilities as a landlord and the customer's responsibilities as a tenant. Where appropriate, we would signpost customers to

			independent legal advice.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Investigating Officers adopt a 'one council' response for complaints and respond as Housing Leeds. Individual staff members or contractors will only be referenced where a customer has specifically complained about an individual officer or contractor.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Our guidance for Investigating Officers clearly sets out the expectation that customers will be regularly updated on the progress of their complaint. We specifically ask for customer feedback on this subject to ensure continuous improvement. Our complaints management dashboard of information is also updated daily so that we have access to up-to-date information on the status of a complaint, the stage and the timescales remaining for a response.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	We issue monthly satisfaction surveys to customers who have had a complaint response in the preceding month. We use this information to report to the leadership team and identify service improvement opportunities that are shared with staff and teams. Tenant members of the Leeds Housing Board have been involved as critical friends in this self-assessment. We also undertake our TSM/Satisfaction surveys on a quarterly basis to better understand trends and have access to more timely information about wider satisfaction with our complaints handling.
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	All our staff were set a complaints objective as part of their annual appraisal. Objectives are discussed at regular 1:1s throughout the year. Additionally, learning from complaints articles and updates are shared monthly through our staff e-bulletin. These are discussed at team meetings to ensure all staff are aware. We also share with staff and teams the compliments we receive to recognise what's gone well and to thank staff teams.

4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	We will only restrict or reduce customer contact as a last resort to safeguard staff. We will always ensure that a channel of communication is available.
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Section 5 - Complaint stages

Mandatory 'must' requirements Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Between April 2023 and October 2023, 87% of stage 1 complaints received a response in 10 working days or with an agreed extension. Our overall performance is improving, and we are prioritising the improvement of complaint handling in terms of timescales and quality so that we meet a higher proportion of timescales in the future.
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	This is in line with our current guidance to Investigating Officers.
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate	Yes	Response templates support and guide Investigating Officers to respond to the complaint in full, with all relevant information
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	Our response templates have been reviewed and updated to ensure that customers are receiving detailed responses to their complaints. 10% of responses are checked for quality assurance and outcomes are fed back to the leadership team and relevant officers.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Complaints are escalated to stage 2 where appropriate. If a complaint isn't being escalated, the customer will be provided with reasons for why their complaint isn't being escalated alongside signposting to the relevant appeals process (if applicable) and to the HOS
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	<p>Within the Council's two stage policy, should a customer be unhappy with how their complaints has been handled at stage 1, they are able to escalate this to stage 2. Customers are invited to set out the reasons for their dissatisfaction and these will be investigated by a senior officer. A stage 2 response to a complaint would be considered the final decision and would then allow the customer to address their complaint to the Housing Ombudsman Service.</p> <p>At both stage 1 and stage 2, the complainant is given the opportunity to speak with the Investigating Officer for both the Investigating Officer and customer to understand each other's position and to help provide a considered and high-quality response.</p>
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	As per policy, we respond at stage 1 initially and escalate to stage 2 on the customer's or their representative's request
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	As per policy, the stage 2 will be investigated by a different senior officer
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Between April 2023 and October 2023, 91% of stage 2 complaints received a response in 20 working days or with an agreed extension.
5.16	Landlords must confirm the following in writing to the resident at	Yes	Our response templates have been reviewed

	<p>the completion of stage two in clear, plain language:</p> <ul style="list-style-type: none"> the complaint stage the complaint definition the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions <p>and</p> <ul style="list-style-type: none"> if the landlord has a third stage, details of how to escalate the matter to stage three if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		and updated to ensure that customers are receiving detailed responses to their complaints. 10% of responses are checked every other month for quality assurance and outcomes are fed back to the leadership team and relevant officers.
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	N/A	N/A – LCC operate a two-stage complaint process
5.20	<p>Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language:</p> <ul style="list-style-type: none"> the complaint stage the complaint definition the decision on the complaint the reasons for any decisions made the details of any remedy offered to put things right details of any outstanding actions details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	N/A	N/A

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed	Yes	Any extension beyond 20 days is mutually agreed with the customer.

	by both parties.		
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	We would provide contact details for the HOS
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	We would endeavour to look at relevant historical information to help provide a quality response and outcome for the customer.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Investigating Officers are encouraged to be flexible. At both stage 1 and stage 2, the complainant is given the opportunity to speak with the Investigating Officer for both the Investigating Officer and customer to understand each other's position and to help provide a considered and high-quality response. At this time, additional concerns or queries can be raised, if relevant.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties	Yes	Any extension beyond 10 days is mutually agreed with the customer.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	We would provide contact details for the HOS

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should	N/A	N/A

	be provided to the resident.		
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	N/A

Section 6 - Putting things right

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Part of the template response used by Investigating Officers prompts the officer to describe the actions they are taking to put things right. For example, putting right any outstanding repairs, undertaking further visits or appointments to support tenants or working with our contractors to carry out any further works. Any practical action to put the customer back in the position they would have been in if something hadn't gone wrong, including an apology for the failure in service
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Our guidance encourages Investigating Officers to understand the individual impact of any service failures and take appropriate action. This includes taking measures or steps to support residents with any additional needs. Our 'good will' guidance has been reviewed in line with good practice as suggested by the HOS. This provides staff guidance around financial and non-financial redress, which helps ensure a fair and consistent approach. Additionally, Investigating Officers are aware of adhering to city-wide policies and processes so that a consistent and fair service is provided for all.
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	As per the guidance provided to Investigating Officers
6.6	In awarding compensation, a landlord must consider whether any	Yes	As above, guidance is provided to Investigating

	statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.		Officers in line with HOS good practice guidance. Where a customer is seeking a claim for personal injury or damage to property, this is dealt with through our corporate insurance claims process.
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Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	The Investigating Officers record the learning outcomes in an 'investigation record' for each complaint. This may be learning for an individual complaint in isolation or highlight where there's a wider issue or procedure that could be improved overall that is then shared with the relevant team. The Investigating Officers also have the autonomy to correct any processes/issues at the time of responding to any individual complaint where we can put right something for tenants more widely e.g. identifying a wrong number of a letter template, and correcting this straight away.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Investigating Officers have access to legal advice where appropriate.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff, and scrutiny panels.	Yes	We shared a summary of complaints performance and learning in our 2022-23 Annual Report to Tenants in August 2023 For staff we share: <ul style="list-style-type: none"> - Regular learning from complaints articles in our staff e-bulletin - A monthly performance summary of complaints with managers. This includes

			<p>access to a dashboard where staff can access regular information in terms of numbers, types, and about what issues.</p> <ul style="list-style-type: none"> - Quarterly summary reports are shared with the leadership team. - Feedback from quality assurance checks with relevant officers/the service <p>For our governing body we provide regular complaints management information and the opportunity for our board to challenge our performance and wider complaints management activity.</p> <p>Complaints' performance and an overview of service actions in response to complaints learning is also reported to the council's Environments, Housing and Communities Scrutiny Board and the Corporate Governance and Audit Committee.</p> <p>Complaint information is also offered to the Tenant Scrutiny Board to help inform them of potential future areas of inquiry.</p>
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Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Tenant Board Members on the Leeds Housing Board have confirmed their wish to undertake this role and have been updated and provided additional support. This will be confirmed at the January 24 Board. Councillor Coupar is the overall lead for complaints at Leeds City Council.

