

Housing and Neighbourhoods O&S Committee

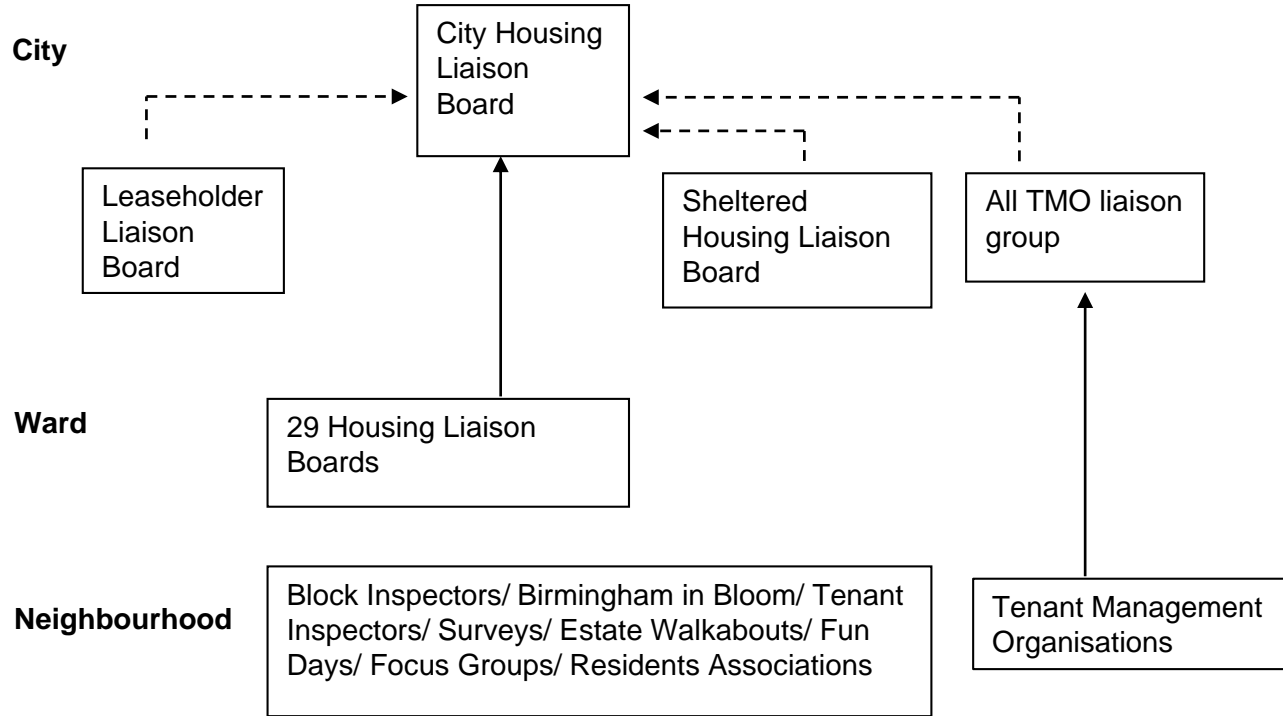
Presentation regarding Housing Liaison Board Movement



Housing Liaison Board Movement

- The Housing Liaison Board (HLB) movement is the current mechanism for co-regulation of the Housing Service.
- The movement is made up of a central City Housing Liaison board which normally meets 10 times per year. Attendees from each of the 29 local HLBs are represented on this board as well as leaseholders and tenant management organisations.
- The movement, and specifically the Performance Monitoring Group (PMG) holds the council to account by monitoring performance at monthly meetings, scrutinising services and influencing local decisions, which gives tenants a real say over the design, delivery and assessment of services.
- Over 200 tenants are involved in the local HLBs, and as part of this framework they meet 6-10 times per year, and as well as meetings, they are also involved in local walkabouts and estate based activities such as litter picks and events

Housing Liaison Board Movement



Impact of Covid-19

- The majority of HLB activities are completed on a face to face basis, including meetings and estate based activities, therefore they have had to stop over the last 12 months in line with the Covid-19 restrictions
- Where technology has been available we have supported tenants in holding virtual meetings. This was originally with the local HLB network, so that experience and confidence could be developed in small groups prior to attendance at larger meetings
- A high proportion of tenants had not met on a virtual basis prior the pandemic, and therefore did not have the technology to engage in this way. Where virtual meetings were not possible regular telephone contact has been maintained
- From October 2020 we have held virtual PMG and CHLB meetings, and prior to the introduction to a virtual approach performance information was circulated by email and comments, queries and concerns collated and responses issued
- Regular support and contact has been provided throughout the pandemic to explain the restrictions and assistance available including organising food parcels and ensuring tenants are not feeling isolated.

Risks to Current Model

- HLB members are predominantly older, and as a result have more time to Get Involved, however the longest serving are now starting to suffer with ill-health which is impacting on their capacity to fulfil responsibilities
- Tenants involved in the HLB movement are not representative of the total tenant cohort
- Historically we have had difficulties recruiting new members
- Methods of engagement are traditional i.e. focused on face to face discussions, therefore more innovative methods need to be developed
- Communication tools need to be enhanced so that they are inclusive and cost effective
- The Social Housing White Paper outlines that tenants need to be given a voice across all aspects of the service, and therefore more work is needed to ensure the HLB movement is both strategic and monitors are all areas of housing

Next Steps

- In the short term local virtual meetings to continue
- As the covid-19 restrictions are lifted estate based activities will be restarted in line with the Government roadmap
- CHLB and PMG meetings to restart on a virtual basis – timing dependent on the health of members
- Review the HLB movement as part of a wider Tenant Engagement review
- Communications module for Northgate system to be purchased and implemented
- Improvement plan to be developed following review
- Tenant recruitment and development plan to be developed
- Tenant Satisfaction surveys to be completed, and findings utilised to develop service plans

