

North Yorkshire Council Tenant Review Group (Scrutiny)
Notes and actions
Wednesday 30 April 2025

1. Welcome, Introductions and apologies

EW welcomed the Panel and guest speakers to the first formal meeting of the Panel.

Apologies from Christine and Leonard.

2. Code of Conduct

All members confirmed that they had signed and returned their documents to NYC. EW reminded all about its significance.

3. Article/pictures for website and magazine – Communications team

Photos taken and comms to circulate for press release/website/magazine etc.

Action – EW to send words to ST to accompany pics.

4. Housing improvement plan and the priorities for 2025/26 – Carl Doolan, Head of Housing and Landlord Services

CD talked to the Panel honestly about the frustrations with getting anything approved, systems, resources, lost knowledge etc plus progress made. The Panel understood the housing improvement programme and progress with the Regulators requirements. CD shared the progress: -

1. Work towards compliance with the Regulator (RSH) and becoming an exemplar in relation to tenant engagement
2. Strengthened tenant engagement team
3. Single Allocations scheme
4. ASB Policy
5. Tenancy Policy
6. Sheltered Housing new tenant group

CD also shared priorities: -

1. New tenancy agreement
2. Improved grounds maintenance service
3. Greater more diverse tenant voice
4. Stock condition survey

5. Improved customer data
6. Get basics right

The Panel were reassured to hear CD state that nothing should go to members unless it's been reviewed by tenants first.

The Panel asked CD:

1. The timeline to meet RSH requirements.
2. Is there a role for the Panel in completing future self-assessments against the consumer standards and testing evidence?
3. How will vulnerability data be managed and recorded and actioned?

The Panel would welcome further information from other NYC staff and suggest the following actions:

Action – invite Lorraine to a future meeting to understand her priorities and how they complement CD's.

Action – invite Richard / Andrew to talk about how the NYC finances work and the HRA budget / business planning process.

Action – meet with the RSH (10 June) ST to share details.

5. Housing O&S Committee Work plan and alignment with the Tenant Scrutiny Panel – Member Services

Imogen shared progress and plans to help the Panel have a greater understanding of how the tenants and Members can align.

She talked about finding our groove in terms of when/what needs to be worked on together with the Panel/other engaged groups and went through the Housing Revenue Account (HRA) list of policies required.

The team are currently working on compensation and disrepair policy and have worked on the lettable standard, ASB policy. They are looking at a learning and development strategy soon and will need support from the Panel.

The Panel asked if Imogen seeks best practice from other local authorities.

Action – Imogen to share the list with the Panel.

Action – Invite Cllr Myers and Cllr Taylor to a future meeting.

6. Review Quarter 4 Tenant Satisfaction Measures (TSM's) – YDC

EW talked through the year end 24/25 TSM performance which had been previously circulated via email.

The Panel were pleased to see performance improving across most TSM's from the previous quarter with the highest measure 82% feel safe in their home and the lowest measures were complaints, listening and acting on tenant's views and ASB.

The overall satisfaction was just below 70%.

The Panel were also keen to see how NYC compare to other similar LA's and all measures are above median at NYC which is encouraging but still a lot of work to be done.

Action – invite Denise from Acuity who are contracted to collect and analyse TSM data to a future meeting.

Action - hold a complaints workshop at the next meeting given lowest TSM performance the Panel are keen to consider this as a scrutiny subject.

7. NYC / Tenant priorities for scrutiny

Action - Annual plan to be developed

- Grounds Maintenance (in 2 parts – policy creation and then testing performance 9-12months later)
- Complaints
- ASB – possibly more appropriate once new policy embedded 2026
- Customer Experience across all scrutiny projects

8. A.O.B

None

9. Date and time of next meeting

- **Thursday 22 May 2025**
- **Thursday 26 June 2025**