

Minutes



Meeting Name:	Leeds Housing Board	
Date:	Thursday 7 th June 2024	Time: 10.00-11.30
Location:	Microsoft Teams	
Chair:	Cllr Jessica Lennox (JL)	
Members Present:	Cllr Kayleigh Brooks (KB), Cllr Julie Heselwood (JH), Zioness-Amaka Curry (ZAC)	
Attendees Present:	Gerard Tinsdale, Chief Officer, Housing (GT), Mandy Sawyer, Head of Housing & Neighbourhood Services (MS), Simon Baker, Policy Officer (Housing) (SB), Adam Crampton (AC), Frank Perrins (FP), Ian Montgomery (IM), Kerrie Murray (KM), Bethan Melling (BM), Deborah Kelly, BITMO Chief Executive (DK), Leon Kirkham, BITMO chair (LK)	
Apologies:	John Gittos, Cllr Mary Harland, Cllr Barry Anderson, James Rogers, Ian Strickland	

Minutes

Item	
1	Introductions and apologies
1.1	Apologies were given and Cllr Lennox noted the resignation of the tenant representative Lynne Al-Muhtaseb and thanked Mrs Al-Muhtaseb for her work on the Board.
2	Minutes of the Last Meeting
	The Board accepted the minutes from March's meeting.
3	Tenant Satisfaction Measures 2023/24
3.1	AC gave an overview of the 23/24 results from the tenant satisfaction survey and the management information data contained in the report. Time taken on repairs is a significant pressure, but targets are being hit and satisfaction levels are improving. Areas of concern remain and there is still room for improvement.
3.2	Validation is ongoing on the MI figures, but don't expect significant revisions. Number of homes not meeting Decency Standard is 3.5%, repairs completed in timescale is 88% combined emergency and non emergency. Improvements plans are in place to improve performance.

3.3	GT commented on the amount of data the report contains, and reminded the Board that overall satisfaction was at 60% at the start of the year, and it now stands at 66%. The latest figures, for March, show that at 70%, significant progress is being made. Still not where we need to be but moving in the right direction.
3.4	AC added that it is recognised that the repairs service is the 'standard bearer' of how our customers see our performance.
4	Tenant Engagement Update
4.1	IM led the Board through the report, outlining work that has been done to bolster tenant engagement, looking firstly at the High Rise Strategy Survey. The Council has committed to do an annual survey of high rise residents, which has recently been carried out. It was completed by 600 residents.
4.2	A number of key themes have been identified from the data, shown at 2.8, which give a guide to the topics which need to be included in tenant engagement and communications.
4.3	The survey has also shown how effective our communications have been and if residents' understanding is improving. The data shows an increased understanding but there is room for improvement. But the awareness of residents in knowing how to do certain things, such as testing smoke alarms, is improving which indicates that communications are having a positive impact. The survey has prompted several residents to join the Tenant Voice Panel.
4.4	Turning to the updated Tenant Engagement Offer highlighted in section 4 of the report, IM outlined the new approach to tenant engagement following the demise of the HAPs. The proposed new offer is outlined in 4.4 and 4.5. Stakeholders will be consulted on the proposals and feedback will be brought to the Board.
4.5	JL requested that members be kept informed as the proposals developed.
4.6	KB noted the mention of the Building Safety Hub in para 3.1 and requested that the link be circulated to Board members so they can see it. IM also highlighted the leaflet available for residents with a QR code included.
4.7	MS added that there is a lot of engagement happening regarding fire safety in Little London, but despite all the information that has been shared, a lot still wasn't known by residents. In Little London mobile office drop-in sessions had taken place. KB asked if these can be extended beyond Little London. MS confirmed that this is the plan once the pilot has been completed.
5	Complaints Handling Self-Assessment
5.1	IM took the Board through the report, starting by highlighting section 2. Performance is above the previous year but there is still room for improvement.
5.2	IM took the Board through the Housing Ombudsman's new approach for cases of severe maladministration, publishing cases on a monthly basis as an opportunity for learning and improvement.

5.3	IM outlined the measures taken in line with the Ombudsman's Complaint Handling Code, carrying out monthly satisfaction surveys. Take up has been low but there has been an increase in responses that is seen as positive.
5.4	The Ombudsman has made it clear that LCC is responsible for BITMO's performance. From 1 st May BITMO's complaints will be managed via the Council's complaints policy.
5.5	IM then took the Board through the attached self-assessment against the Complaints Handling Code. This will be reported to the Ombudsman by the end of June.
5.6	GT pointed out the amount of work that is being taken to improve response times to stage 1 and 2 complaints and improve the quality of responses. We will continue to work to ensure that performance is closer to 100% going forward.
5.7	JL pointed out that while we're not where we need to be, we are improving.
6.	BITMO 23/24 Annual Performance
6.1	MS briefed the Board on how LCC remains accountable to the RSH for BITMO's performance and so BITMO will need to provide assurance to the Council that they are meeting the new regulatory requirements. These new arrangements are still developing and will be formalised in an updated performance management framework. This report gives BITMO the opportunity to bring the Leeds Housing Bard up-to-date with their performance and highlight any issues.
6.2	The management agreement, and management fee, between LCC and BITMO will be reviewed in 2025, and the significant issue will be a review of the performance management framework, to strengthen reporting against TSMs and Consumer Standard compliance.
6.3	DK then took the Board through BITMO's submission. Their data shows strong and improving performance. However the Consumer Standards review does show a number of areas of non-compliance currently – in some of these BITMO can have an influence, some are related to LCC's compliance. Need to have a conversation around which expectations BITMO has responsibility for compliance. There is generally positive performance in relation to the TSMs, but with some areas for improvement. BITMO will consult with tenants to inform actions to strengthen compliance.
6.4	GT acknowledged BITMO's good TSM performance for the year. JL agreed and referenced the importance of the strong working relationship with the Council in ensuring the regulatory responsibilities are met.
6.5	DK touched on the findings of BITMO's resident survey, acknowledging need to capture voices of all communities, and under-represented groups, to feed into decision making. ZAC hopes to see improvements at a citywide level around the hearing the voices of under-represented groups – been the case for many years and hasn't improved. IM highlighted the growth of the Tenant Voice Panel to 270 participants, and workshops undertaken to consider how to work better for ethnically diverse residents. Also work going on with community groups. But recognise it is a priority.

6.6	MS noted the good working relationship with BITMO; their positive tenant satisfaction performance reflecting the nature of the organisation being close to the communities that they serve. Also acknowledged improvements in rent collection performance, which reflect hard work over a number of years.
6.7	LK commented on the new relationship between BITMO and LCC. Previously the BITMO Board heard all complaints, which gave it oversight and input – that should still continue, though LCC Policy is for officers hear complaints. BITMO wants to improve, and will do. Raised the different nature of BITMO, which residents voted for, and the importance of any working relationship respecting this difference, but hopes we can work well together to achieve this.
6.8	JL pointed out that BITMO performance will be reporting formally into the Board annually, but welcomed more regular contact going forward, especially in regard to meeting the new regulatory requirements.
7.	AOB
	n/a

Next Meeting (Housing Strategy)

Date: Thursday 26th September 2024 **Time:** 10:00 – 11:30
Location: Microsoft Teams