7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> • Regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. • The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	Complaints management information and the learning from complaints is regularly considered by the leadership team and is reported to the Leeds Housing Board. We can strengthen this within the greater involvement of complaints champions.
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	<p>Complaints management information and learning from complaints is regularly considered by the leadership team. Over the last 12 months we have:</p> <ul style="list-style-type: none"> • provided refresher training/ extra guidance to staff • continued to share our monthly 'hints, tips, and reminders' for all staff • developed our damp and mould team to help with the early intervention and triage of cases. • used customer satisfaction data to address dissatisfaction and put in place service improvements
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	Yes	<p>All Housing Leeds staff were set a complaints objective for 2022/23 depending on their role.</p> <p>All staff</p> <ul style="list-style-type: none"> • Work with customers to resolve queries at first point of contact where possible • To be familiar with the complaints policy so that you can advise customers about this and how they can access the complaints process if needed.

			<p>Investigating Officers</p> <ul style="list-style-type: none"> • Work with colleagues and other service areas to respond to complaints in line with the Housing Ombudsman Complaint Handling Code • Ensure that individual circumstances are taken into account, and reasonable adjustments considered for customers going through the complaints process • Using the support and training available, provide high quality complaints responses <p>Area/Service Managers</p> <ul style="list-style-type: none"> • To help create a strong learning from complaints culture by <ul style="list-style-type: none"> ○ regularly monitor performance and reviewing the quality of complaint responses within your service area ○ working with Customer Relations and Customer Insight to identify and share learning from complaints within your service area. ○ supporting teams to improve the quality of responses through regular training and awareness sessions or other activity.
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Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary, and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Completed annually as per requirements in the Code
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	N/A	During the period of this self-assessment, we have not undergone any significant restructure or changes to process.

8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> • report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members • publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents • include the self-assessment in their annual report section on complaints handling performance 	Yes	<p>The self-assessment is shared with our Executive Member before publication and a link is shared in our regular city-wide ward member update. The latest version of our self-assessment is on our website. The self-assessment is signposted in our Annual Report. A copy of this self-assessment is due to be considered by the Leeds Housing Board in January 24.</p>
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Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

