



Housing Engagement Board

Quarterly Meeting

23 March 2023 – 2pm to 4pm

Agenda Pack

Housing Engagement Board Agenda

Date: **Thursday, 23 March 2023**

Time: **2pm – 4pm**

Venue: **Zoom (Virtual Meeting)**

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1. Welcome and Apologies

The Chair will welcome all present and apologies will be noted.

2. Appointment of Chair

The members to appoint a Chair for the forthcoming year 2023 – 2024.

As per item 6.1 in the Terms of Reference for Housing Engagement Board, HEB members will nominate and vote for a chair after the first year.

3. Quorum

A quorum shall consist of 50% of members.

4. Minutes of Previous Meeting – 15 December 2022 and Matters Arising

The minutes of the meeting held on 15 December 2022 are included for approval.

Housing Engagement Board
Minutes of the Quarterly Meeting
held on Thursday, 15 December 2022
from 2pm to 4pm via Zoom

Attendees: Cllr John Batchelor – Chair
Cllr Jose Hales
Dave Kelleway – Vice Chair
Jim Watson
Les Rolfe
Margaret Wilson
Peter Tye

By Invitation: Julie Fletcher (SCDC – Services Manager – Housing Strategy)
Geoff Clark (SCDC – Services Manager – Tenancy and Estates)
Eddie Spicer (SCDC – Service Manager – Housing Assets)
Martin Lee (SCDC – Housing Accountant – Finance)
Bronwen Taylor (SCDC – Resident Involvement Officer) – Minute taker
Gina Manderson (SCDC – Housing Communications Officer) – Admin Support

Apologies: Peter Campbell (SCDC – Head of Housing)
Cllr Mark Howell

1. Welcome and Apologies

The Chair welcomed everyone to the meeting at 2.02pm.

Apologies were received from Peter Campbell and Cllr Mark Howell.

2. Quorum

The meeting was quorate.

3. Minutes of previous meeting – 20 September 2022

The Chair referred to the minutes of the meeting held on 20 September 2022.

They were approved by the board as a true reflection of the meeting.

Matters Arising from previous Meeting – 20 September 2022

The matters arising from the previous meeting were listed below for noting.

3.1 Item 3.1 – Matters Arising from previous Meeting – 22 June 2022

Audit Accounts (Item 7.1)

Geoff Clark sent an email to Margaret Wilson 19 October 2022 with an explanation of the audit accounts. A copy of the email was included in the pack.

3.2 Item 4.2 – Forward Plan

The Forward Plan has been amended and a Policy Officer has been employed to look at all Housing policies.

3.3 Item 5.1 – Stigma Project Presentation

Articles on the Stigma Project results and development of the Improvement Plan would be published internally. A further article would be drafted and included in the Spring edition of the SCDC magazine.

3.4 Item 5.3 – Buy back of Equity Share Properties Presentation

1. Geoff Clark advised that the tenant that was referred to would be moving in a few weeks' time and they were working with them to address the current condition of the property.
2. Gina Manderson would include an article in a future newsletter.

3.5 Item 5.4 – Annual Report to Tenants

Gina Manderson received feedback from the board and the Annual Report was printed and posted to tenants at the beginning of November 2022.

3.6 Item 6 – Any other Business

6.1 – Meeting Start Time

The meeting invitations for December 2022 and March 2023 with the new start time of 2pm were sent on 21 September 2022.

Item 6.2 – Emergency Telephone Number

Geoff Clark advised that the emergency telephone number was active.

4. Standing Items

4.1 Update on Repairs Contract

Eddie Spicer referred to the updated report included in the pack and reported that Cambridge City Council was no longer a part of the shared heating contract that we had shared with Mears, which meant that Mears was 100% with SCDC and this had made a massive difference in freeing up time for their call centre. He said the service had been good and feedback received was also good. He added that he was pleased with the way the contract was progressing and the way the new system was being used by tenants.

The Chair asked if the increase in staffing levels had had an effect.

Eddie Spicer said that it had made a difference having more operatives and that a new contact centre advisor had been employed, making the office fully staffed.

Cllr Hales asked if there was an issue as to why Cambridge City Council had moved away from the heating contract.

Eddie Spicer said that previously the gas and heating contract was a joint contract with City, but when we went out to tender, it was included in one contract and City chose not to be included in the tendering process.

4.2 Forward Plan

Julie Fletcher referred to the Forward Plan included in the pack and said this was a standing item on the agenda. She went through the items and said that a review of the Chair and Vice Chair would be held in March 2023.

Margaret Wilson asked what the start date was for the new Resident Involvement Team Leader and asked for a meeting to be set up with him as soon as possible.

Julie Fletcher advised that his start date would be 9 January 2023 and she would arrange for a meeting to be set up as soon as he had completed his induction.

Margaret Wilson said that she had an issue with her garage.

Geoff Clark said that if it was a repair issue, to contact Mears.

Margaret Wilson said the issue was complicated.

Geoff Clark said he would contact Margaret Wilson for the details of the issue.

Eddie Spicer said that he was in the process of reviewing the best way forward for the Stock Condition Survey, which was planned to go live in April 2023, and that he would get a project group together in January 2023.

Dave Kelleway said his fears were that garage blocks would be destroyed with new houses being built on them, and that this policy needed to be handled very sensitively. He also said that the Homelessness Review which ran out in April 2023 was not due to be looked at until June 2023 and he felt it should be looked at a bit earlier.

Action by: Geoff Clark

5. New Matters

5.1 7% Rent Cap

Martin Lee said that the council could increase rents in April of each year and that it could have been increased by 11.1% this year, however, the Government had confirmed rent increases for 2023 / 2024 would be capped at 7%. He went through a slide showing the rent increases since self-financing and said that an increase of 7% was being considered.

The Chair said that it was important to implement this increase.

Martin Lee explained that over £7 million per year was paid in interest on loans. He added that the increase in rent was to keep up with the current rising costs.

5.2 Budget and Rent Setting

The Chair advised that training by Martin Lee was given to the Tenant Representatives on 18 October 2022. He added that the final budgets would be approved by Council in February 2023.

Martin Lee said that they were in the middle of setting the budget and he did not have the actual figures. He presented the draft Capital programme for 2022 / 2023 to 2027 / 2028.

Peter Tye asked if the council received income from the government for disability adaptations.

Martin Lee said that we did, however, it was not included in the budget as it was managed by the general fund.

Peter Tye asked if properties were insured against fire, etcetera.

