

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 |
|------------------------|--|---|---|----------------|---------------|
| 26 January 2023 | | | | | |
| | Review Terms of Reference | 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 |
| | Outcome – Board agreed update | | | | |
| | Introduction to Smith and Byford new gas servicing contractor | 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 |
| | Outcome – presentation by Melanie Herridge with Q&A. | | | | |

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| | Senior Living Welfare Check in Procedure | 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 |
| Outcome – 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. | | | | | |
| | 2023/24 Housing Revenue Account Draft Budget | Review draft budget and consider financial plans including proposed rent increase | Feedback comments to Portfolio Holder for Housing | Council | 21 February 2023 |
| Outcome – discussion on 4 or 5% rent and service charge increase. Inflation, borrowing and cost of living crisis. Comments noted to share with Exec Briefing. | | | | | |
| | Heating Position Paper for warmth safety and efficiency (Part One Domestic Gas Boiler Programme | 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 |
| Outcome – Board supported recommendations | | | | | |
| | Decision to award Asbestos Survey and Removal Contracts | 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 |

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| | | | Housing and Co-Portfolio for Housing | at decisions meeting | |
| Outcome – 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 |
| Outcome – Board noted February agenda items | | | | | |

| Meeting date | Report | Reason | LSAB action | Decision by | Decision date |
|--|--|---|--|----------------|---------------|
| 23 February 2023 | | | | | |
| | Progress report on approach to Damp and Mould | 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 |
| Outcome - Board thanked officers for comprehensive report, noted proactive steps taken to address damp and mould and importance of issue. To report progress against action plan in September 2023. | | | | | |
| | Senior Living December 2022 Consultation Findings | Review findings and proposed actions from Senior Living consultation | To comment on findings and action | Board comments | At meeting |

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| | | | plan to Senior Living and Careline Manager | | |
| | Outcome -Board positive about consultation feedback. Recognised improvement in communications, To report progress against action plan in September 2023. | | | | |
| | Summary of Regulator of Social Housing Tenant / Member Briefing | 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 |
| | Outcome – Board either attended or had presentation circulated to hear direct from Regulator of Social Housing. Board gained further knowledge of regulator role and how as a Board to be assured the service is meeting standards. Board to consider performance and report requests. | | | | |
| | Decision to award Fire Remediation and Door Replacement Programme contract | 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 |
| | Outcome – Board reviewed information and supported new contract. | | | | |
| | Executive Head of Housing Services Update | Inc HRA Hardship Fund update, Stock Condition Survey Contract award | | Board comments | At meeting |
| | Outcome – Board received Staffing Update | | | | |
| | Review LSAB work programme | | | Board comments | At meeting |

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| Outcome – Board noted April meeting could not be held due to pre-lection period. To consider tenant meeting to identify agenda items for Board May onwards. |
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| Meeting date | Report | Reason | LSAB action | Decision by | Decision date |
|----------------------|---|--|--|----------------|---------------|
| 30 March 2023 | | | | | |
| | Customer Experience Group Report | Group to share ToFR and work plan | To comment on findings and any CEG recommendations. | Board comments | At meeting |
| | 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 | Update on project to collate TMS data from 1 April 2023 | Identify any areas wish to comment on, explore or examine further. Feedback comments to Service Improvement Manager | Board comments | |
| | 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 |

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| | 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 |
| | 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 | Executive Head of Housing and Co-Portfolio for Housing | 31 March 2023 |
| | Exec feedback? | | | | |
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| Meeting date | Report | Reason | LSAB action | Decision by | Decision date |
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| 27 April 2023 - cancelled | | | | | |
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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 tbc | | | | | |
| | 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 | Board comments | At meeting |

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| | | | comments to Executive Head of Housing | | |
| | Retrofit Progress report | Review and comment of project progress | Identify any areas wish to comment on, explore or examine further. Feedback comments to Housing Development Manager. | Board comments | At meeting |
| | 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 |
| March? | 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 | Board comments | At meeting |

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| | | | comments to Service Improvement Manager | | |
| | Responsive Repairs Performance- IW | | | | |
| | Responsive Repairs – tenant satisfaction | | | | |

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

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| 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 | | | | |
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| Meeting date | Report | Reason | LSAB action | Decision by | Decision date |
|----------------------------------|--------|--------|-------------|-------------|---------------|
| 21 December 2023 – annual review | | | | | |
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Internal notes - Carry forward

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| | 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