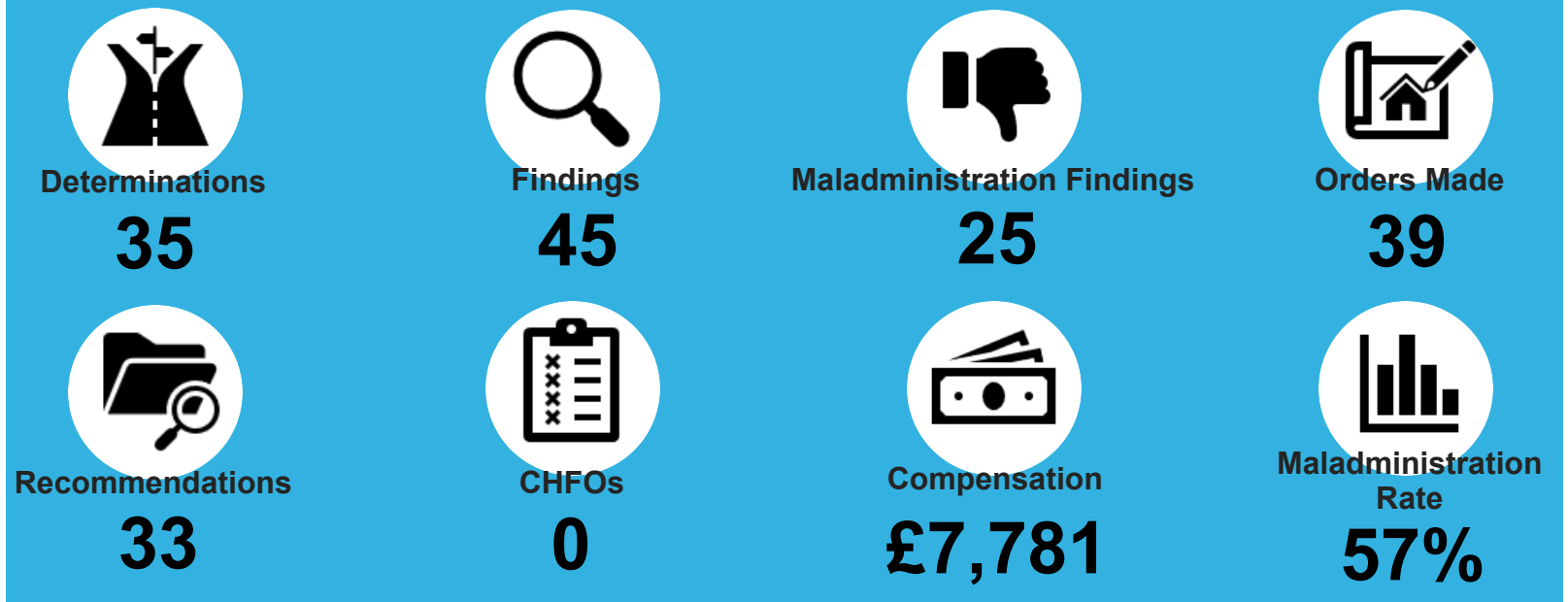
Leeds City Council

Landlord: Leeds City Council

Landlord Homes: 56,654

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022



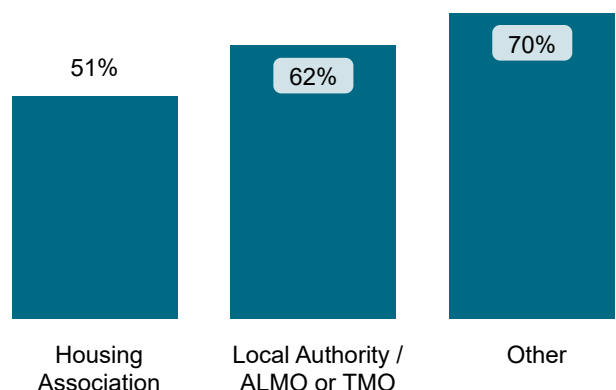
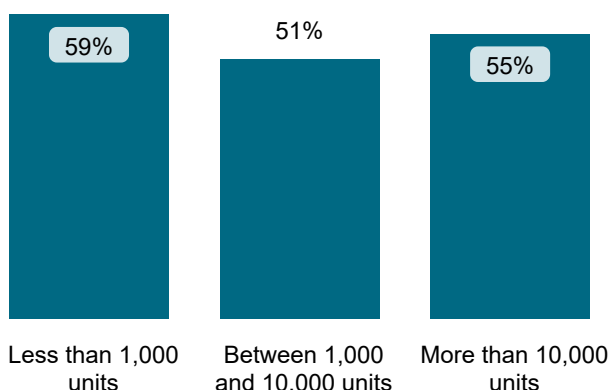
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55%

The landlord performed *similarly* when compared to similar landlords by size and type.

National Mal Rate by Landlord Size: Table 1.1

by Landlord Type: Table 1.2



Findings Comparison | Cases determined between April 2022 - March 2023

National Performance by Landlord Size: Table 2.1

Outcome	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	Total
Severe Maladministration	3%	2%	3%	3%
Maladministration	27%	20%	25%	24%
Service failure	20%	23%	21%	21%
Mediation	0%	1%	2%	2%
Redress	10%	12%	16%	15%
No maladministration	25%	32%	22%	24%
Outside Jurisdiction	15%	11%	10%	11%
Withdrawn	0%	1%	2%	1%

Leeds City Council	
Outcome	% Findings
Severe Maladministration	2%
Maladministration	24%
Service failure	29%
Mediation	2%
Redress	4%
No maladministration	36%
Outside Jurisdiction	2%
Withdrawn	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	2%	3%	6%	3%
Maladministration	23%	28%	32%	24%
Service failure	21%	22%	24%	21%
Mediation	2%	1%	3%	2%
Redress	19%	8%	3%	15%
No maladministration	23%	24%	21%	23%
Outside Jurisdiction	9%	13%	12%	11%
Withdrawn	1%	1%	0%	1%

Outcome	% Findings
Severe Maladministration	2%
Maladministration	24%
Service failure	29%
Mediation	2%
Redress	4%
No maladministration	36%
Outside Jurisdiction	2%
Withdrawn	0%

Landlord Findings by Category | Cases determined between April 2022 - March 2023

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	1	9	4	1	1	9	0	0	25
Complaints Handling	0	2	3	0	0	2	0	0	7
Anti-Social Behaviour	0	0	3	0	0	1	0	0	4
Estate Management	0	0	2	0	1	1	0	0	4
Occupancy Rights	0	0	0	0	0	2	0	0	2
Charges	0	0	1	0	0	0	0	0	1
Moving to a Property	0	0	0	0	0	0	1	0	1
Staff	0	0	0	0	0	1	0	0	1
Total	1	11	13	1	2	16	1	0	45

Findings by Category Comparison | Cases determined between April 2022 - March 2023

Top 3 Categories for Leeds City Council Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	25	56%	54%
Complaints Handling	7	71%	76%
Anti-Social Behaviour	4	75%	41%
Estate Management	4	50%	42%

National Maladministration Rate by Landlord Size: Table 3.2

Category	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	% Landlord Maladministration
Anti-Social Behaviour	43%	39%	42%	75%
Complaints Handling	97%	75%	76%	71%
Estate Management	33%	38%	43%	50%
Property Condition	50%	54%	55%	56%

National Maladministration Rate by Landlord Type: Table 3.3

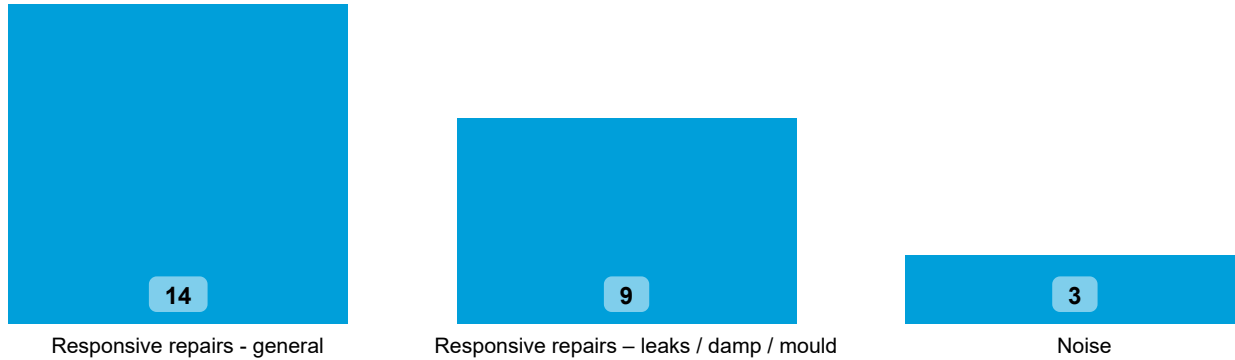
Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	40%	44%	0%	75%
Complaints Handling	71%	87%	100%	71%
Estate Management	42%	41%	0%	50%
Property Condition	50%	63%	63%	56%

Findings by Sub-Category | Cases Determined between April 2022 - March 2023 Table 3.4

