TENANT SCRUTINY BOARD
Agenda

Thursday 22 October 2026
4.00pm to 6.30pm - 2nd Floor Meeting Room Suite – Room 21
Merrion House and MS Teams

4pm to 4.45pm - TSB meeting with no officers		
Item 1 4.45	Apologies and introductions – any declarations of interest	DM
Item 2 4.50	Notes and actions from previous meeting	DM
Item 3 4.55	Matters arising: • Mears – follow up visits update/feedback • Northern Housing Consortium 'Tenant Voice Conference' - 24 November 2026 • Love Leeds • Future meeting notes	ALL
Item 4 5.10	Workshop – designing our approach/action planning	ALL
5.40	BREAK	
Item 5 5.50	Workshop – designing our approach/action planning	ALL
Item 6 6.15	Reflections/key points from today	ALL
Item 7 6.20	Updates to the forward plan	ALL
Item 8 6.25	Any other business	ALL
Item 9 6.30	Next meeting date - Thursday 5 November 4.00pm to 6.30pm	ALL

Draft Minutes

Tenant Scrutiny Board

Merrion House/MS Teams

Thursday 8 October 2026

Name	Initials	Position
Dennis Moody	DM	Board Member (Chair)
Leanne Squires	LS	Board Member (Deputy Chair)
Terrance Casey	TC	Board Member
Frances Ashford	FA	Board Member
Sarah Chapman	SC	Board Member
Paul Robinson	PR	Board Member
Leesa McClaughlin	LM	Board Member
Neil Battison	NB	Board Member
Pawel Szypkowski	PS	Board Member
Trevor Brown	TB	Board Member (BITMO)
Ian Montgomery	IM	Service Manager, Tenant Engagement
Akbar Khan	AK	Housing Manager, Tenant Engagement
Olaide Oduniyi	OO	Housing Assistant, Tenant Engagement
Apologies		
Ian Wilson	IW	Board Member
Omar Qaderi	OQ	Board Member

Item		Action owner
1.0	Apologies and introductions – any declarations of interest	
1.1	Apologies were given. There were no declarations of interest.	
2.0	Notes from previous meeting	
2.1	The minutes were agreed as a true record. All actions completed or on the agenda for today's meeting.	
2.2	The Chair led on an informal exercise to help with introductions and for the group to get to know each other better.	
3.0	Matters arising:	
3.1	**Welcome to new members –** ZK was welcomed back to the board, and Trevor Brown was introduced as a Belle Isle Tenant Management Organisation (BITMO) tenant who has agreed to be co-opted to the board to take part in the current review.	

3.2	**Recruitment update –** AK confirmed that messages have now been shared with younger Tenant Voice Panel members and with those from an ethnically diverse background in PFI areas to try and broaden board membership. No contact to date has been received from these messages, however, AK explained that Amena, the Tenant Engagement Officer will also speak to her network or tenants in the Little London PFI area to see if she can interest in anyone joining the board and filling the final vacancy.	
3.3	**Mears follow up visits update** – AK explained these are nearly now complete. LS attended the Housing board meeting earlier this week and shared with them that these were happening and that there'd been some useful observations made.	
3.4	**Northern Housing Consortium 'Tenant Voice Conference'- 24 November 2026** IM shared the opportunity for Board members to attend the Northern Housing Consortium conference. This is open everyone including BITMO, the Housing Board etc. Guest speakers include the Regulator for Social Housing and various landlords sharing their good practice. If anyone would like to attend, please let IM or AK know, so that can register for them. This is an online event (on Zoom), between 9.30am and 3pm but with breaks.	ALL
4.0	Workshop – designing our approach	
4.1	IM distributed the latest version, a 'hybrid' survey based on the versions considered at the last meeting. A practical discussion then took place about the specific questions and the content of the action plan, which is proposed to be broken down into stages i.e. - Evidence gathering - What people are saying. - Analysis – What people told us - What actions in response - Telling people the outcome	
4.2	LS asked about the context, and how it was important that when sharing with tenants and asking for tenants views and experiences that it was done in a way that made sense and was understood what the ask was about. IM offered to draft the 'covering' messages and language that could be used for inclusion in the tenant email, website, social media etc.	
4.3	DM asked about we include tenants who are not online, potentially the more elderly. IM explained that in the action plan, one of the actions is for the local Tenant Engagement Officers to meet with tenants in person at resident group meetings, coffee mornings, retirement life	