Martin Lee said that the council had stopped insuring properties approximately 10 years ago, however, they did have a £1 million reserve for those type of occurrences. He added that blocks of flats were insured as they were a higher risk.

Geoff Clark said that tenants needed to only insure the contents of their homes. He added that we did assist them to find the right policy to suit their needs.

Dave Kelleway asked when the HEB would be part of the decision making process for the budget.

Martin Lee explained the order that was followed for the budget approval as follows:

- Leadership Team
- Informal Cabinet
- Scrutiny and Overview Committee
- Council for approval

Dave Kelleway said that he was concerned that the HEB was not a part of the formal process and that he had not seen any documents prior to the meeting. He asked when the HEB would become a part of the budget setting.

Julie Fletcher agreed that going forward we did need to plan this better and we were hoping to have more to present at this meeting. She said that once the papers had been to Informal Cabinet, the papers would be sent to the HEB to review and to make a formal response to SCDC, which would be included and taken to the Scrutiny and Overview Committee.

Eddie Spicer said that the council were currently reviewing their insurance policy to include all properties.

Margaret Wilson referred to a fire to a semi-detached council property, earlier in the year, where the adjoining privately owned house was damaged and asked if the owners could put in a claim to the council.

Geoff Clark said that the private owner's insurance company would claim from the council's insurance.

5.3 Sheltered Housing Schemes Audit Accounts

Geoff Clark explained that Margaret Wilson had been asking for copies of the Sheltered Housing Scheme Audit Accounts to be put up in communal halls for all tenants to view.

Martin Lee presented an example of the actual scheme expenditure and said that he could prepare a statement for the communal halls.

The Chair asked Margaret Wilson if she was satisfied with this response, to which she replied that she was not. She said that their hall was hired out and charged for, however, there was no record of any payments being made and that tenants wanted to know what happened to money collected by the Sheltered Estate Officers (SEO).

Martin Lee said that it would be reflected as Private Hire.

Geoff Clark said there was a receipt process and the Communal Income reflected on the statement was money collected for private hire. He added that a statement similar to the one being presented could be published for each sheltered estate and posted in the communal room.

Les Rolfe said that they required a breakdown of who paid for the hire of communal halls. He explained that he would give the SEO the information about the use of the communal hall and an invoice was issued. He said if cash was paid to the officer for the use of the hall, it should be reflected on the account.

The Chair agreed that it should be as it put the officer at risk.

Les Rolfe added that the accounts did not explain or give a breakdown of costs. He asked why sheltered leaseholders paid a 10% administration fee and general needs tenants did not pay an administration fee.

Martin Lee explained that the 10% administration fee was to cover the administration costs of preparing the statements and invoices. He said that this fee was included in the rent of general needs tenants and was reflected on their rent statements. He added that sheltered tenants paid a service charge on top of their rent to cover the additional costs of running the sheltered scheme (staffing, grounds maintenance and communal room maintenance).

A discussion on rent statements was held.

Les Rolfe said that it would appear that leaseholders paid more.

Geoff Clark said that a more detailed report was needed.

Peter Tye asked if the buildings insurance charge of £65 was per person.

Martin Lee said that it was not and was divided amongst the number of properties on that estate.

Action by: Martin Lee

5.4 Communal Areas Review

Geoff Clark advised that this item would be moved to the March 2023 meeting. He explained that they had identified a risk with some items stored in commercial bins at our blocks of flats and that residents were not able to recycle refuse. He added that the emphasis of this report would change due to the historical arrangements that were made and that would impact on this review.

Geoff Clark said that Dave Kelleway had asked if Fixed Term Tenancies could be discussed in place of this item.

Fixed Term Tenancies

Geoff Clark said that this should be added to the Forward Plan and he gave a historical background on tenancies. He said that every tenant on a 10 year tenancy would be offered a secure tenancy.

The Chair said that eventually every tenant would be on this type of tenancy.

Dave Kelleway asked why tenants had not already been advised about this.

Geoff Clark said that they had looked at other councils and had taken legal advice. He said that they could not just end a contract, and that the tenant needed to bring it to an end and sign a new contract. He added that this gave us the opportunity to meet with tenants that we had not met previously and who may have other issues.

Dave Kelleway asked if the council could write to the tenants to advise them of the options.

Margaret Wilson asked if this affected the 1 year introductory tenancy.

Geoff Clark said that that was still in place.

Jim Watson said that his understanding was that the council would first check a tenant's circumstances.

Geoff Clark agreed that that was one of the original intentions.

A discussion on Fixed Term Tenancies was held.

The Chair suggested that we should immediately announce the policy so that all tenants were made aware that their tenancies were secure.

Action by: The Chair

5.5 Co-option Policy

Julie Fletcher said that the Co-option policy had had some issues with the qualifications criteria, which had been reviewed and updated. She referred to Appendix A – Qualification Criteria to become an elected Tenant Representative.

The Chair asked for the document to be approved.

Margaret Wilson proposed and Dave Kelleway seconded the approval of the document.

Les Rolfe asked for the word “leaseholder” to be added to the policy documents where applicable.

Action by: Bronwen Taylor

5.6 Mutual Exchange Policy

Julie Fletcher advised Abida Ruma had been employed to work on the housing policies and said that she had met with the HEB to discuss the Mutual Exchange policy. She said that she had taken comments on board and had been checking with other councils on best practice. She added that she was looking at different tools and ensuring that a thorough job was being done. She said that Abida Ruma would report back and meet with tenant representatives in January / February 2023 with recommendations.

5.7 New Repairs contract – Performance Review Joint Working Group

Eddie Spicer referred to the report included in the pack and advised that a meeting with Mears and SCDC officers was held at the end of November 2022, and second meeting with the group, which included Les Rolfe, Paul Bowman and Patti Hall and SCDC officers, was held on 2 December 2022. He added that they were still monitoring works on the old contract and were down to 200 outstanding jobs, which had reduced from an initial figure of approximately 750.

Julie Fletcher said that we need to review how all groups fed into the HEB.

Eddie Spicer said that the minutes from the meetings would be sent to all groups.

Les Rolfe asked for future meeting dates.

Eddie Spicer said he would send out meeting invitations for 2023.

Julie Fletcher said that these meetings needed to be before both the HPP and HEB meetings and suggested that a meeting was held to look at setting dates.

Action by: Julie Fletcher and Eddie Spicer

5.8 Housing Service Improvement Plan

Julie Fletcher referred to the document included in the pack and said that following the Satisfaction Survey, these were the key findings which needed to be actioned.