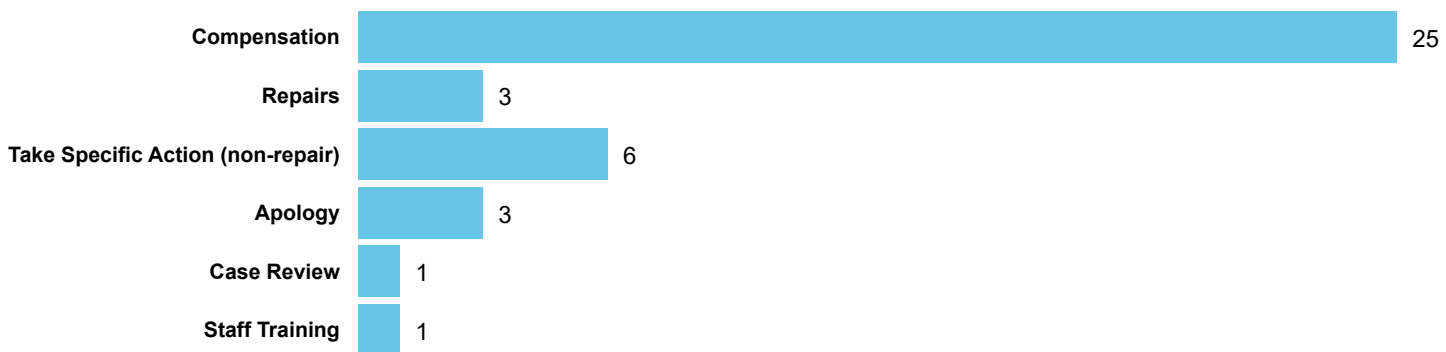
Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	0	4	2	1	1	6	0	0	14
Responsive repairs – leaks / damp / mould	1	5	2	0	0	1	0	0	9
Noise	0	0	2	0	0	1	0	0	3
Staff conduct	0	0	0	0	0	1	0	1	2
Pest control (within property)	0	0	0	0	0	1	0	0	1
Total	1	9	6	1	1	10	0	1	29

Top 3 Sub-Categories | *Cases determined between April 2022 - March 2023* Table 3.5



Orders Made by Type | *Orders on cases determined between April 2022 - March 2023* Table 4.1



Order Compliance | *Order target dates between April 2022 - March 2023* Table 4.2

Order Complete?	Within 3 Months	
	Count	%
Complied	39	100%
Total	39	100%

Compensation Ordered | *Cases Determined between April 2022 - March 2023* Table 5.1



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Title: Consumer Standards self-assessment – Tenancy Standard

Author: Simon Baker

Meeting Date: November 2023

1. Background

- 1.1. A key part of the Social Housing (Regulation) Act has been to empower the Regulator for Social Housing (RSH) to renew the existing Consumer Standards.
- 1.2. The Consumer Standards set out the requirements that social housing providers are obligated to meet in the quality of the homes and services they provide their tenants.
- 1.3. The RSH consulted on proposed changes to the Consumer Standards in 2023. Once published, landlords will be expected to comply with these standards from 1 April 2024. The revised standards are as follows:
 - **Safety and Quality Standard** – requirement to provide safe and good quality homes and landlord services to tenants.
 - **Transparency, Influence and Accountability Standard** – requirement to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold the landlord to account.
 - **Neighbourhood and Community Standard** – requirement to engage with other relevant parties so that tenants can live in safe and well maintained neighbourhoods and feel safe in their home.
 - **Tenancy Standard** – requirement for the fair allocation and letting of homes and how tenancies are managed and ended by landlords.

2. Main Points

- 2.1. In preparation for the introduction of the new updated Consumer Standards, Housing Leeds is planning to undertake self-assessments against each of these new standards ahead of the required compliance from 1 April.
- 2.2. In the first instance a self-assessment has been undertaken of the Tenancy Standard, piloting a self-assessment approach which will now be applied to the remaining consumer standards.
- 2.3. In completing the self-assessment of the Tenancy Standard, we have undertaken a detailed and challenging self-reflection, not just of our overall compliance with the standard, but also considering the extent that we are able to evidence our compliance on the following and opportunities for continuous improvement:
 - **Strategy/Policy/Process** – is there an approved strategy or policy and process is available to evidence our approach in complying with the required outcome, is it up to date, and are there clear processes / guidance available for staff to support them in meeting the expectation?

- **Quantitative and Qualitative Data** – what data is available to evidence our compliance with the expectation, what quality assurance arrangements are in place to evidence its accuracy, how is the data used and do we collect ongoing customer feedback and use this to improve?
 - **Openness and Transparency** – is the policy published and were customers involved in developing the policy development, how is the policy and our compliance communicated to tenants, how do we report our compliance within LCC governance frameworks.
 - **Overall Delivery** – consideration of our overall compliance with the required outcome.
- 2.4. Each specific expectation of the standard is assessed using a RAG rating to determine the extent of compliance as follows:
- Red – non compliant
 - Amber – compliant but with improvement opportunities
 - Green – fully compliant

Tenancy Standard Self-Assessment

- 2.5. The self-assessment against the proposed new Tenancy Standard is attached at appendix 1 for the Board’s consideration and comment.
- 2.6. The self-assessment of the Tenancy Standard concluded that one expectation was red, four were amber and 11 were green. The expectation rated as red is a new expectation and we are working to ensure that the expectation is met by the end of March 2024, to ensure compliance with the standard is met as required from 1 April. Details of actions planned to address each of the red and amber assessed expectations are as follows:

Specific Expectation	Action Underway to Achieve Robust Compliance	Timescale
Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system	Refresher guidance shared with teams about completing CORE as part of tenancy sign up, importance of accurate completion Quarterly monitoring of improved data quality – to pick up any concerns with individual officers	By end of March 2024
Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends	Review of Tenancy Termination Procedures / communications to tenants to ensure advice on housing options consistently offered	By end of Sep 2024
Registered providers shall publish clear and accessible policies which outline their approach to tenancy	Approval of updated Tenancy Strategy and published on website / shared with partners	By end Jan 2024

management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud		
New - Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them	Review of MX policy and procedures to strengthen support provided Update tenant information to reflect support – website, letters, forms	By end of March 2024
NEW - Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges	Review of MX policy and procedures to strengthen information on implicants Update tenant information to reflect support – website, letters, forms	By end of March 2024

Framework for Completing / Ongoing Monitoring of Self Assessments

- 2.7. Self-assessments will now be undertaken for each of the three other Consumer Standards, to be completed by the end of February 2024 using the self-assessment approach agreed by Leeds Housing Board. The outcome of the self assessments will be reported into the next Leeds Housing Board (Operations) in July.
- 2.8. Each Consumer Standards Self-Assessment will be owned by a relevant Head of Service who will be responsible for reviewing the self-assessment on a quarterly basis and updating the RAG rating, along with determining and overseeing delivery of actions to ensure more robust compliance with the standard.
- 2.9. Ongoing compliance with the standards will be reported into the Leeds Housing Board (Operations) on a quarterly basis, reporting only on red and amber assessed areas – providing quarterly updates explaining any changes to RAG ratings, on actions being taken to strengthen compliance and any arising risks to future compliance and how these are being mitigated.
- 2.10. It is important that tenants have the opportunity to input into the self assessments moving forward. During 2024/25 the service will consider along with Leeds Housing Board Tenant Members and Tenant Scrutiny Board the best way for tenants to have a genuine opportunity to influence the self assessments moving forward. The proposed approach will be reported into a future Leeds Housing meeting.
- 2.11. It is also important that there is some independent check and challenge of the self-assessment to ensure that it is sufficiently robust and self-

challenging. In the first instance this check and challenge will be performed by a different Head of Service to that who is responsible for completing the self-assessment. However, during 2024 consideration will be given to how this can be done with greater independence – peer challenge, internal audit, consultant etc.

