TENANT SCRUTINY BOARD
Agenda

Thursday 24 September 2026

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

Refreshments available from 4pm for a 4.30pm start		
Item 1 4.30	Apologies and introductions – any declarations of interest	DM
Item 2 4.35	Notes from previous meeting	DM
Item 3 4.40	Matters arising: • Final scope sign off • Recruitment update • Mears – follow up visits update/any feedback? • Away day feedback • Minor amendment to the terms of reference	ALL
Item 4 5.00	Workshop – designing our approach - what do we ask/want to know, who we involve.	ALL
5.30	BREAK	
Item 5 5.40	Workshop – designing our approach - what do we ask/want to know, who we involve.	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 8 October 4.00pm to 6.30pm	ALL

Draft Minutes

Tenant Scrutiny Board

Merrion House/MS Teams

Thursday 10 September 2026

Name	Initials	Position
Dennis Moody	DM	Board Member (Chair)
Leanne Squires	LS	Board Member (Vice Chair)
Terrance Casey	TC	Board Member
Pawel Szypkowski	PS	Board Member
Omar Qaderi	OQ	Board Member
Frances Ashford	FA	Board Member
Neil Battison	NB	Board Member
Ian Montgomery	IM	Service Manager, Tenant Engagement
Akbar Khan	AK	Housing Manager, Tenant Engagement
Apologies		
Leesa McLaughlin	LM	Board Member
Sarah Chapman	SC	Board Member
Ian Wilson	IW	Board Member
Paul Robinson	PR	Board Member
Lorna J Smith	LJS	Housing Assistant, Tenant Engagement

Item		Action owner
1.0	**Apologies and introductions**	
1.1	Apologies given	
2.0	**Notes from previous meeting – 10 July 2026**	
2.1	Re item 4.3, the board agreed this link, to the 'capturing the learning form' be added to each fortnightly invite/reminder to Board Members so they had this easily to hand.	
2.2	Minutes agreed as a true record. All actions completed or on the agenda for today's meeting.	
3.0	**Matters arising**	
3.1	The board considered our **approach to recruitment** to fill the current 2 tenant vacancies to the board. The board reviewed information about the number of tenants in each housing management area and which areas had the highest levels of diversity in terms of ethnicity.	
3.2	To strengthen representation and diversity on the board, the board asked officers to undertake a targeted approach to recruitment, seeking female volunteers, from within ethnically diverse communities in the Little London, Beeston and Holbeck and Swarcliffe areas – which are	

	also PFI managed areas to seek to capture the experiences of PFI tenants also.	
3.3	The board asked that they review the wording of the recruitment message ahead of circulation and ideally seek to check the wording with contacts within these communities ahead of issue.	
3.4	**Mears visits** – Mears have confirmed that visits in pairs can be supported during September and October, to see their repairs planning team and also to accompany operatives on a repairs visit(s). AK is happy to coordinate the programme so that all who want to attend can do so. All to approach AK with any requests to visit. AK to also reach out with dates/times available to anyone unable to attend today's meeting.	
3.5	**Away day planning** – DM confirmed the first half of the meeting will be devoted to TSB members, with support from IM/AK and Jackie from TPAS, with the second half invitations being shared with Leed Housing Board tenant members and a tenant member from BITMO to take joint advantage of the TPAS diversity training. AK/IM to arrange invitations.	
4.0	**Update on working arrangements with BITMO**	
4.1	IM outlined a paper about strengthening and clarifying the working arrangements related to Tenant Scrutiny between the Housing Leeds TSB and BITMO's scrutiny function. The theme being about improving transparency and communication between the two boards and involvement opportunities of each other when relevant or beneficial to do so. The paper was supported/accepted by the board. IM/AK to now put into place in terms of actions such as putting reminders in the forward plan to share key information. IM to now make a minor amend to the TSB's terms of reference and share with the group reflecting this closer working.	
5.0	**Scope of the Stop Social Housing Stigma Review**	
5.1	The Board reviewed the draft scoping document. The Board discussed the potential problem of tenants and residents having lower expectations from services and their landlord. It was agreed to update the 'why are we doing this' part of the scoping document to reference this by adding a bullet point '*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*'.	
5.2	The Board agreed to share a copy of the scoping document in each meeting pack so this was to hand to be able to ensure activity of the board is inside the scope for this project.	
6.0	**Designing the tenant survey**	
6.1	IM explained that an initial draft for discussion has been created with the help of AI/Co-Pilot. The Board discussed the survey, key points being:	

