

## Draft LSAB Work Programme 2023

Work programme to be developed inc budget planning and monitoring, H&S compliance, contractor overview, service plan, reshape services to reflect recent and future challenges and more in depth performance reporting in line with regulations.

**Note** The following agenda items to be reviewed and meeting dates agreed with project managers. The reports in **bold** are agreed. Board to hold monthly meetings with aim of three main agenda items only.

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
<b>26 January 2023</b>					
	<b>Review Terms of Reference</b>	To agree ToFR following LSAB December review to increase membership, confirm chair and vice chair	Feedback comments to Portfolio Holder for Housing	Executive	February 2023
	<b>Outcome</b> – Board agreed update				
	<b>Introduction to Smith and Byford new gas servicing contractor</b>	Presentation from Smith and Byford to introduce company and services to Waverley tenants	To identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Compliance Manager	Board comments	At meeting
	<b>Outcome</b> – presentation by Melanie Herridge with Q&A.				

	<b>Senior Living Welfare Check in Procedure</b>	To share the process to standardise welfare contact with tenants at Senior Living Schemes. Action from Senior Living Improvement Plan	Feedback comments to Senior Living and Careline Manager	Board comments	At meeting
<b>Outcome</b> – Board pleased to see formalisation of procedure. Discussion re type of contact, contact with those who opted out and vulnerable tenants not in senior living schemes. Requested further information on age profile, record of calls, careline and to add advice article to tenants newsletter.					
	<b>2023/24 Housing Revenue Account Draft Budget</b>	Review draft budget and consider financial plans including proposed rent increase	Feedback comments to Portfolio Holder for Housing	Council	21 February 2023
<b>Outcome</b> – discussion on 4 or 5% rent and service charge increase. Inflation, borrowing and cost of living crisis. Comments noted to share with Exec Briefing.					
	<b>Heating Position Paper for warmth safety and efficiency (Part One Domestic Gas Boiler Programme</b>	To review proposed programme. Action from Housing Asset Management Action Plan	Feedback comments to Strategic Asset Manager and Co-Portfolio for Housing	Co-Portfolio for Housing at decisions meeting	26 Jan 2023 11:30
<b>Outcome</b> – Board supported recommendations					
	<b>Decision to award Asbestos Survey and Removal Contracts</b>	To review proposals to enter into contracts following procurement process.	Feedback comments to Executive Head of	Co-Portfolio for Housing	26 Jan 2023 11:30

			Housing and Co-Portfolio for Housing	at decisions meeting	
<b>Outcome</b> – Board supported recommendations					
	LSAB work programme	Consider Board's future agenda items	Feedback comments and suggestions for future reports to Service Improvement Manager	Board comments	At meeting
<b>Outcome</b> – Board noted February agenda items					

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
<b>23 February 2023</b>					
	<b>Progress report on approach to Damp and Mould</b>	Receive report to consider how responding to damp and mould issues in line with advice from housing Ombudsman Service, Regulator for Social Housing and tenants requests.	Feedback comments to Property Services Manager	Board comments	At meeting
	<b>Senior Living December 2022 Consultation Findings</b>	Review findings and proposed actions from Senior Living consultation	To comment on findings and action plan to Senior Living and Careline Manager	Board comments	At meeting

	<b>Summary of Regulator of Social Housing Tenant / Member Briefing</b>	Board discussion on briefing and consider priority actions	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	<b>Decision to award Fire Remediation and Door Replacement Programme contract</b>	To review proposals to enter into contracts following procurement process.	Feedback comments to Executive Head of Housing and Co-Portfolio for Housing	Co-Portfolio for Housing at decisions meeting	23 Feb 2023
	Decant Policy	To review policy setting out requirements and expectations when tenants are asked to move	Feedback comments to Executive Head of Housing and Co-Portfolio for Housing	? Co-Portfolio for Housing at decisions meeting	
	Executive Head of Housing Services Update	Inc HRA Hardship Fund update, Stock Condition Survey Contract award		Board comments	At meeting
	Review LSAB work programme			Board comments	At meeting

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
<b>30 March 2023</b>					
	Customer Experience Group Report	Group to share findings following tenants complaints	To comment on findings and any CEG recommendations.	Board comments	At meeting

		review and TLF responsive repairs feedback			
	Self-assessment against Regulatory Rent Standard	Review and consider current performance and proposed actions in line with Tenants Involvement and Empowerment Standard	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	Tenant Satisfaction Measures Project update				
	Presentation from Responsive Repairs and Voids contractor	Six month update. Meet contractor, review performance against service promises.	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Operations Manager	Board comments	At meeting
	Housing Operations Service Plan 2022/24	Review and comment on draft Service Plan	Feedback comments to Co-Portfolio Holder for Housing	Council	tbc
	Q3 Performance report	Review and consider current performance and consider 2023/24 KPIs	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	Ongoing

	Housing Asset Management Strategy Implementation Progress report	Monitor implementation of strategy agreed April 2022 to effectively and efficiently manage and maintain homes	Feedback comments to Strategic Asset Manager	Board comments	At meeting

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
<b>27 April 2023</b>					
	Social Housing Regulation Act	To review newly enacted housing legislation and arising action plan	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	Relet Review progress report	To review and comment on project.	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting

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Committees to confirm new series of Board meeting – term time only.