	schemes etc, so they can get people's feedback on paper versions of the survey and/or on their tablet.	
4.4 4.5 4.6 4.7 4.8	LM asked if it is possible to contact the team that visit the elderly and share the information with them. ZA added if the housing officers could also help spread the word. SC volunteered to drop hard copies in high rise blocks in Bramley, Pudsey and Farsley, Community centres and Library and happy to collect the response on weekly basis to get more response from people. SC suggested if the link can be put on multiple websites such as repair page, contact page, FAQ pages to capture larger audience. IM wasn't sure on how many pages it would be appropriate to put the message on but would take advice from the council's web team on this when the survey went live. PR added that he could assist by giving people to fill and ZA also volunteered to share either the Housing Leeds social media post and/or the link to the online survey within the What's App groups she was in. Every board member was asked to take the survey and action plan/the documents shared today home and raise any queries so can finalise as much of next steps as possible at the next meeting,	
5.0	Reflections/key points from today	
5.1	The board discussed making sure that the action plan and what we'd talked about today remains tenant focussed. Whilst want to consult and involve others, it's important that tenants views are paramount.	
6.0	Updates to the forward plan	
6.1	IM highlighted that the TSB meeting on the 3 Dec is on the same day as meeting of the Leeds Housing Board. The Board discussed moving their 3 Dec meeting to the 10 December and not meeting on the 17 Dec due to the issues of travelling into the city centre so close to Christmas break. IM gave advance apology if was unable to attend a meeting in the run up to the New Year due to personal reasons.	
7.0	Any other business	
7.1	TB thanked the Board for making him welcome.	
8.0	Next meeting date	
8.1	Thursday 22 October 4.00pm to 6.30pm 45mins no officer meeting will be observed	

Item	Action	Owner
3.4	TSB members to confirm with IM/AK if wish to attend the NHC conference on the 24 November.	ALL
4.2	IM to develop further the draft action plan by adding proposed wording when issuing the consultation.	IM
6.1	Board to consider moving date from 3 Dec to 10 Dec (and not meeting on 17 Dec) – so forward plan can be changed.	ALL

Updated 14 Oct 2026

Stop Social Housing Stigma Review – TSB/Housing Leeds Action Plan:

Task/objective	Action required	Date	Update/Notes
Evidence gathering – what are tenants/leaseholders saying? (primary focus)			
Feedback from tenants (to monitor feedback and consider targeted comms to get representation from all groups)	a) Finalise survey design (same survey for tenants and others) b) Shared firstly by: a. Special message on website b. Social media release c. Tenant/BITMO Email d. In HLM for staff awareness e. Shared with the TVP f. Shared with tenants groups g. Make Customer Services/Hub staff aware – possible hard copies in Hubs h. Ask Cllrs to share (inc. specific message to Cllr Rae – TPAS Board Member) with printable version and link to share. i. TEO's to seek views of those not-online j. TSB members can support e.g. sharing social media post/sharing in local What's App groups		
Feedback from staff	a) Seek feedback from range of staff – including feedback from staff living in council housing. Seek balance of Housing Management, Asset Management responses – and note/discuss separately with Senior Managers? b) Requested to be shared in Ed's (The Chief Executive's) key message to all staff c) Consider follow up staff focus group/Teams call of those living in a council home to capture lived experience		
Feedback from partners	a) To circulate survey b) To seek feedback from reps from a. Leeds Housing Board Members (sent to all) b. BITMO and PFI contractors who also delivery services to council tenants		