6.2	a) To stress the confidential nature, but to add the point that the TSB may wish to get in touch with the respondent to discuss their comments in more detail, and for the person's permission for this. b) Some of the questions were potentially duplicated so can be removed or merged. c) OQ felt the survey was too long and offered to do a shorter version and share. d) The group discussed the possibility of doing some survey testing e.g. sending 100 short versions, and 100 longer versions to see which tenants achieved the most useful responses. e) Not all equality monitoring questions were relevant to ask, so could be reduced to ones that would be used for analysis, and we should give an example of why asking any equality question. f) View that we could edit to help respondents understand what stigma is, giving an example e.g. someone making the assumption that you'll be home all day.	
6.3	The board agreed to devote the bulk of the next meeting to helping develop this and a full consultation and engagement plan for the topic so that the views of residents, staff, contractors, Cllrs, and others can all be sought.	
7.0	**Reflections/key points from today**	
7.1	The Board did a round table to collect comments about the content of the meeting – general board feedback was positive about progress and the ideas and actions captured from todays meeting.	
8.0	**Any other business**	
8.1	The Board would like an update on the availability of damp and mould sprays, and the number of open and new damp and mould cases reported. IM to seek an update.	
8.2	The Board discussed the connection with the TVP for this review, acknowledging that the offer of someone from the TVP to join the TSB if they were interested in this topic hadn't always run smoothly in the last reviews. The Board suggested a more targeted approach, sending a message to the 30 and under age group on the TVP with the offer of asking if they can give the TSB some additional help and to increase the input of younger tenants views on this topic.	
9.0	**Date of next meeting**	
9.1	Next meeting date - Thursday 24 Sept 4.00pm to 6.30pm	

Item	Action	Owner
2.1	To add link to the 'capture the learning form' to each fortnightly message to TSB members.	AK/IM
3.3	To develop draft wording for recruitment message to targeted area and seek views from TSB and a community contact ahead of circulation.	AK/IM

3.4	If not already spoken to Akbar re a visit to Mears, to contact Akbar to arrange. AK to also reach out and let those who had given apologies information about dates.	ALL
3.5	To invite all attendees to the TSB away day on the 23rd Sept – inc. LHB and BITMO tenant representative.	AK/IM
4.1	To update/include in the forward plan the steps outlined to strengthen closer working with BITMO and to update the TSB's terms of reference and re-share for the boards information.	AK/IM
5.1	To update the scoping document with the point about tackling lower expectations.	AK/IM
6.2	To update the survey based on feedback from the meeting and re-share ahead of the next meeting.	AK/IM
8.1	The Board would like an update on the availability of damp and mould sprays, and the number of open and new damp and mould cases reported. IM to seek an update.	IM
8.2	A targeted message to the 30 and under age group on the TVP with the offer of asking if they can give the TSB some additional help with current review and to increase the input of younger tenants views on this topic.	AK/IM

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 and Sarah Chapman BITMO have been made aware of the topic selected by the TSB and will confirm if they wish to have a tenant join the TSB for 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: Terms of Reference

The role of the Tenant Scrutiny Board (TSB) is to scrutinise the services provided by Housing Leeds. The board act independently of Housing Leeds, reviewing services from a tenants perspective, to make recommendations for service improvement. The board can review policy and any working practices of Housing Leeds so that together, the Board and Housing Leeds provide the best possible service.

The board will:

- Act as a “critical friend” on behalf of tenants and residents, constructively challenging the Council in relation to its housing service performance.
- Review and respond to tenant satisfaction and other key performance information.
- Undertake a range of activity to gather information about services to be able to make evidence-based recommendations for improvement.
- Aim to improve the overall quality of the housing service, tenant satisfaction and the value for money of the services we give.