Margaret Wilson asked if the website had been improved yet as she thought that it was not designed for tenants use but for officers use.

Julie Fletcher said that redesigning the website was a huge task however it was currently being worked on.

Margaret Wilson suggested getting a group of users to test the website.

The Improvement Plan was proposed by Jim Watson and seconded by Dave Kelleway.

5.9 New Tenant Representatives Complaints Portal

Julie Fletcher advised that a new Tenant Representatives Complaints form had been designed in order for tenant representatives to escalate queries on behalf of tenants. She said that this form would only be used when tenants had followed the proper procedures and had received no feedback from their original query. She add that Tenant Representatives would be given training on the new system.

5.10 New Resident Involvement Team Leader

Julie Fletcher advised that interviews for the new Resident Involvement Team Leader role were held on 3 November 2022 and that the interview panel consisted of Peter Campbell, Margaret Wilson, Les Rolfe, Paul Bowman and herself. She said that the position had been offered to and accepted by David Armitage, and she was pleased that he would be starting on 9 January 2023.

Margaret Wilson thanked Julie Fletcher for including the tenant representatives in the interview process and for taking their comments on board.

5.11 Damp and mould

Eddie Spicer referred to the case of the young boy who passed away due to damp and mould, and said that the council was taking this issue very seriously. He said that tenants needed to report any issues, no matter how big or small, to us through Mears and should they get no response, to contact him to investigate further. He reported that specialist contractors were used and currently they were struggling with appointments as there were

a large number of cases being reported. He added that if there were urgent cases, the council would send out one of our surveyors.

Eddie Spicer said that our properties were in good condition, however, each case was very different, and all would be dealt with on their own merit. He added that there had been an increase in reporting due to the media coverage on this issue.

Dave Kelleway thanked Eddie Spicer and Peter Campbell for meeting with the HEB and HPP the day before, and said that the October 2021 Ombudsman report – Spotlight on damp and mould had 26 recommendations. He asked for a report back as to where the council was in relation to that report to be included in future meetings. He suggested that when tenants complete the Mears questionnaire, to include a question on damp and mould.

Eddie Spicer said that the Ombudsman's report were recommendations only, however, we were held by the decent home standards. He went through the report and said there were some issues that we could work on in more detail. He proposed that an additional question, "Do you have anything else to report?", could be asked when a tenant reported a fault.

Dave Kelleway asked the board to email specific issues to Eddie Spicer.

Action by: Board members

6. Any Other Business (AOB)

6.1 Stigma

Margaret Wilson said she attended a national meeting on 28 November 2022 and said she would like to give a brief summary of what was talked about, and to give an illustration of where it was not generally recognised except by those who felt that there was a stigma attached to issues. She referred to the recent appointment of the Resident Involvement Team Leader and said that the advert went out without consultation with any of the tenant representatives, and then there was a problem finding tenant representatives who were free. She said one of the stigmatising issues that tenants nationally had identified was an assumption that tenants were free because they do not work, etcetera, and said it was worth noting the unconscious stigma. She added that there were other issues that came out of the meeting and she would include a report for the next meeting. She also explained the process followed by a housing association where tenants were involved from the beginning when there was a job vacancy, which she thought was a very good idea.

Action by: Margaret Wilson

6.2 Housing Strategy Review

Julie Fletcher advised that we were about to start preparing the Greater Cambridge Housing Strategy, which covered our council stock, council tenants, existing housing in the private sector, new build developments as well how housing played a part in health and well-being, and she would contact the HEB in February 2023 for their involvement in the process. She said it was a lengthy process and would probably be published in June 2024.

Action by: Julie Fletcher

6.3 Heating System

Margaret Wilson referred to the new heating system installed in the communal rooms and said that since October 2022 the system had been turning on at all times of the day and night, however, Chris Brown had now resolved the issue. She added that there were no operating instructions in the hall.

Eddie Spicer confirmed that it had been resolved and that the system had been designed to save money.

Margaret Wilson said that they had waited too long for the instructions and one of the tenants had switched the “comfort” button on.

Jim Watson said that the heating at the Wilford Furlong rooms was not coming on.

Eddie Spicer said that the problem was with people interfering with the heating system.

7. Meeting Date

The Chair referred to the next meeting date as follows:

- 23 March 2023

8. Closing

There being no further business to discuss, the meeting ended at 3:56pm.

The items raised at the previous meeting have been actioned and are below.

Matters Arising from previous Meeting – 15 December 2022 (Item 3.1)

Item 4.2 – Forward Plan

Action: Geoff Clark to set up a meeting with Margaret Wilson regarding the issue with her garage.

Report back: Geoff Clark passed on this issue to Eddie Spicer.

Eddie Spicer advised that the shed, etcetera were inspected early in January 2023 and the remedial works were booked for Wednesday 8 March 2023 for completion.

For noting.

Item 5.3 – Sheltered Housing Schemes Audit Accounts

Action: Martin Lee was requested to prepare statements for each communal hall.

Report back: Martin Lee advised that they would be preparing the statements at the end of February 2023 / early March 2023 and would send them out in order that they could be displayed in each Communal Room from April 2023, the start of the new financial year.

The statements would be the estimated costs for the Year 2023 / 2024.

For noting.

Item 5.4 – Fixed Term Tenancies

Action: Tenants currently on Fixed Term Tenancies to be made aware that their tenancies will be made secure.

Report back: An update report on Fixed Term Tenancies is included for noting.

Update on Fixed Term Tenancies

Report for Housing Engagement Board – 9 March 2023

Last year the Council made a policy decision to no longer offer 10- year fixed term tenancies, and grant lifetime secure tenancies instead.

Since that decision was made, new customers offered accommodation with South Cambs District Council, now accept a 12- month introductory tenancy, that then converts to a lifetime secure tenancy upon completion of the introductory period.

Any existing tenant that wishes to transfer between one South Cambs District Council property to another, and holds a fixed term tenancy, is granted a secure lifetime tenancy when they move.

Any existing tenant that wishes to complete a mutual exchange with another South Cambs District Council tenant, will take on the tenancy the other tenant holds by way of assignment. However, these arrangements are currently under review as we look to introduce a new Mutual Exchange Policy.

We currently have 1,023 fixed term tenancies in place. With the first one's granted in April 2013 coming to an end from April 2023 onwards.