- 2.12. BITMO will also be expected to complete self assessments against each of the standards, to evidence their compliance with the standards. Details of compliance will also be reported into the Leeds Housing Board on a periodic basis.

3. Recommendations

The Leeds Housing Board is asked to comment on:

- 3.1. The proposed approach for undertaking the self-assessments.
- 3.2. The self-assessment of the new Tenancy Standard at appendix 1.
- 3.3. The proposed approach for ongoing monitoring of and reporting of Consumer Standards compliance.

CONSUMER STANDARDS SELF ASSESSMENT

TENANCY STANDARD

Allocations and lettings

That homes are let in a fair, transparent and transparent way that takes needs of tenants and prospective tenants into account.

Tenancy sustainment and evictions

To support tenants to maintain their tenancy or licence. When a landlord ends a tenancy, tenants must be offered advice and assistance.

Tenure

Offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, needs of individual households, sustainability of community and efficient use of housing stock.

Mutual exchange

Support tenants living in eligible housing to mutually exchange homes.

SELF ASSESSMENT:

Strategy / Policy / Process

Is there an approved strategy or policy documenting the approach to meeting the expectation? Is it up to date or does it need to be reviewed?

Are there a clear, current processes / guidance available to be followed to support staff in meeting the expectation?

Quantitative and Qualitative Data

Is there data available to evidence our compliance with the expectation? Is the data accurate – is there QA in place? Is the data used?

Is customer feedback collected on ongoing basis and used to improve?

Openness and Transparency

Is the strategy or policy published? Were customers involved in the strategy / policy development? How is it communicated to tenants? Is outcomes data reported to tenants? Where is compliance reported in LCC?

