

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