We have pilot project which we have introduced that includes a process of contacting each tenant on a fixed term tenancy, as they come close to the end of the fixed term period, with a view to completing a home visit. This process allows us to

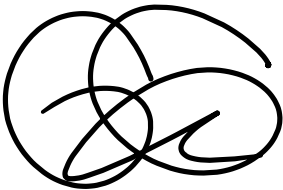
- Talk through the process of transferring from a fixed term tenancy to a lifetime secure tenancy in detail, and offers an opportunity to address any queries or questions the tenant may have.
- Identify any outstanding repair issues that may not have previously been reported, and take a proactive approach to tackling any damp or mould issues we may encounter.
- Offer advice, support and guidance if a tenant is struggling financially with the cost of living crisis. Including applying for welfare benefits or signposting to partner agencies.
- Offer advice, support and guidance if a tenant is struggling with their physical or mental health or general wellbeing. Again, consider signposting to partner agencies if appropriate, with the tenants consent.
- Discuss the suitability of the current accommodation and offer advice on the options available to transfer to an alternative home.
- A general opportunity to have a catch up with a tenant we may not have spoken with directly for a while.

From the tenants we have made contact with so far, many have expressed their gratitude for us taking the time to come and talk to them and offer support.

Our plan is to run the pilot project for a year after which we will review the progress made.

We will also be writing to every remaining fixed term tenant shortly that we haven't already spoken with, to confirm that the Council have made a policy decision to offer a secure lifetime tenancy when their fixed term period comes to an end.

We will also be drafting a new Tenancy Policy to reflect the changes described.

A handwritten signature in black ink, consisting of several overlapping loops and a final flourish that extends to the right.

Geoff Clark

Service Manager Tenancy and Estates

Item 5.5 – Co-option Policy

Action: Bronwen Taylor to add the word “leaseholder” to the policy documents where applicable.

Report back: Bronwen Taylor has added the word “leaseholder” where applicable.

For noting.

Item 5.7 – New Repairs contract – Performance Review Joint Working Group

Action: Julie Fletcher and Eddie Spicer to look at setting meeting dates to coincide with the HPP and HEB quarterly meetings.

Report back: Eddie Spicer has sent monthly meeting invitations to the attendees of the working group.

The HPP and HEB meeting dates have been set to be held after the working group’s meetings.

For noting.

Item 5.11 – Damp and mould

Action: The Board to send any issues on damp and mould to Eddie Spicer.

Report back: Eddie Spicer advised that he had not received any issues from the Board members.

For noting.

Item 6.1 – Stigma

Action: Margaret Wilson asked to give a summary of the national Stigma meeting she attended on 28 November 2022.

Report back: Margaret Wilson to report under item 6.7.

Item 6.2 – Housing Strategy Review

Action: Julie Fletcher to contact the Board in February 2023 for their involvement in this process.

Report back: Julie Fletcher to provide an update on the Greater Cambridge Housing Strategy.

5. Standing Items

5.1 New Repairs Contract – Performance Review Joint Working Group

An update on the Repairs Contract is included for noting.



Performance Review Joint Working Group Update – February 2023

Since the start of the new contract we have formed the Resident Working Group for the new contract with Mears. We meet on a monthly basis with representation from stakeholders, 3 Tenant volunteers (including 1 leaseholder) 3 representatives from Mears and 3 from SCDC.

The main topics of these meetings are:

1. KPI review
2. Complaints Overview
3. Feedback From Residents
4. Feedback and comments from Core Groups
5. H&S concerns
6. Customer Satisfaction
7. Job response times and volumes
8. Social Value activities
9. Contract Commitments

There have only been 2 full meetings of the group in November 2022 and January 2023 as the contract was getting going, and will now settle into a regular monthly meeting with the next due on the 2nd March 2023.

The involvement of the tenants is invaluable to me and our service, as it provides a voice and opinions from our service users. The tenant representatives are encouraged to communicate with the wider tenants and obtain genuine feedback and comments which can be digested at these meetings and put to constructive use.

There is a high level of commitment and enthusiasm from the representatives in being involved in the process and providing input into decision making conversations and providing an independent voice.

Eddie Spicer.

Mears Repairs Contract

Performance Review Joint Working Group

Meeting Dates

All meetings are held on Thursdays at 11am to 12pm, unless otherwise stated.

1 February 2023 at 1pm to 2pm (Wednesday)

2 March 2023

6 April 2023

4 May 2023

1 June 2023

6 July 2023

3 August 2023

7 September 2023

5 October 2023

2 November 2023

7 December 2023

4 January 2024

1 February 2024

7 March 2024

5.2 Forward Plan

Julie Fletcher to provide an update on the Forward Plan which is included in the pack.

Housing Engagement Board – Forward Plan

Date of Meeting	Topic	Description	Lead Officer	Decision Route
24 March 2022	Project Initiation Document and Evaluation	Update on Project Initiation Document and Evaluation	Bronwen Taylor	For Information
24 March 2022	Tenancy Policy	Update on Tenancy Review / Policy	Geoff Clarke	Cabinet
24 March 2022	Doubling Nature Project	To update the HEB on the Doubling Nature Project	Geoff Clarke	For Information
24 March 2022	Tenant Satisfaction Survey	Update on project to undertake the Tenant Satisfaction Survey	Julie Fletcher	For Information
24 March 2022	Small Land Sales (HRA) Policy	To provide comments on the draft Small Land Sales Policy and procedures	Julie Fletcher	Cabinet – 22 March 2022 Final approval following HEB comments by Lead Member for Housing
Consultation in June 2022 Previous date was May 2022	Service Plan	To provide comments on the Service Plan for the Housing Service for 2022 / 2023	Peter Campbell	Sign off by Lead Member for Housing
June 2022	Asset Management Strategy Action Plan	Prioritising the actions and monitoring progress in the Asset Management Strategy	Peter Campbell	For Information
June 2022	Estate Inspection Policy	To amend the number of inspections held per year	Geoff Clark	Housing Engagement Board
June 2022	Contract for Repairs / Maintenance	To provide an update of the appointment of the new contractor, transitional arrangements including tenant working groups being established	Eddie Spicer	For Information