Task/objective	Action required	Date	Update/Notes
	c. Customer Services, Contact Centre and Community Hubs (3 Customer Service Officers from the Contact Centre and 1 CSO within each community Hub?) d. LASBT – feedback from 3 case workers? e. LCC Communications Team (reactive officer aligned to housing)		
Feedback from contractors and sub-contractors	a) Same survey as above ○ 10 operatives from different trades within LBS and Mears? ○ 2 planners from within LBS and Mears? ○ 2 managers/team leaders from within LBS and Mears b) Need to speak to repairs teams re access/input of sub-contractors (and confirm that feedback will remain anonymous).		
Understanding different views/perspectives	Invite others to give feedback e.g. Leeds Autism Board, Carers Leeds, Disability/DAWN staff network, Others? – seek advice from the Equalities Team.		
Seeking wider tenant insight	a) Is there anything we can learn from complaints connected to stigma? b) Is there anything we can learn from Tenant Satisfaction Survey responses that link to possible experiences of stigma? c) Is there anything more widely on social media/in news that we can learn from?		
Consider follow up focus groups or telephone interviews	a) Subject to results from all above activities – opportunity to collect examples of people's stigma 'story'.		
Analysis – what are key messages / what have people told us?			
Review of initial findings/drawing out key themes	a) We've asked the question…. what have people said? Summarise results to consultation into key themes (use existing themes from within the SSHS 'Journey Planner')		
What are other landlords doing – will this help propose actions for us?	a) Use links with SSHS Officer Working Group to share various landlords actions plans. b) TSB members themselves undertake online good practice search.		
Sharing the key messages/learning - what actions are right for us in Leeds to respond?			

Updated 14 Oct 2026

Task/objective	Action required	Date	Update/Notes
Hold workshop to present results and develop an action plan in response.	a) Facilitated by Stop Social Housing Stigma Campaign b) Attendees to include TSB, LHB and cross selection of staff and partners (no more than 30?) c) Workshop event – part presenting findings of research and then sharing suggested actions in response for comment/further development. d) To draft first action plan based on workshop discussion – share and ask for feedback from participants		
Sign off of first action plan.	a) Potential TSB meeting with Housing Leeds Chief Officer/Senior Management Team member(s) to jointly discuss and review final draft plan. b) Adopted with/without amends and progress reported as per usual TSB report		
Sharing the outcome			
Share draft report with participants and thank everyone for taking part.	a) Action plan added to the SSHS web page and shared with tenants in email, social media, to residents groups b) Shared with Cllrs via monthly engagement update. c) To include a thank you to staff in HLM d) A thank you to all partners e) Shared with the LHB		

Scope of Social Housing Stigma project

Leeds Tenant Scrutiny Board – 10 September 2026

Title of Review	**Social Housing Stigma**
Scrutiny Team Members	Dennis Moody (Chair), Leanne Squires (Vice-Chair), Fran Ashord, Pawel Szypkowski, Omar Qaderi, Neil Battison, Leesa McLaughlin, Terry Casey, Ian Wilson, Paul Robinson, Zainab Khalid and Sarah Chapman BITMO have been made aware of the topic selected by the TSB and have confirmed Trevor Brown would like to be co-opted to the group to help with this review.
Purpose of the review	To develop Housing Leeds first Social Housing Stigma Action Plan. To undertake a special review, acting as a Steering Group, to help create Housing Leeds first Social Housing Stigma Action Plan. This is an important next step for Housing Leeds and its tenants following joining the national Stop Social Housing Stigma Campaign in 2025.
Expected timescale	This special review will commence fully in September 2026 and will aim to be completed by December 2026. This date is subject to change depending on the availability and inclusion of key people and partners that the Steering Group wish to include.
What do we want to achieve by completing this review?	Collectively, the TSB and Housing Leeds want to achieve: - A Social Housing Stigma Action Plan – likely covering a range of themes in response to the feedback from tenants, staff and others. - An action plan that can be shared with residents and the content within it used to illustrate our shared commitment to tackle stigma and celebrate the value of social housing in Leeds - An increased awareness of stigma, and issues related to stigma like being aware of the language we use, or the assumptions we make across the service and amongst those who give services on behalf of Housing Leeds.
Why are we doing this now? What is the evidence of concerns which led to this?	This special review is timely now as: - Is the logical next step to show our commitment to the national stop social housing stigma campaign - This coincides and aligns with, the new Competency and Conduct standard (which comes into force in October 2026)

