

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 Barry Anderson (BA), Cllr Jordan Bowden (JB), Zioness-Amaka Curry (ZAC), John Gittos (JG)	
Attendees Present:	Gerard Tinsdale (GT), (MS), Simon Baker (SB), Rob Goor (RG), Ian Montgomery (IM), Kerrie Murray (KM)	
Apologies:	James Rogers, Mandy Sawyer, Cllr Fiona Venner	

Minutes

Item	
1	Introductions and apologies
2	Minutes of the Last Meeting
	The Board accepted the minutes from June's meeting.
3	Consumer Standards Self-Assessments
3.1	GT gave the Board an overview of the work that has been done, as outlined in the report, to assess ourselves against the new Consumer Standards. Of 61 specific expectations, we have strong compliance in 41, compliant in 15 and are potentially non-compliant in five. We are in a good place but there is more to be done.
3.2	Temporary measures are being put in place to deliver 100% compliance. A small team, led by Mandy Sawyer, has been established to work on this, and is expected to last 6-12 months.
3.3	RG then updated the Board on the Safety & Quality Standard. Of 12 specific expectations the Standard contains, we have strong compliance with five, six with compliance and one with potential non-compliance. Discussions around this are ongoing with the Regulator of Social Housing (RSH).

3.4	74% of our stock has received a survey but full surveys haven't been done, which is a risk. Access is an issue – 30% of visits, even though pre-arranged, result in no access.
3.5	We are doing well in terms of the TSMs but haven't necessarily got policies in place – we are working with tenants to get buy in and support.
3.6	JG asked if we have enough data on our homes. RG responded that we are data rich but perhaps aren't using that as well as we could do. The priority is to use all the data to get that complete picture. Need to find the 'silent' residents, highlighting problem of no access. How we report Decency is within government guidelines but we need to see 100% of properties.
3.7	JG then asked if there is anything that can be done to bring down the 30% no access figure. RG replied that we need to be more innovative in tenant communications and every time we access a property for a repair or maintenance, we need to use that opportunity to combine that with a survey.
3.8	JL asked, given that the RSH and Housing Ombudsman require 100% compliance, if there is a target already in place that we aim for? RG replied that for the last few years he target has been 20% of stock per year. The Decent Homes guidance was comfortable with surveys not being carried out on properties if the tenants didn't want to engage as long as attempts were made, but the Consumer Standards have changed that. Where an issue is safety critical we have powers of access and can go to court to gain access. Unless powers of access change it is unlikely we will hit 100%.
3.9	BA asked if surveys are required to be carried out by specialists – if for example a Housing Manager visited a property could they do a partial visual inspection? Or could tenants do a self-assessment, such as a tick box visual inspection? RG replied that the use of Housing Officers has been ruled out, because a specialist is needed. Regarding tenant self-assessments, RG pointed out that a lot of tenants carry out unauthorised DIY, wiring, etc, so it needs a specialist to survey properties. A target of a survey every five years has been set and the RSH seems happy with that. We are looking at working with other teams and other agencies.
3.10	ZAC pointed out that when it comes to non-access, it relies on good relationships and communication with tenants to increase rates. Tenants are annoyed if LCC staff don't turn up for pre-arranged appointments, or if a non-access is recorded when a tenant cannot answer immediately because they are in the toilet, for example. Need honesty and transparency with tenants. RG agreed 100% and we are increasing digital functionality to help improve comms around improvements.
3.11	<p>GT then gave an overview of the Tenancy and Neighbourhood and Community Standards performance as outlined in the report, highlighting issues such as the need to improve the robustness of our IT systems, the imminent publication of the Vulnerability Strategy, and the urgent review of our web content. GT also outlined the engagement that is going on with the RSH in terms of potential self-referral.</p> <p>JG asked if there has been an assessment of the costing involved in this work, do we know a cost per head? GT responded that on top of the £400,000 per annum fees we now have to pay to the RSH, he estimated the work has</p>

	probably cost something in the region of £150-£200k. This all comes from the Housing Revenue Account.
4	Regulatory Compliance Update
4.1	SB briefed the Board on the wider work that is being done to meet the new regulatory requirements.
4.2	A Social Housing Regulations Project Board has been established. A large part of its work had been concerned with the Consumer Standards work outlined in the previous report, but it has also begun a range of work in other areas, such as preparatory work in relation to the proposed Competency and Conduct Standard, work related to ongoing regulatory process and continued compliance and preparing for an inspection, and the work underway to ensure the recommendations contained in the Housing Ombudsman's Spotlight Reports are being met. Staff training eLearning packages are being developed to ensure all staff are aware of the new requirements and their responsibilities.
4.3	DG then briefed the Board on a proposed review of the Board itself, how it is operating and how it can be improved, after a year's operation, which members supported.
5	Housing Leeds Annual Report 2023-24
5.1	IM briefed the Board on the Housing Service's annual report. The report is similar in format to that of previous years, including TSM data which has been prioritised from the residents' perspective to highlight the survey results, which residents are most interested in.
5.2	JL commented the report is a nice, neat package that is well laid out and informative.
5.3	JG asked if there are any TSMs we are unable to collect. IM informed him that we are fully compliant.
6.	Tenant Satisfaction Measures Q1
6.1	RG took the Board through the main trends in the report. Overall satisfaction is up 1% in the first quarter of 24/25 compared to the 23/24 full year figure. A lot of activity has been carried out to improve performance in relation to complaints. Complaints performance remains stable, with improvements in the time taken to complete repairs. There has been a 17% drop in ASB reports. Meeting Decency Standards remains a high priority. The 23/24 TSM data was successfully submitted to the Regulator of Social Housing after being scrutinised by Internal Audit. GT commented that it is good to see the incremental improvements, and hopes to see continued improvement in Q2.
7.	AOB
	n/a

Next Meeting (Housing Strategy)

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

Location: Microsoft Teams