Date of Meeting	Topic	Description	Lead Officer	Decision Route
Special presentation by MEL – July 2022 Previous date was May / June 2022	Tenant Satisfaction Report	To note the findings of the Tenant Satisfaction Report and agree actions to take forward	Julie Fletcher	Housing Engagement Board
September 2022	Stigma Project	To note the findings of the Stigma survey	Julie Fletcher	For discussion
September 2022	Annual Report to Tenants	To endorse the Annual Report which details how the council performed over the last year	Gina Manderson	Housing Engagement Board
September 2022	Buy back of equity share properties	Report on the process relating to the buying back of equity share leasehold properties and selling the new leases on. Further information on this was requested at the last Housing Engagement Board meeting	Becky Gane	For Information
September 2022	Endorsement of the Complaints Handling Self-assessment	Landlords are required by the Housing Ombudsman to undertake a self-assessment against the Complaint Handling Code and publish the results	Grace Andrews	Housing Engagement Board
October 2022 (outside of HEB formal meeting)	Budget and Rent Setting	Specific training session on the process for Budget and Rent Setting	Martin Lee	Training
December 2022	Budget and Rent Setting	Proposed budget for the housing service for 2023 – 2024	Martin Lee	Council to approve final budgets in February 2023
December 2022	Co-option Policy and Qualification Criteria	To approve the qualification criteria to become an elected tenant representative and to re-endorse the Co-option Policy	Julie Fletcher	Housing Engagement Board

Date of Meeting	Topic	Description	Lead Officer	Decision Route
December 2022	Mutual Exchange Policy	Update on the progress of the mutual exchange review	Julie Fletcher	Housing Engagement Board
December 2022	New Repairs Contract Performance and Scrutiny Team	Update and feedback from the tenant working groups	Eddie Spicer	For Information
December 2022	To approve the Housing Service Improvement Plan	Following the tenant & leaseholder satisfaction survey, an improvement plan to be agreed to increase tenant and leaseholder satisfaction	Julie Fletcher	Housing Engagement Board
March 2023 Carried forward	Communal Areas Review	To receive an update on the Communal Areas Review	Geoff Clark / Debbie Barrett	Housing Engagement Board
March 2023 [new]	Housing Engagement Board	To appoint Chair for the forthcoming year 2023 – 2024	Chair	Housing Engagement Board
March 2023	Review of Resident Engagement Framework	To report on the process for the review of the resident engagement framework to ensure it is robust and fit for purpose; and meets the requirements of the Social Housing Regulator	Resident Involvement	Housing Engagement Board
TBC – A separate session will be arranged outside of HEB during April 2023 Moved outside of HEB to allow for longer discussion and timescales.	Garage & Land Review	Update of findings of the Garage & Land Review and recommend actions	Kirstin Donaldson	Cabinet

Date of Meeting	Topic	Description	Lead Officer	Decision Route
March 2023	Mutual Exchange Policy	To approve the mutual exchange policy. To seek approval of the mutual exchange policy outside of the HEB meeting.	Housing Policy Officer – Abida Ruma	Housing Engagement Board / Lead Member for Housing
March 2023 [New]	Asset Management Strategy Action Plan	Update on the progress of the actions contained in the Asset Management Strategy	Julie Fletcher	For Information
March 2023 [New]	Key Amnesty	Update on the Key Amnesty Campaign which ran during February 2023	Tara Nutbeam-King	For Information
March 2023 Deleted from Forward Plan – email sent to HEB re. progress – to be considered following outcome of survey	Council Stock Condition Survey	Outcome of the Stock Condition Survey. Tenant Working Group set up	Eddie Spicer	For Information
Briefing session to be arranged outside of HEB for tenant representatives March Summer 2023	Greater Cambridge Housing Strategy	Review of the Greater Cambridge Housing Strategy	Julie Fletcher	Consultation
June 2023 [New]	Complaints	Review of yearly complaints handling statistics 2022 / 2023	Grace Andrews	For Information / Scrutiny
June 2023	Homelessness Review	Review of Homelessness & Homeless Strategy	Heather Wood / Sue Carter	Consultation

Date of Meeting	Topic	Description	Lead Officer	Decision Route
June 2023 Carried forward Project delayed. Appointment of temporary Policy Officer November 2022	Policy Review	To provide an overview of current policies – identify gaps and programme for reviews	Policy Officer	Housing Engagement Board
June 2023 [New]	Tenancy Policy	To approve the Tenancy Policy following the ending of fixed term tenancies	Policy Officer	Housing Engagement Board / Lead Member for Housing
January 2024 Carried forward The mobilisation of the Mears Contract has taken more time than expected. Currently working on some preliminary works around this but won't be progressing with residents until at least April 2023.	Empty Property Relet Disposal and Standards	Consider findings and recommendations following the outcome of the project working group – Empty Property Relet Disposal and Standards. Currently undertaking some internal process mapping to feed into the project working group	Eddie Spicer	Housing Engagement Board
June 2023 [New]	Housing Service Plan	To approve the Housing Service Plan for 2023 / 2024	Julie Fletcher	For final sign off by the Lead Member for Housing
September 2023 [New]	Damp and Mould Policy	To approve a damp and mould policy.	Eddie Spicer	Lead Member for Housing or Cabinet – tbc
September 2023 [New]	Improvement Plan	Update on the progress of the actions contained in the Improvement Plan	Julie Fletcher	For Information

Date of Meeting	Topic	Description	Lead Officer	Decision Route
TBC	Together with Tenants Charter	Review what actions are required to achieve the Together with Tenants Charter	Resident Involvement Team Leader	Cabinet
June 2024	Council Stock Condition Survey	Outcome of the Stock Condition Survey.	Eddie Spicer	For Information
September 2023	Grounds Maintenance	Re-tender of grounds maintenance contract. Tenant engagement to be part of the the process.	Geoff Clark	For Information

5.3 Mutual Exchange Policy

Julie Fletcher to provide an update on the Mutual Exchange.

5.4 New Tenant Representatives Complaints Portal

Julie Fletcher to provide an update on the new Tenant Representatives Complaints Portal.

5.5 Key Amnesty

The Key Amnesty Campaign ended on 28 February 2023. The team is in the process of analysing the data. A report will be sent out in due course.

For noting.

6. New Matters

6.1 Communal Areas Review

Debbie Barret to report.

6.2 Co-option of New Member

The co-option vacancy and application documents were uploaded to SCDC's website on 20 January 2023. The vacancy was advertised in the February 2023 newsletters and regularly on Facebook.

We received two applications. As one of the applicants was from the East area, the applicant has been duly elected onto the board.

Emails were sent to both applicants on 7 March 2023 advising them of the outcome.

For noting.

6.3 Review of Resident Engagement Framework

Dave Armitage to update on the process for the review of the resident engagement framework to ensure it is robust and fit for purpose; and meets the requirements of the Social Housing Regulator.