Overall Delivery

Overall assessment of strengths and weaknesses of compliance

Date Review Completed

04/01/24

Date Next Review Due

04/04/24

Summary Self-Assessment RAG

Red: 1/16

Amber: 5/16

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
<p>Allocations and Lettings</p> <p>Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements</p>	<p>Strategy / Policy / Process Leeds Housing Strategy 2022-27 Leeds Homelessness and Rough Sleeping Strategy 2019-22 LCC Lettings policy LCC Nominations Agreement RP Responsive Lettings Panel</p> <p>Quantitative and Qualitative Data Lettings reports - internal only Nominations reports shared with RPs % homelessness preventions / temporary accommodation</p> <p>Openness and Transparency Leeds Homes Website Lettings results published on Social Housing Picker Reporting to LCC Scrutiny Board LAHS data published annually</p>	<p>Strategy / Policy / Process</p> <p>Fully compliant: Housing Strategy theme on meeting affordable housing need Homelessness and Rough Sleeping Strategy – sets out preventative and collaborative approach Lettings Policy sets out strategic aims to manage housing need via Leeds Homes Register, Council housing lettings and Registered Provider nomination agreements</p> <p>Quantitative and Qualitative Data</p> <p>Fully compliant: Trend reporting of LHR / lettings could be improved Increase in number of applicants in priority in 2021 linked to pandemic informed decision to introduce emergency lettings policy provisions to suspend DOR and tenant transfers in April 22 Strong homelessness performance but increase in temporary accommodation no.s in 2022 due to housing need pressures</p> <p>Openness and Transparency</p> <p>Fully compliant: Key strategies and policies published Social Housing Picker being updated and promoted</p>	<p>Strategy / Policy / Process</p> <p>Undertake review of Leeds Lettings Policy to ensure meeting housing need Review of LLPs to ensure recent evidence to justify LLP</p> <p>Quantitative and Qualitative Data</p> <p>Greater analysis of trends of the LHR / lettings / nominations Consider strengthening quality assurance /audit of registrations and allocations. Evaluation of RP Responsive Lettings Panel</p> <p>Openness and Transparency</p> <p>Potential to produce annual and nominations lettings report for customers and publish on Leeds Homes / Annual Report</p> <p>Overall Delivery</p> <p>Give positive feedback to RPs</p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
		<p>Overall Delivery Longer term change in housing need – lettings policy review planned. Strong partnership working, RPs supporting through Leeds Homes, responsive scheme and new builds.</p>	<p>who exceed nominations targets etc, performance is linked to preferred bidder status for Regeneration</p>	
<p>Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing</p>	<p>Strategy / Policy / Process LCC Lettings policy Leeds Housing Strategy</p> <p>Quantitative and Qualitative Data Lettings data that includes general needs, retirement life and adapted properties.</p> <p>Openness and Transparency Lettings Policy published and allocations data published via Social Housing Picker on Leeds Homes Website Leeds Homes Website</p>	<p>Strategy / Policy / Process Adapted, Retirement Life & Extra Care properties allocated according to eligibility for that accommodation type.</p> <p>Properties with major adaptations considered for direct offers initially.</p> <p>Quantitative and Qualitative Data Lettings Quality assurance in place.</p> <p>Openness and Transparency LCC lettings policy is published. Adverts are clearly marked with the adaptations available in each property.</p> <p>Overall Delivery Fully compliant</p>	<p>Strategy / Policy / Process Option appraisals on certain Retirement Life schemes where sustainability a concern.</p> <p>Consider opportunities in ways to improve adaptations matching.</p> <p>Quantitative and Qualitative Data Consider how to report lettings information for adapted and retirement life properties.</p> <p>Openness and Transparency No actions required</p>	Robust compliance
<p>Registered providers must develop and deliver services to address under-occupation and overcrowding in their</p>	<p>Strategy / Policy / Process LCC Lettings policy</p> <p>Quantitative and Qualitative Data</p>	<p>Strategy / Policy / Process Fully compliant. Lettings Policy gives priority to applicants who are under-occupying / overcrowded</p>	<p>Strategy / Policy / Process Consider under occupation / overcrowding need as part of lettings policy review – incentives for release of</p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
homes. These services should be focused on the needs of tenants	<p>ATCI report shows 488 tenants state overcrowded, 4% of those visited. Under occupation not currently monitored but is included in 2023-24 ATCI form</p> <p>List of tenants affected by under-occupation HB shared with Housing Leeds</p> <p><u>Openness and Transparency</u> ATCI - with LCC tenants to identify and discuss under occupation / overcrowding impacts</p>	<p><u>Quantitative and Qualitative Data</u> Analysis of trends in under-occupation / overcrowding of Council tenants / LHR to identify effectiveness of compliance</p> <p><u>Openness and Transparency</u> Fully compliant: Lettings Policy Priority Groups published ATCIs completed for 36% of tenants in 22/23 with conversation about overcrowding / under occupation as appropriate</p> <p><u>Overall Delivery</u> Services in place to support tenants, e.g. ATCI, Housing Officer (Income) but monitoring of trends / analysis could be improved to influence services</p>	<p>underoccupied properties, LLPs for new build properties including priority to under occupying / overcrowded applicants</p> <p>Consider using data re customers impacted by under occupation benefit rules to promote transfers and mutual exchange opportunities.</p> <p><u>Quantitative and Qualitative Data</u> Report on LHR trends on under occupation and overcrowding, and on lettings and MX moves that resolve under occupation and overcrowding ATCI reporting - analysis of overcrowded question and evidence of follow up (QA)</p> <p><u>Openness and Transparency</u> No actions required</p>	
Registered providers must take action to prevent and tackle tenancy fraud	<p><u>Strategy / Policy / Process</u> LCC Tenancy Agreement Information for Tenants</p>	<p><u>Strategy / Policy / Process</u> Annual Tenancy Check Ins / robust tenancy</p>	<p><u>Strategy / Policy / Process</u> No actions required</p>	Robust Compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
	<p>3 dedicated Housing Officers (Tenancy Fraud)</p> <p><u>Quantitative and Qualitative Data</u> Tenancy Fraud data / reporting</p> <p><u>Openness and Transparency</u> Tenancy Fraud page on Housing Leeds Website HL Annual tenant report</p>	<p>management in place to identify tenancy fraud</p> <p><u>Quantitative and Qualitative Data</u> Tenancy fraud data analysis / reporting in place</p> <p><u>Openness and Transparency</u> Annual Tenant report includes details of number of fraud cases Periodic publicity campaigns to encourage reports</p> <p><u>Overall Delivery</u> Fully compliant</p>	<p><u>Quantitative and Qualitative Data</u> No actions required</p> <p><u>Openness and Transparency</u> Promotion of policy with customers / staff to maximise reporting of suspected cases</p> <p><u>Overall Delivery</u> Robust fraud action plan.</p>	
<p>NEW - Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions</p>	<p><u>Strategy / Policy / Process</u> Lettings policy – section 10 Complaints procedure</p> <p><u>Quantitative and Qualitative Data</u> LHO hold information on requests and outcomes.</p> <p><u>Openness and Transparency</u> The right to review is highlighted on decision letters to all customers.</p>	<p><u>Strategy / Policy / Process</u> As outlined in the lettings policy: The customer has a right to review on certain decisions: Eligibility Decisions Qualification Decisions Decisions around an application, such as priority award, medical recommendations. Homeless Decisions.</p> <p>Review panel is overseen by the Deputy Strategic Review Manager in LHO, the framework is set out in the relevant legislation.</p> <p>Customers may raise a complaint if they disagree with an allocation decision for a specific property and then go through the ombudsman process.</p>	<p><u>Strategy / Policy / Process</u> The framework for reviews is set out in the relevant legislation, however opportunities to have an internal process could be considered.</p> <p><u>Quantitative and Qualitative Data</u> No actions required.</p> <p><u>Openness and Transparency</u> No actions required</p>	<p>Robust compliance</p>

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
	<p>An overview is also provided within the Lettings Policy.</p>	<p><u>Quantitative and Qualitative Data</u> Outcomes of review requests data. Complaint handling performance.</p> <p><u>Openness and Transparency</u> All customers are notified of their right to review when a relevant decision is made. Right to review published on website.</p> <p>Customers can see on their housing applications the shortlisting position for a certain property.</p> <p><u>Overall Delivery</u> Fully compliant.</p>		
<p>Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system</p>	<p><u>Strategy / Policy / Process</u> CORE is included in sign up procedures for staff</p> <p><u>Quantitative / Qualitative Data</u> 2022-23 LACORE performance QA arrangements in place</p> <p><u>Openness and Transparency</u> Core data not shared with staff or customers</p>	<p><u>Strategy / Policy / Process</u> Guidance procedure reviewed annually when Govt form is updated Sign up procedure reviewed Feb 2023</p> <p><u>Quantitative / Qualitative Data</u> QA findings / missing data in submissions etc. Data not used to understand trends / inform service decisions</p> <p><u>Openness and Transparency</u> Core data trends not shared with staff or customers</p> <p><u>Overall Delivery</u> Compliant with legal requirement but opportunity to</p>	<p><u>Strategy / Policy / Process</u> Review guidance every March / April</p> <p><u>Quantitative / Qualitative Data</u> Actions to strengthen data quality. Annual report to SMT of core data trends</p> <p><u>Openness and Transparency</u> Use core data in Annual Report to Tenants / inform wider</p>	<p>Compliance – with improvement opportunities</p>

