

**HOUSING MANAGEMENT ADVISORY BOARD  
19TH FEBRUARY 2024**

PRESENT: The Chair (Edwardes)  
Board Members Ali, Davis, Hudson, D. Wright,  
J. Wright and Councillor Infield

Director Housing and Wellbeing  
Principal Officer - Customer Engagement & Older  
People's Services  
Strategic Housing Manager  
Head of Strategic Housing  
Democratic Services Officer (RD)

APOLOGIES: The Vice-Chair (Riley) and Councillor Goode

40. MINUTES OF PREVIOUS MEETING

An error was noted in the minutes, minute no. 33 - Minutes of the Previous Meeting. The date of the previous meeting should have stated 8th November 2023.

The minutes of the meeting of the Board held on 10th January 2024 were then confirmed as an accurate record, with the above amendment.

41. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

No declarations of interest were made.

42. SHELTERED ACCOMMODATION STRATEGY

The Board considered a report and presentation of the Director of Housing and Wellbeing providing an overview of the draft Sheltered Accommodation Strategy Framework (item 4 on the agenda).

Also assisting with consideration of the item: Principal Officer – Customer Engagement Older Persons Services, Head of Strategic Housing, and Strategic Housing Manager.

There were concerns that much of the existing accommodation which was constructed in the 1960's was no longer "attractive" and no longer met residents' needs.

It was acknowledged that the Council did not have a dedicated housing development team and that the current strategic housing team was small. However, an increase in the size of the team was being considered which would assist with management of the project at St Michael's Court, along with possible partnering with a housing association or private sector developer.

The Board's attention was also brought to the actions listed throughout the document.

Summary of responses to questions and discussion:

- (i) It was clarified that the rental status of the re-development at St Michael's Court, which included the construction of 9 bungalows, would be social rent.
- (ii) Fielding Court – tenants would be contacted again personally to provide them with an update on progress. Raised that if block A was demolished it would not be safe for residents in block B to stay whilst the works were carried out. The refurbishment of block B, with the back part being demolished and an extension built was an option that could be considered. Confirmed that all options for the site were being explored and recommendations would be made to Cabinet in 2024/25.
- (iii) Appendix 1: Overview of Sheltered Accommodation Schemes – market valuations were not detailed in the report due to the information being commercially sensitive, however it was confirmed that the information had been requested.
- (iv) An example of Grace Court, Barrow was given where 10-14 bungalows belonged to Midland Heart Housing Association and the Council provided a warden service.
- (v) The Board felt that a partnership approach could be more beneficial to the Council. A concern was raised about loss of control of sites if they were sold. It was clarified that conditions could be applied, but that this would have a negative impact on the value of sites. A concern raised that student accommodation could be built when it was communal housing that was needed.

**RESOLVED** that the Board endorsed the draft Sheltered Accommodation Strategy Framework prior to Cabinet considering the matter on 7th March 2024.

#### Reason

To enable the Board to consider the draft Sheltered Accommodation Strategy Framework and provide its views which would be conveyed to Cabinet.

#### 43. TENANT SATISFACTION MEASURES

The Board considered a report of the Head of Landlord Services providing the Council's Tenant Satisfaction Measures (TSM's) performance results for 2023/24 (item 5 on the agenda).

Assisting with consideration of the item: Director of Housing and Wellbeing.

The Board was informed that the Council was now required to report TSM's annually and that they were based on public perception. Surveys had been undertaken online and via telephone, with some face-to-face visits and it had been found that the method used had a tendency to influence results. For example, digital surveys often produced a lower level of satisfaction.

The Director of Housing and Wellbeing would circulate figures to the Board through Democratic Services, as to how many tenants responded to the survey through each method.

There had been a drop in the overall satisfaction level with the Council's Landlord Service to 58%, which was related to issues with the repair service, and previous contractor issues had impacted on capital investment. It was acknowledged that there was a need to improve communication with tenants regarding progress with work.

Satisfaction with the way complaints were dealt with was low. It was noted that all complaints were now dealt with formally which had contributed to the slippage of response times and that more resident liaison officers had been recruited to support the prevention of and response to complaints.

A quarterly survey would be implemented going forward and results shared more widely with customers. Self-Assessment results would be detailed over the next few months and targets set across the TSM's for 2024/25.

The Board agreed a broad approach to target setting, aiming for median performance staged over a two-year period, accepting there were some nuances across a small number of indicators that may require a more tailored approach.

**RESOLVED** that the Board noted the report and agreed the approach to target setting for the Tenant Satisfaction Measures to be implemented for 2024/25.

#### Reason

To enable the Board to consider and comment on the results of the Tenant Satisfaction Measures survey and to determine the approach to target setting for 2024/25.

#### NOTES:

1. The Strategic Housing Manager attended the meeting virtually.
2. No reference may be made to these minutes at the next ordinary Council meeting unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
3. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.