6.4 Asset Management Strategy Action Plan

Julie Fletcher to provide an update on the progress of the actions contained in the Asset Management Strategy, which is included in the pack.



Report to:	Housing Engagement Board (HEB) 23 March 2023
Lead Officer:	Julie Fletcher : Service Manager – Housing Strategy

Housing Asset Management Strategy Action Plan Monitoring

Recommendations

1. That the Housing Engagement Board (HEB) note the progress being made regarding the Housing Asset Management Strategy Action Plan, as set out at Appendix A.

Reasons for Recommendations

2. The Housing Asset Management Strategy includes an Action Plan identifying how the key priorities listed in the Strategy will be taken forward. The Action Plan is a 'live' document which will be brought to the HEB on a quarterly basis to monitor progress and give members of the Board an opportunity to raise any queries relating to the key actions.

Details

3. The Housing Asset Management Strategy was approved by Cabinet in February 2022. The Strategy is a five year plan which sets out the strategic medium and long-term approach to maintaining, improving and developing the Council's housing assets which sit within the Housing Revenue Account. It details the key priorities for the physical care and improvement of the council homes we provide, along with their surrounding environment. The [Housing Asset Management Strategy](#) is available on our website.
4. Good progress is being made to the actions identified, with eleven projects completed within the first year, and a further 2 actions rated 'green' as being on track to complete by the target date. A further 13 actions are rated 'amber' where the target date has been revised or the project is still to get started but anticipated to complete by the target date.
5. There are a further 7 actions identified which are dependent on other actions being completed before these can be progressed.
6. As part of the annual update of the Service Plan, the Action Plan will be reviewed and additional actions added as appropriate.

Background Papers

Appendices

Appendix A: Action Plan – Housing Asset Management Strategy

Report Author: Julie Fletcher : Service Manager – Housing Strategy

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Appendix A

Action Plan (from Housing Asset Management strategy (HAMS))

Updated: March 2023

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
Tenant Involvement	T3	Establish a Housing Engagement Board in 2021 and implement the new tenant engagement framework	Julie Fletcher	COMPLETED June 2021	As in existing plans
Service Improvement	S5	To establish a regular inspection regime of non-housing assets to include: <ul style="list-style-type: none"> • Estate Inspections • Open space inspections (including footpaths and lighting) • Garage batteries and sites. 	Geoff Clark	COMPLETED Tenant Inspector programme established	The implications from the white paper is that housing providers need to pay more attention to the appearance and liveability within Council Estates.
Service Improvement	S7	Develop a policy on how to deal with land owned by the Council, including surplus land and in some cases garden land.	Eddie Spicer	COMPLETED Small land sales policy published March 2022	To provide clear guidance and policy in terms of our non-housing assets.
Service Improvement	S8	Recruitment of three new posts; two to provide additional support for households facing financial hardship and one for those suffering from mental ill health. Update March 2023: Financial Hardship posts – three posts recruited to in total including an additional Housing Advice Assistant and two officers giving money advice (second due to be in post by end of March)	Heather Wood / Sue Carter	COMPLETED December 2022 Financial Hardship Worker – 3 rd post by March 2023	To support those impacted by the high cost of living and the pandemic through money advice.

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
		Mental Health Worker started in post in December 2022	Geoff Clark	Mental Health Worker September 2022	To support the increasing number of tenants suffering from mental ill health to help them sustain their tenancy.
Tenant Involvement	T2	Conduct a 100% satisfaction survey using agreed methodology to allow comparisons over time and with other organisations. Update March 2023: Survey completed and published on website July 2022. Improvement Plan implemented following results, approved by HEB December 2022.	Julie Fletcher	COMPLETED July 2022	To use the industry standard STAR survey methodology. Consider option of using external contractors.
Green Measures	G4	Complete a survey of all trees across HRA open spaces Update March 2023: Survey completed March 2022. Urgent tree works identified as part of the survey have been completed. Non urgent works continue to be issued based upon time frames specified by contractor.	Geoff Clark	July 2022 COMPLETED	Ability to map all trees in our ownership and make informed decisions as to replanting, maintenance, etc.
Compliance	C3	Undertake a programme of works to replace all fire doors with composite FD30S doors over the next 12 months. Update March 2023: All flat entrance doors are now replaced and on an annual inspection schedule.	Eddie Spicer	April 2022 Revised date: February 2023 COMPLETED	Priority
Performance	P1	Develop a new set of performance indicators for the new repair contract. Update March 2023: The new contract has a new set of stringent KPI's written into the contract, alongside new requirements	Eddie Spicer	June 2023 COMPLETED	Need to be a mix of management information and information that allows comparison with others (example, House mark)

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
		provided by HouseMark and the Regulator. The performance figures will be more accurate and meaningful.			
Repairs Contract	R1	Retender the repairs service. New contract to start quarter 2 – 2022 Update March 2023: Contract started 3 rd October 2022 with a 6 month transition period.	Eddie Spicer	COMPLETED October 2022	To develop a new repairs service that allows the council to deliver its priorities / services improvements and is cost effective. ARK are currently engaged to deliver options appraisal
Green Measures	G2	Explore options of a zero-carbon new build scheme within the housing stock. Update March 2023: Working with South Cambs Investment Partnership to take on the affordable homes at Cambourne (circa. 70 homes) which will achieve net zero carbon through a fabric first approach, with Passivhaus levels of performance. This will be accomplished through high levels of insulation, airtight construction, air source heat pumps for heating and hot water, photovoltaic panels and energy efficient building services and controls. The whole development (circa. 256 homes) will be entirely gas-free, and each home is designed to help reduce water usage to not exceed 99 litres per person per day, lower	Kirstin Donaldson	COMPLETED Planning Application to be submitted by December 2022	Consider exemplar scheme to demonstrate new zero housing. Intention to monitor effectiveness