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
		strengthen quality of submission and use the data strategically	engagement with residents on service delivery	
Tenancy Sustainment and Evictions				
Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions	<p><u>Strategy / Policy / Process</u> Leeds Housing Options Housing Support Service Housing Officer Income Rent arrears policy and procedures – emphasise supportive approach ASB procedure ATCIs Adaptations Service</p> <p><u>Quantitative and Qualitative Data</u> Recording of support activity for each of above service areas and reporting on tenancy terminations / evictions / ASB / support needs identified in ATCI / ASB / adaptations</p> <p><u>Openness and Transparency</u> Housing pages on website outline support available Supportive public message, 'here to help', campaign work</p>	<p><u>Strategy / Policy / Process</u> Fully compliant</p> <p><u>Quantitative and Qualitative Data</u> Recording of support activity but could be more analysis of tenancy sustainment to better understand trends and impacts and tailor service improvements</p> <p><u>Openness and Transparency</u> Fully compliant</p> <p><u>Overall Delivery</u> Strategy and policy is robust but analysis of trends in support needs and support service impacts could be improved</p>	<p><u>Strategy / Policy / Process</u> No action required</p> <p><u>Quantitative and Qualitative Data</u> Undertake greater analysis of trends in tenancy sustainment and support service impacts on tenancy sustainment. Use learning to consider if risk based approach is needed to some tenancy management/support activity.</p> <p><u>Openness and Transparency</u> No action required</p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
<p>Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends</p>	<p><u>Strategy / Policy / Process</u> Rent arrears policy including pre-court protocol. Tenancy Agreement Regeneration/clearance – rehousing protocol. Tenancy Management procedures. Warrant Panel – housing options considered before all evictions</p> <p><u>Quantitative and Qualitative Data</u> Tenancy termination reasons data available Warrant Panel data Rehousing tracker for clearance cases</p> <p><u>Openness and Transparency</u> Ending Tenancy Web Page</p>	<p><u>Strategy / Policy / Process</u> All enforcement procedures robustly cover supporting and signposting customers to ensure tenancy sustainment.</p> <p>Support services available through LHO to all LCC tenants and partner RPs</p> <p>Customers impacted by clearance are advised on all housing options and supported with rehousing.</p> <p>Advice and assistance with housing options not included in tenancy termination procedures</p> <p><u>Quantitative and Qualitative Data</u> Close monitoring of rehousing tracker for clearance cases, no ongoing monitoring / reporting of tenancy terminations data. Some refresher guidance issued to staff to improve accuracy of tenancy terminations data</p> <p><u>Openness and Transparency</u> Some tenant communications include offers of advice re. housing options, but not all. Ending tenancy web page doesn't reference advice with housing options</p> <p><u>Overall Delivery</u> Whilst basic compliance, some improvements could be made to strengthen compliance</p>	<p><u>Strategy / Policy / Process</u> Review Tenancy Terminations procedures to strengthen advice on housing options</p> <p><u>Quantitative and Qualitative Data</u> Explore opportunities for improved analysis and reporting.</p> <p><u>Openness and Transparency</u> Review all tenant communications, including website relating to tenancy terminations to ensure advice and assistance about housing options is clearly offered</p>	<p>Compliance – with improvement opportunities</p>

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
Tenure				
<p>Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>a) The type of tenancies they will grant.</p> <p>b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>c) The circumstances in which they will grant tenancies of a particular type.</p> <p>d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general</p>	<p>Strategy / Policy / Process Leeds Tenancy Strategy LCC Tenancy Agreement Tenancy management procedures</p> <p>Quantitative and Qualitative Data Tenancy changes, terminations data available QA of tenancy management procedures</p> <p>Openness and Transparency Leeds Tenancy Strategy published on web page Information for Tenants</p>	<p>Strategy / Policy / Process Leeds Tenancy Strategy reviewed and awaiting sign off.</p> <p>Quantitative and Qualitative Data QA of tenancy management procedures robustly in place. Data not used on regular basis to monitor tenancy trends.</p> <p>Openness and Transparency Strategy and information to tenants all published on Council's web pages Tenancy Strategy reviewed in consultation with partner Registered Providers</p> <p>Overall Delivery Basic compliance but current published Tenancy Strategy outdated. Strategy been reviewed and awaiting sign off. Once signed off will be fully compliant</p>	<p>Strategy / Policy / Process Sign off and publish Leeds Tenancy Strategy</p> <p>Quantitative and Qualitative Data Explore opportunities for improved analysis and reporting</p> <p>Openness and Transparency No actions required</p>	Compliance – with improvement opportunities

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
<p>needs housing following any probationary period.</p> <p>e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies</p>				

No repeat

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
<p>which provide a reasonable degree of stability.</p> <p>h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>f) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>				
<p>Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any</p>	<p>n/a we don't use fixed term tenancies</p>			<p>N/A</p>

