



# Housing Improvement Board - Update

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# Housing Improvement Board - Terms of Reference and Structure

*The purpose of the Board is to maintain oversight of the Improvement Framework developed to ensure that as a social housing landlord North Yorkshire Council is both compliant with all regulatory requirements and delivering high quality services and best value for money to tenants and leaseholders.*

Corporate Director - CHAIR

Assistant Director

HOS - Homes and Places

HOS - Landlord Services

HOS - Housing Delivery and Partnerships

Legal

Finance

Transformation

Performance

Technology

Customer

External Voice



# Work Stream Updates – Safety and Quality

**Workstream Lead:** Lorraine Larini

**Workstream Status:** On track / High Risk

**Key Successes:** NYC Adaptations Policy AGREED (should be by September), new stock condition survey designed and in test, fire risk assessments completed for our higher risk properties, asbestos management surveys commissioned for our higher risk properties.

**Key Issues/ Risks/ Dependencies:** 46% vacancy across Housing Standards Team, Essential compliance contracts are not in place “interim” arrangements are being implemented however these will only 12 month period.

**Key Actions for the next period:** to commence the stock condition survey programme, to implement a single software solution to manage repairs and compliance information.



# Work Stream Updates – Tenancy

**Workstream Lead:** Carl Doolan

**Workstream Status:** On track / Medium Risk

**Key Successes:** Revised NY HomeChoice Policy agreed and associated choice-based allocations system upgrade, Harmonised Tenancy Strategy and Policy drafted for internal consultation, public consultation to take place Autumn 2024.

**Key Issues/ Risks/ Dependencies:** Negotiations with HomeChoice supplier ongoing, testing has been pushed back from September to October. Phase 1 to be complete for Year end – existing customers to be moved prior to Phase 2 which is the onboarding of Harrogate locality tenants

**Key Actions for the next period:** The key focus of the workstream in the coming months will be the development and delivery of the revised Tenancy Policy and associated procedures.



# Work Stream Updates – Neighbourhood and Community

**Workstream Lead:** Carl Doolan

**Workstream Status:** On track / Medium Risk

**Key Successes:** Domestic Abuse Policy agreed by Executive. Staff training rolled out. Anti-social Behaviour Policy drafted and permission to consult granted from Executive Member (10/7/24).

**Key Issues/ Risks/ Dependencies:** ASB Case Management Software to be agreed by Solutions Review Board pending decision on internal delivery v's out of the box software solution and procurement timescales.

**Key Actions for the next period:** Progress the consultation on the ASB policy, tenants and O&S 2nd Sept.



# Work Stream Updates – Transparency, Accountability and Influence

**Workstream Lead:** Hannah Heinemann

**Workstream Status:** On track / Medium Risk

**Key Successes:** Housing Complaints Policy Self-Assessment and Review, Tenancy Involvement Strategy drafted, LAHS and LADR submitted, HRA Policy Framework developed.

**Key Issues/ Risks/ Dependencies:** **Complaints** review underway corporately, Housing need to be involved to ensure bespoke requirements are part of any new system build. Interim complaint handling and reporting process to be improved in the short term. **TSM / LAHS** submitted with data gaps likely to be picked up by the Regulator, including Decent Homes.

**Key Actions for the next period:**



# Next Steps for the Board

- Seek External Assurance
- Refine Action Plan
- Identify Additional Resources Required
- KPIs
- Tenant Communications
- Engagement with the Regulator

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