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
		<p>than the 110 litres standard required by national building regulations.</p> <p>Planning application submitted January 2023.</p>			
Business Planning	B6	<p>Review the Council's self-insurance policy for its housing stock</p> <p>Update March 2023: Due to high insurance costs, the Council's self-insurance policy remains the best option. This will be reviewed in 3 – 4 years' time once data has been established in terms of recording risks and potential claims.</p>	Emma Wilshaw	COMPLETED March 2023	Consider the risks associated and whether this policy is still fit for purpose.
Improve Information	I2 RAG: Amber	<p>Fully implement Orchard Housing Management System.</p> <p>Update March 2023: Additional issues have caused the delay on previous anticipated dates.</p>	Eddie Spicer	<p>Housing Management April 2022</p> <p>Asset Management September 2022</p> <p>Revised Date: June 2023</p>	Full implementation includes mobile surveys, population of database and ability to use this to plan future capital projects.
Compliance	C4 RAG: Amber	<p>Develop practical advice for tenants to minimise risk of Legionella</p> <p>Update March 2023: – will look to promote through articles in the newsletter and development of a guidance note.</p>	Eddie Spicer	October 2022 Will be an ongoing item	Although individual properties are out of current legislation, it is considered good practice
Service Improvement	S2 RAG: Amber	<p>Review the Tenancy Policy and the use of fixed term tenancies.</p> <p>Update March 2023 : Cabinet approved the discontinuation of the use of Fixed Term Tenancies at its meeting in March 2022.</p>	Geoff Clark	April 2022 Part Completed	To have an updated policy in place by April 2022.

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
		<p>Pilot project commenced to engage with tenants coming to the end of their fixed term period to sign a new secure tenancy. To date this have been well received. The first new secure tenancies will be signed in April 2023.</p> <p>Communication to be sent out to all fixed term tenants advising of policy change in March 2023</p> <p>New Tenancy Policy to be drafted to reflect policy changes.</p>		<p>April 2023</p> <p>June 2023</p>	
Business Planning	B5 RAG: Amber	<p>Undertake an appraisal of all the non-housing assets, including land and garage sites.</p> <p>Update March 2023: Work underway – Suitable sites yet to be identified. Originally planned to identify 5 sites. Separate meeting to be arranged with Housing Engagement Board tenant reps in March 2023 to discuss project.</p>	Kirstin Donaldson	December 2022 Revised date: March 2023	To identify the notional value of our non-housing assets and identify opportunities for development and other uses, such as contributing towards the Council's corporate aims of doubling nature.
Compliance	C1 RAG: Amber	<p>Establish a suite of indicators to demonstrate compliance and ensure regular reports. To include</p> <ul style="list-style-type: none"> • Gas Safety • Electrical Upgrades • Water Safety (Legionella) • Fire Safety and systems • Asbestos 	Eddie Spicer	December 2022 Test environment by September 2023	Increasing importance from green paper.

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
		<ul style="list-style-type: none"> Lifts and lifting equipment <p>Update March 2023: Interim Measure in place, plan for Power Bi reporting to report on this moving forward, we aim to have a test environment by September 2023. Also added Lifts to the suite in line with new regulatory requirements.</p>			
Compliance	C5 RAG: Green	<p>Ensure that responsible officers are identified for all aspects of compliance (gas, electricity, water safety, fire risk, and asbestos) and that all staff have appropriate training.</p> <p>Update March 2023: Requested resource enhancement for Health & Safety, structure of responsibility to be determined following decision.</p> <p>Safety Officer post agreed, this post will take on CDM management, General H&S Risk assessments and training needs in conjunction with the Compliance Team.</p> <p>All of the Admin Team have been trained so far.</p>	Eddie Spicer	December 2023	Compliance with all aspects of the Homes standard and the requirements of the white paper.
Improve Information	I1 RAG: Amber	<p>Appoint specialist contractors to conduct 100% stock condition survey of all council properties.</p> <p>Update March 2023: Direct award of contract via a framework is being made, with a view to commence on site May 2023 with completion of all properties by April 2024</p>	Eddie Spicer	December 2022 Revised date of May 2023	Specialist consultancy advice may be needed to tender for this work.

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
Service Improvement	S3 RAG: Amber	To review the property relet process with the aim of increasing efficiency and avoid loss of rental income. Update March 2023: Relet standard and processes being reviewed in Property Services. Project group being established, comprising 3 tenant reps to help improve the relet service provided to incoming residents, with a particular focus on the reuse/ recycling of belongings left when a property is vacated.	Geoff Clark / Eddie Spicer	March 2023 September 2023	Empty properties are a very visual measure of performance. Need to minimise rent loss.
Performance	P2 RAG: Amber	Develop a new suite of indicators to measure overall service performance March 2023: Looking to commission annual satisfaction surveys for tenants and leaseholders to be carried out in October of each year, as well as monthly repairs surveys. Performance measures to be collated from April 2023 in compliance with the new measures set by the Social Housing Regulator.	Peter Campbell	April 2023	Monitoring is given high priority within the HAMS and the green paper.
Service Improvement	S4 RAG: Amber	Establish options to allow leaseholders to benefit from carbon reduction work and for the Council to recover costs from the leaseholders. Update: Currently looking at funding options available to support leaseholders and seeking legal advice.	Geoff Clark	April 2023	Many blocks of flats contain a mix of council owned properties and leaseholders. The council may want / need to recover costs from leaseholders who benefit from work (example, external insulation)

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
Service Improvement	S6 RAG: Amber	Review standards within internal communal areas within blocks of flats, such as corridors and stairwells Update: March 2023 Project has started Debbie Barrett to provide verbal update at the March 2023 HEB. Project will extend into most of 2023	Geoff Clark	April 2023 April 2024	To improve the cleanliness and tidiness for communal areas within blocks of flats
Green Measures	G1 RAG: Green	Continue to explore and trial technical solutions across building archetypes to ensure suitability and affordability for net carbon zero as part of the wider work of the Net Zero Collective Update March 2023: Although our involvement with the collective is greatly reduced, alternative methods of industry innovation and best practices are in place.	Eddie Spicer	Ongoing	Field testing, what works best.
Green Measures	G6 RAG: Amber	Working with others departments, the Net Zero Collective and local colleges to explore options of training local people in the installation and maintenance of low carbon technologies. Update March 2023: A large funding bid was made in November 2022, if successful this will greatly contribute to our decarbonisation objective and will create local opportunities for employment and training.	Eddie Spicer	Ongoing	Increasing capacity in the workforce for the installation and maintenance of new low carbon technologies

The following projects are reliant on other factors before they can begin.