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
probationary tenancy period				
Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy	n/a we don't use fixed term tenancies			N/A
Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review	<p><u>Strategy / Policy / Process</u> LCC Tenancy Agreement Introductory Tenancy Procedure</p> <p><u>Quantitative and Qualitative Data</u> ITs managed via Cx case management – require sign off by line manager Monitoring of ITs due to expire</p> <p><u>Openness and Transparency</u> Information available in tenancy agreement, on web pages, included in correspondence to tenants re. ITs</p>	<p><u>Strategy / Policy / Process</u> Clear policy and processes in place Process not being robustly applied to enforce IT procedures.</p> <p><u>Quantitative and Qualitative Data</u> Manual process for turning IT tenancies to secure on Cx – monitoring of overdue IT in place No QA in place of ITs to ensure extensions applied robustly on Cx / case management No regular IT reporting</p> <p><u>Openness and Transparency</u> Clear communication of policy and processes in place</p> <p><u>Overall Delivery</u></p>	<p><u>Strategy / Policy / Process</u> Benchmark policy and process application with other landlords</p> <p><u>Quantitative and Qualitative Data</u> Introduce strengthened QA and ensure use of cases function in CX to monitor actions on IT tenancies. Introduce regular IT monitoring</p> <p><u>Openness and Transparency</u> No actions required</p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
		Whilst policy and process robustly in place, its use is not being maximised and QA not being used to embed process		
Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms)	<p><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy We only use Introductory / Secure Tenancies for all tenants</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> Leeds Tenancy Strategy published on website Leeds Tenancy Agreement published on website</p>	<p><u>Strategy / Policy / Process</u> Policy robustly in place</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> Policy available on website and promoted to tenants</p> <p><u>Overall Delivery</u> Robust compliance</p>	<p><u>Strategy / Policy / Process</u> No actions required</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> No actions required</p>	Robust compliance
Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on	<p><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy We only use Introductory / Secure Tenancies for all tenants</p> <p><u>Quantitative and Qualitative Data</u> N/A</p>	<p><u>Strategy / Policy / Process</u> Policy robustly in place</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u> Policy available on website and promoted to tenants</p>	<p><u>Strategy / Policy / Process</u> No actions required</p> <p><u>Quantitative and Qualitative Data</u> N/A</p> <p><u>Openness and Transparency</u></p>	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
their return to settled accommodation	<p><u>Openness and Transparency</u> Leeds Tenancy Strategy published on website Leeds Tenancy Agreement published on website</p>	<p><u>Overall Delivery</u> Robust compliance</p>	No actions required	
<p>Mutual Exchange</p> <p>Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee</p>	<p><u>Strategy / Policy / Process</u> Leeds Tenancy Strategy Mutual Exchange Procedures</p> <p><u>Quantitative and Qualitative Data</u> YE 20/21 - 240 mutual exchanges. YE 21/22 - 169 YE 22/23 – 98 QA of MX process</p> <p><u>Openness and Transparency</u> Leeds Homes Website – information on MX scheme</p>	<p><u>Strategy / Policy / Process</u> Fully compliant from strategy perspective, policy and process perspective</p> <p><u>Quantitative and Qualitative Data</u> QA in place No regular reporting of MXs - number of MXs have reduced.</p> <p><u>Openness and Transparency</u> Whilst information is available, there could be greater promotion of the MX scheme as positive solution to meeting rehousing needs.</p> <p><u>Overall Delivery</u> Strategy and policy robust, need for improved promotions and trend analysis / reporting</p>	<p><u>Strategy / Policy / Process</u> No actions required</p> <p><u>Quantitative and Qualitative Data</u> Need to strengthen trend monitoring, reporting and impact analysis</p> <p><u>Openness and Transparency</u> Develop and deliver plan to promote more widely to tenants</p>	Robust compliance
Registered providers must publicise the availability of	As above	As above	As above	Robust compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
any mutual exchange service(s) it offers to its relevant tenants				
<p>New - Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them</p>	<p><u>Strategy / Policy / Process</u> Mutual Exchange Procedure Tenancy Agreement House exchange website.</p> <p><u>Quantitative and Qualitative Data</u> YE 20/21 - 240 mutual exchanges. YE 21/22 - 169 YE 22/23 – 98 House Exchange information QA of MX process</p> <p><u>Openness and Transparency</u> Leeds Homes Website – information on MX scheme</p>	<p><u>Strategy / Policy / Process</u> At present customers who do not have internet access approach HUBs for support in accessing the house exchange website. Support is offered to customers to access the digital offer rather than an alternative access.</p> <p><u>Quantitative and Qualitative Data</u> No / monitoring / reporting of support provided Don't measure customer satisfaction with MXs</p> <p><u>Openness and Transparency</u> Published information doesn't outline support available</p> <p><u>Overall Delivery</u> Basic compliance with the standard but need to offer strengthened support to ensure robust compliance</p>	<p><u>Strategy / Policy / Process</u> Review of MX Policy and Procedures to strengthen support provided – consider matching opportunities</p> <p><u>Quantitative and Qualitative Data</u> Consider monitoring of support / customer satisfaction</p> <p><u>Openness and Transparency</u> Update tenant coms to outline support available once policy and process reviewed</p>	Compliance – with improvement opportunities
NEW - Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges	<p><u>Strategy / Policy / Process</u> Mutual Exchange Procedure Tenancy Agreement House exchange website.</p> <p><u>Quantitative and Qualitative Data</u></p>	<p><u>Strategy / Policy / Process</u> MX procedures don't outline information to be shared with customers about implications for tenure etc.</p> <p><u>Quantitative and Qualitative Data</u> No information shared</p> <p><u>Openness and Transparency</u></p>	<p><u>Strategy / Policy / Process</u> Review the mutual exchange procedure to strengthen information on implications</p> <p>Include information on rent and service charges in the MX approval letter.</p>	No compliance

Specific Expectations	Evidence of Compliance	Assessment of Compliance	Improvement Actions	Do we comply? RAG rating
	<p>YE 20/21 - 240 mutual exchanges. YE 21/22 - 169 YE 22/23 – 98 House Exchange information QA of MX process</p> <p><u>Openness and Transparency</u> Leeds Homes Website – information on MX scheme</p>	<p>Implications are not explicitly explained in information on website, printed material for tenants</p> <p><u>Overall Delivery</u> Not compliant with this expectation</p>	<p><u>Quantitative and Qualitative Data</u> Consider monitoring of application of policy change</p> <p><u>Openness and Transparency</u> Review tenant coms to strengthen explanation of implications – websites, standard material, forms</p>	

Leeds Housing Board

Title: Proposed Leeds Housing Board meeting dates 2024/25

Author: Simon Baker

Meeting Date: 23 January 2024

1. Background

- 1.1. The Leeds Housing Board’s Terms of Reference specify that the Board will meet six times a year.
- 1.2. Four of the sessions will be operational sessions and two will be strategy sessions.
- 1.3. The operational sessions will consider day-to-day performance on a range of issues and the strategy sessions will examine progress on implementing the city’s Housing Strategy.

2. Main Points

2.1. The proposed dates for the 2024/25 municipal year are:

Date	Session type	Time
Thursday 6 th June	Operational	10am
Tuesday 23 rd July	Operational	10am
Thursday 26 th September	Strategy	10am
Thursday 21 st November	Operational	10am
Thursday 23 rd January	Operational	10am
Thursday 27 th March	Strategy	10am

- 2.2. Corporate Governance have been approached to try to minimise clashes with other Council committees, such as Scrutiny Boards, but the dates for these have not yet been finalised and will not be confirmed until the AGM in May.
- 2.3. The first proposed meeting of the year is in early June, rather than late May as was scheduled in 2023, to avoid any issues around the local elections and to allow the AGM to take place.
- 2.4. Whilst this only leaves a relatively short gap to the next meeting in late July, it avoids larger gaps due to the summer holidays; a meeting in August would not be suitable.

3. Recommendations

- 3.1. Members are requested to note the proposed dates.

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Agenda Item 7

Date of meeting	Thursday 6th June	Tuesday 23rd July	Thursday 26th September
Session type operational/strategic	Operations	Operations	Strategy
Proposed items	<p>Tenant Satisfaction Measures Performance Q4 23/24</p> <p>2024 High Rise Residents Building Safety Survey</p> <p>Self-assessment against updated complaints handling code</p> <p>BITMO 23/24 Performance Overview</p>	<p>Annual report</p> <p>Lettings Policy Consultation</p> <p>24/25 Q1 TSM data</p> <p>Consumer Standards Self Assessments</p> <p>Update on Compliance with Regulatory Framework</p>	<p>Housing Strategy - Key Themes update</p>

Thuraday 21st November	Thursday 23rd January	27th March
Operations	Operations	Strategy
TSMs Q2 results Damp and Mould update	TSMs Q3 survey results	Housing Strategy Key Themes update