Tenant Scrutiny Board will adopt the following ways of working:

- Hold fortnightly meetings - or the equivalent in terms of any workshop, training or other activity, with activity between meetings to help further any individual review.
- Keep an updated forward plan of all meetings and other activity, to enable the board to plan ahead.
- The timing and location of meetings will be as accessible as possible
- Meetings may take place face to face, online or a combination of both.
- Quorum of the board will be 50% +1 of all current members.
- Meetings of the board are open to the public unless identified as confidential.
- Agendas, meeting notes and future meeting dates are published on the Housing Leeds Feedback Website
- Promote the work of the TSB on social media and through other channels such as the e-bulletins to tenants and leaseholders more widely
- To help with the above, the board will keep a forward communications plan.
- The Chair of the TSB is invited to attend the Environment Housing and Communities Scrutiny Board as and when meetings are called.
- To maintain regular contact and to be able to regularly update on the activity of the board, the Chair of TSB meets with the Executive Member for Housing a minimum of four times a year.
- A member of the TSB will be a member of the Leeds Housing Board, to help maintain strong links between these groups.

Undertaking a review:

The board can use the table below as a guide / a model process:

	Inquiry stages	Actions
DEFINE (What are we trying to do)	**Meeting** Presentation of performance data, information and tenant feedback to help the board choose their next topic	*This could include:* • *Tenant Satisfaction Measures, Regulator for Social Housing Consumer Standards self-assessment information, complaints data* • *Any other relevant performance information or insight about services* • *Feedback from tenant voice panel or other tenant insight or feedback* • *Meeting the Exec Member for Housing and Heads of Service/the Chief Officer*
DISCOVER (What has gone before?)	**Research** Research into suggested inquiry areas to test the data provided and validate issues raised to support the rationale of the inquiry.	• *Speaking to other tenants* • *Web page review (internal and external). Reading and research (local and national)* • *The review of any policies and procedures* • *Observing meetings connected to the activity.* • *Undertaking site visits to teams and services involved in the delivery of the service under review.* • *Making links with other Scrutiny Boards who have reviewed similar services*
	Meeting Interview manager to gain insight into service and agree scope of inquiry.	• *Interview Head of Service/Service Manager*
	Further Investigation and Evidence Gathering Adopt a flexible approach to discovering how the service currently works (what has gone before), meeting with staff and service users to gain first-hand accounts and insight.	• *Launch 'call to scrutiny' Undertake site visits. Meet staff within the service/presentations.* • *Focused Workshops* • *Tenant feedback*

DREAM (What might it look like?)	**Review Evidence** Benchmark against regional and national providers. Consider what best practice looks like and begin to formulate recommendations.	• *Regional/National benchmarking* • *Guest speakers* • *Reflecting on what learnt and what want to include as a recommendation*

- Any member of the TSB may propose a review into any part of the service, but the review will be a collective decision of the board based on wider evidence gained by the board.
- Requests for reviews can be considered from other sources but whether to go ahead with the review will be a collective decision of the board. The referring body will be informed of the decision and the reasons behind it.
- On conclusion of a review the TSB will produce a report setting out its recommendations.
- The relevant service is asked to respond to the report as early as possible but no later than two months after receipt.

Tenant Scrutiny Board members will commit to:

- Actively taking part in all board meetings. This includes reading documents, sharing their views, conducting themselves in meetings accordingly and welcoming new members. This will allow the TSB to work effectively.
- Signing a Code of Conduct.
- All TSB members, new and old, will be supported with training and development to help them undertake the role.
- If board members are unable to attend a meeting, to give their apologies. If two consecutive meetings are missed without receiving apologies, this will be discussed with the board member, and they may be asked to leave the board to allow another tenant the opportunity to take part.
- Working collaboratively with Belle Isle Tenant Management Organisation (BITMO). Sharing with BITMO key reports and decisions, informing them of the selection of topics and giving BITMO the opportunity for a representative from BITMO to be co-opted to the TSB to input into any review that is reviewing a policy or issue that applies to and/or would be of benefit to BITMO tenants.

The 'who' and 'how' of Tenant Scrutiny Board membership:

- The board shall have twelve standing members.
- One member may be leaseholder.
- Co-optees are allowed and have the same voting rights
- Co-optees can be residents.
- The board will welcome Tenant Voice Panel members (maximum of five) to join for individual reviews. They will be fully briefed on the role and provided with the role description. They will be treated the same as standing board members.