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
25 May 2023					
	Q4 Performance report	Review and consider current and end of year performance	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	At meeting
	Introduction to Social Services and Housing	Board request to meet with Social Services to understand role and remit	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	At meeting
	Retrofit Progress report	Review and comment of project progress	Identify any areas wish to comment on, explore or examine	Board comments	At meeting

			further. Feedback comments to Housing Development Manager.		
	Smith and Byford progress update on gas contract	Three month update. Meet contractor, review performance against service promises	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Operations Manager	Board comments	At meeting
	Executive feedback to LSAB	Leader of Council to share outcomes of Board's recommendations	Consider responses	Board review comments	At meeting
	Social Housing Regulation Act	To review newly enacted housing legislation and arising action plan	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
	Relet Review progress report	To review and comment on project.	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting



Meeting date	Report	Reason	LSAB action	Decision by	Decision date
29 June 2023					
	Tenancy Involvement Strategy Progress Report	Review and consider current performance and proposed actions in line with Tenants Involvement and Empowerment Standard	Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager	Board comments	At meeting
IN JUNE	Board trip to properties and estates	To gain familiarisation with range of Waverley homes and meet tenants Open to new Council Members	Identify any areas wish to comment on, explore or examine further. Build rapport with new Council Members	n/a	n/a
	Housing Revenue Account Business Plan	Document to record strategic priorities and background to budget papers	Review business plan content and advise Co-Portfolio Holder on recommendations	?Exec?	July 2023

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
27 July 2023 – NB end term 21 July to b/f					
	Self-assessment against Regulatory Home Standard	Review and consider current health and safety performance and proposed actions in line with Home Standard	Identify any areas wish to comment on, explore or examine further. Feedback	Board comments	At meeting

			comments to Compliance Manager		
	Q1 Performance Report	Review and consider current performance	Identify any areas wish to comment on, explore or examine further.	Board comments	At meeting
	2022/23 Financial Outturn Report	To review previous year's budget	Identify any areas wish to comment on, explore or examine further. Feedback comments to Executive Head of Housing	Board comments	At meeting

NO AUG MEETING

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
28 September 2023					
	Presentation from Responsive Repairs and Voids contractor	Six month update. Meet contractor, review performance against service promises.	Identify any areas wish to comment on, explore or examine further and agree	Board comments	At meeting

			reporting cycle. Feedback comments to Operations Manager		
	Senior Living progress report	To provide update of senior living check in calls and consultation action plan.			

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
26 October 2023 – NB half term 23 to 27 Oct to b/f					
	Service Plan 2023/24 six month progress report				
	Housing Asset Management Strategy Implementation Progress report	Monitor implementation of strategy agreed April 2022 to effectively and efficiently manage and maintain homes	Feedback comments to Strategic Asset Manager	Board comments	At meeting

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
30 November 2023					

	Q2 Performance report and midyear performance review				
	2024/25 HRA Draft Budget				

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
21 December 2023 – annual review					

Internal notes - Carry forward

	IT review of databases and digital services	Review and consider current performance and proposed actions	Feedback comments to Service Improvement Manager	Board	at meeting
	Reshaping of staffing resources	Review proposal to add capacity and resilience, to ensure professional service delivery, succession planning and health and wellbeing of team	Feedback comments to Service Improvement Manager	Hof H in consultation with Portfolio Holder for Housing	
	Housing Management Progress Report	Review and consider current performance and proposed actions in line with regulatory Tenancy and Neighbourhood and Community Consumer Standards	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Housing Manager	Board	At meeting
	Rent Accounts Progress Report	Review and consider current performance and proposed actions in line with regulatory Rent Standard	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Rent Accounts Manager	Board	At meeting

### **Proposed Cycle of reports**

Budget reports - each quarter include or expand upon in Quarterly performance repo

Complaints report – every quarter include or expand upon in Quarterly performance reports – Customer Experience Group to feedback to Board

KPIs inc customer satisfaction -- every quarter include or expand upon in Quarterly performance reports

Service Plan progress -- every quarter include or expand upon in Quarterly performance reports

Housing Delivery Board Update – share notes of HDB with LSAB after each meeting

H&S – every six months with quarterly tenants' satisfaction reports added to Quarterly performance reports

Procurement projects and other projects – as scheduled

Policy reviews to be scheduled

### **To routinely cross check work programme with:**

Service Plan actions, team performance reporting, HDB programme

Regulatory standards – economic (governance), (VfM), Rent and consumer Home, Tenancy, Neighbourhood and Community, Tenant Involvement and Empowerment

White paper chapters – safety, performance, complaints, respect (consumer reg), voice heard, quality home and neighbourhood, support Home Ownership