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
Business Planning	B1	Use information from the stock condition survey (reference I2) to develop a new holistic and sustainable 30 year investment plan that reflects both normal decent homes type work as well as zero carbon work	Eddie Spicer	6 months after completion of stock survey.	Stock condition survey will give expected lifespan of each elements of existing stock allowing better planning.
Business Planning	B2	Model the stock's net present value to determine financial performance in light of the zero-carbon standard and confirm the long-term future to support the levels of investment required	Eddie Spicer	After completion of stock survey	NPV will help to determine which, if any, properties cannot be economically maintained and / or improved.
Business Planning	B3	Develop and agree a disposal strategy for properties that are uneconomic to repair and / or uneconomic to introduce carbon reduction.	Eddie Spicer	18 month project following completion of stock survey	Properties that cannot 'wash their own face' to be replaced with other stock and assessment of need.
Business Planning	B4	Review the appropriateness and 'fit for purpose' characteristics of each of the sheltered and older / vulnerable person's housing schemes, examining issues such as property archetypes, locations, accessibility, individual attributes and demand in order to draw conclusions as to the investment works needed to ensure their ongoing sustainability	Eddie Spicer	Following stock condition survey	To ensure that the council makes best use of all HRA housing assets. Analysis of need suggests there is less demand / greater supply of housing for older people.
Green Measures	G3	Ensure that the programme of zero carbon measures identified within the Savills report are reflected in the new investment plan	Eddie Spicer	Following stock condition survey	Investment plan needs to balance existing needs and carbon reduction measures.
Tenant Involvement	T1	Ensure that customers are involved in setting a range of new standards (example, South Cambs Standard, Relet Standard)	Julie Fletcher	Awaiting Government release of New Standard	Ensuring that tenants views are listened to as part of setting new standards.

Headline	Ref. & RAG	Action	Lead / Resources	Target Date	Intended / Actual Outcome
Service Improvement	S1	Develop and agree new 'South Cambs' standard(s) for Council Housing reflecting needs to go further than Decent Homes Standard	Eddie Spicer	Awaiting Government release of new standard	<p>This reflects aims contained within Housing Green Paper. Additional standards to be considered for sheltered housing.</p> <p>Tenant input into process is essential</p>

6.5 Community Activities

Dave Armitage to report.

6.6 Summary of the National Stigma Meeting

A report on Stigma in Social Housing is included in the pack.

Margaret Wilson to report.

Margaret Wilson, Tenant Representative for SCDC and participant in the (national) Stigma in Social Housing working group Meeting held on 12th December 2022

There is a group within this organisation called Stop Social Housing Stigma (Email: stopsocialhousingstigma21@gmail.com). Its aims are to “eradicate stigma associated with social housing, provide a tenant’s perspective on stigma within social housing, raise awareness of its impact and challenge it within the social housing sector.” It hopes to “gain support from contractors, social landlords and other related organisations whilst working alongside them to develop anti-stigma projects and employee training focused upon recognising and challenging stigma within the sector.”

All meeting participants agreed that employee training is a vital part of improving attitudes and policies that affect tenants. This organisation is actively recruiting new members as they become more recognised within housing organisations and developers. They are planning to work with the government regulator and develop a working relationship with the Housing Minister so they have very high aims and vision. They also hope to engage MPs and have their support as legislation is developed. Organisations are charged a fee for membership but no details were given.

Despite the above observations, it was emphasised that this work and focus on stigmatisation should not create further divide but instead encourage cooperative working between tenants and housing developers and landlords. Credit for good landlords should be given.

There are other organisations operating across the housing sector that work to ensure the government White Paper is properly delivered. Several were represented at the meeting.

An interesting point was made by one participant that social housing providers are becoming more ‘corporate’ and that as they do so their employees and recruiting tends to focus more on ‘skills’ than ‘values’. It was said that tenants’ “needs should be ‘woven into all of their strategies and their operational plans’ so to ensure that their needs are central to housing providers operations and not an afterthought.”

An interesting outworking of this sentiment was the inclusion of tenant representatives / spokesmen at the very beginning of recruitment. Even before a vacancy is summarised into a job advertisement tenants should be consulted and included in the process. A rule of thumb was, ‘is the role customer-facing?’. If the answer is, ‘yes’, then tenants should be involved.

[The importance of this was evident recently for SCDC with the deadlines set for application and interview for the Resident Involvement Officer. No consideration was given to the availability of Tenant Representatives within the timelines set.]

Another example was the new Resident Involvement Officer's first day at a Housing Association. He insisted that he meet all the Tenant Representatives on his *first* day in post.

A participant observed that, "short notice given to residents to attend interview was in itself reflective of social housing stigma as it indicated an underlying assumption present within the social housing sector that residents did not have employment whereas many residents work and have varied commitments." Conversely, another said that their organisation had "clear protocols" in place to ensure tenant involvement from the earliest stage. Thus, it is possible.

Another practice was "involving tenants in the professional development of their staff [, for example they] have recently worked with residents to create complaint handling training for staff" or "involving residents in the training provided to employees" and, "organisational culture should ensure tenants are treated with the same respect as other bodies would be and that tenants should feel able to hold their landlord to account when they don't receive the same respect. The protocols for tabling papers with the board should apply the same to tenants groups."[sic]

Several participants outlined projects which their organisations are promoting or running. These sometimes involve outside research providers or academia but are all works in progress. I mentioned our own Stigma Survey of 2021 (results presented by Julie Fletcher) and the M.E.L. Star survey and have sent a copy of the Improvement Plan for information.

Overall, there is a lot of ambition and, very sadly, it seems that the Grenfell Tower tragedy has been the catalyst for change across the board because, from what tenants say, they appear to have been unheard for years.

The main 'take home' point is that there is stigma attached to being a social housing tenant. The language used across the housing sector and unhelpful media coverage reinforces and fuels this. The interesting research finding is that this has been a gradual development since WWII. A national ambition to own one's home coupled with misinformation about funding or support can also be used to undermine people who make their home in social housing.

My own view is that much of this is about making more 'talking shops' but that seems to be the food and drink for Local Government, Housing Associations and, of course, national government. Equally, many of the members of this group are from Housing Associations not Councils. However, I am proud to be a part of SCDC's own efforts to address the stigma attached to being a social housing tenant. Equally, I applaud SCDC's track record since 2019 in establishing our current protocols. However, we should not rest on our laurels because our is also very much a 'work in progress' as there remains a lot to do.

7. Any other Business (AOB)

Any additional issues to be raised.

8. Proposed Meeting Dates for 2023 / 2024

- 29 June 2023 (Zoom / venue to be confirmed)
- 28 September 2023 (Zoom / venue to be confirmed)
- 14 December 2023 (Zoom / venue to be confirmed)
- 28 March 2024 (Zoom / venue to be confirmed)

9. Closing