	and the requirement for landlords to review their staff codes of conduct and learning and development policies with input from tenants. - A common theme from previous reviews has been the quality of communication from services to tenants – so raising awareness of stigma helps set expectations about the quality of our customer interactions in line with our values. - Satisfaction that we treat tenants fairly and with respect has remained fairly consistent - 74% for 24/25, 73% for 25/26 and is currently 75% for the first half of 26/27. There is therefore scope to try and improve this as is below the 79% average for our 'peer group' of similar landlords and our target of 79% for the end of 26/27. - To tackle any tendency for tenants and others to have lower expectations for council housing and how these lower expectations are at risk of becoming normalised. - We have the support of the Stop Social Housing Campaign themselves who we will draw upon during the course of this project and who are happy to act as our critical friend etc.
Are there any risks with this review and how will they be managed?	The risks we are aware of are: - We are keen to hear the views of a range of residents, staff and partners. We need to make sure they are informed and aware of this review and when within Housing Leeds, supported to have the time and capacity to help take part and contribute.
What will be excluded from this brief?	- Any activity or insight that is not related to the aims of this special review will be excluded and/or referred to the relevant service for action.

Tenant Scrutiny Board – Forward Plan

Date / Time	Activity	Linked action
Thursday 2 July 4pm to 6.30pm (Merrion House)	a) Review of Tenant Satisfaction b) Review of suggestions from tenants c) Overview of Social Housing Stigma Campaign to help select new topic. d) Topic selection/shortlisting	
Thursday 16 July 4pm to 6.30pm (Merrion House)	a) Nic Bliss – Campaign Director, Stop Social Housing Stigma Campaign b) Update on the Competency and Conduct Standard c) Project scoping	
Thursday 30 July 4pm to 6.30pm (Merrion House)	Informal gathering (cancelled)	
Thursday 10 Sept 4pm to 6.30pm (Merrion House)	(45 mins no officers) a) Working arrangements with BITMO/PFI b) Recruitment update – clarifying approach c) TPAS/Away Day update d) Scope of the new topic e) Workshop to create stigma survey - the design/what do we ask/want to know	
Wednesday 23 Sept	TSB Away Day – Hamara Centre – 10am to 2pm	
Thursday 24 Sept 4pm to 6.30pm (Merrion House)	a) Matters arising a. Updated scope b. BITMO relationship feedback c. Mears visits update b) Stigma consultation design inc approach to survey distribution – who/where and timeframes	
Thursday 8 Oct 4pm to 6.30pm (Merrion House)	a) Continue to design engagement approach b) NHC Tenant Voice Conference – 24 November	
Thursday 22 Oct 4pm to 6.30pm (Merrion House)	(45 mins no officers) a) Matters arising: a. Review of feedback from Mears visits b. NHC conference attendance c. Love Leeds programme (for awareness) b) Action plan for Stigma review (which may change other forward plan entries)	
Thursday 5 Nov 4pm to 6.30pm (Merrion House)	c) Competency and Conduct Standard – outline of approach to tenant engagement	Social media release/update

Thursday 19 Nov 4pm to 6.30pm (Merrion House)	(45 mins no officers) c) Workshop good practice – what are other landlords doing? d) To look at social media (as per Leanne's request) e) Cllr Khan introductions (TBC)	
Thursday 3 Dec 4pm to 6.30pm (Merrion House)		Social media release/update
Thursday 17 Dec 4pm to 6.30pm (Merrion House)	(45 mins no officers) a) Update on outstanding recommendations from previous reviews: a. Training for housing officers b. Home survey c. Damp and mould d. Complaints	
To consider in planning the timetable:	• Feb - March 27 annual appraisal of TSB members • Engagement with BITMO – beginning and end of each review. • Tenant Engagement – meet the team / overview of the Engagement Framework • How the service can more effectively manage tenant communication and expectations related to ASB. • Leeds Housing Board Members being invited to attend a meeting/observe • Critical friend in next round of self-assessments against the Consumer Standards • Visit to BITMO Gate • Re-visit by Ed Whiting – Chief Executive (liaise via Jackie Fogerty Dec/Jan time)	

TSB attendance at the **Environment, Housing and Communities Scrutiny Board**:

- 10.30am 12 February 2026 (Committee Rooms 6&7 – Civic Hall) – includes general Housing Leeds performance update **(DONE)**
- Next meeting 25 January 2027 (AM) where housing performance and satisfaction is discussed (fits well with TSB attendance)

Cllr Khan (Executive Member for Housing) and Chair of Board meeting dates:

- 25 February 26 at 11.30am (Civic Hall) **(DONE)**
- 22 April 26 at 11.30am (Civic Hall) **(DONE)**

- Fresh dates to be added