- The board will actively seek a diverse range of tenant members.
- The Chair of TSB must be a tenant.
- Every two years (in April/May) the Chair of the Board will be selected using a standard process shared with the board.
- Chair can serve for a maximum of 6 years (to respect the additional demands of being a Chair)
- The board will also appoint/seek a Vice-Chair who must be a tenant
- Each year (January-Feb) the three longest serving members will be asked to stand down to be reselected if wish.
- Individual TSB members may serve up to eight years in total.
- Each year, individual board members will have an informal appraisal by the Chair (and supported by officers) against the role description.
- The board will have in place a standard recruitment and selection process, and review this regularly to make sure it’s working to attract and retain new members as required.

Draft tenant survey – version 1

Understanding Social Housing Stigma

Introduction

Help Us Tackle Social Housing Stigma

Our Tenant Scrutiny Board has chosen **social housing stigma** as its next area of focus. They want to better understand tenants' experiences and views so that we can develop our first **Social Housing Stigma Action Plan**.

Social housing stigma refers to the negative assumptions, stereotypes, judgements, or discrimination that some people experience because they live in social housing. This stigma can affect how people feel about themselves, how they are treated by others, and their interactions with services and organisations.

Some examples could be a contractor not giving as much care and attention becuase its ‘only a council house’ or making an assumption that you’ll be at home during the day (rather than working or having other commitments)

We know that experiences vary. Some tenants may have never experienced stigma, while others may have experienced it from service providers, seen it in the media, or even through interactions with housing services.

Your feedback will help us:

1. Understand whether social housing stigma affects our tenants.
2. Identify where stigma occurs and how it impacts people.
3. Explore whether our services and communications help challenge or unintentionally reinforce stigma.
4. Develop an action plan to tackle social housing stigma and promote positive perceptions of social housing and its residents.

All responses will be treated confidentially and used to help improve services.

1. **Before reading the introduction, had you heard the term "social housing stigma"?** Yes / No / Not sure

2. **To what extent do you agree with the following statement?** "*People living in council or social housing are sometimes unfairly judged by others.*" Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree

3. **Have you personally experienced or witnessed social housing stigma?** Yes, personally experienced it, Yes, witnessed it affecting others, Both, No, Not sure -

4. **Your experiences with Housing Leeds - to what extent do you agree with the following statements?**

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am treated with respect by housing staff.	☐	☐	☐	☐	☐
Housing staff listen to my views and concerns.	☐	☐	☐	☐	☐
Communications from the landlord are respectful and inclusive.	☐	☐	☐	☐	☐
The landlord promotes positive messages about tenants and communities.	☐	☐	☐	☐	☐
I feel valued as a tenant.	☐	☐	☐	☐	☐

5. **What do we do well that helps make tenants feel respected and valued?** (free text)

~~6.~~ **What could we do differently to help tackle social housing stigma?** (free text)

7. **Standard Equality monitoring, age, ethnicity etc + tenant or leaseholder**

We ask for more information about you so we can see if responses tell us whether certain groups have different experiences, for example, could older or younger tenants feel different about social housing stigma? We can then look at actions that try and tackle these differences.

Thank You

Thank you for taking the time to complete this survey.

Your feedback will help the Tenant Scrutiny Board better understand tenants' experiences and develop recommendations for our first Social Housing Stigma Action Plan. By sharing your views, you are helping us create services and communities where all tenants feel respected and valued.

Draft survey version 2 (shorter)

Tenant Scrutiny Board

Tenant Survey: Social Housing Stigma

We're a group of tenants who review council housing services and represent tenants' interests. We're looking into social housing stigma — the unfair judgements some people face simply because they live in council housing — so we can put together our first Action Plan to tackle it.

This survey takes about 2 minutes. Your answers are anonymous and cannot be traced back to you or your tenancy.

Closes: [DATE]

1. Before today, had you heard the term "social housing stigma"?

- ☐ Yes
- ☐ No
- ☐ Not sure

2. Have you personally experienced, or seen someone else experience, being unfairly judged because they live in council housing?

- ☐ Yes, personally
- ☐ Yes, seen it happen to others
- ☐ No
- ☐ Not sure

3. To what extent do you agree with the following?

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am treated with respect by council staff.	☐	☐	☐	☐	☐
Council staff listen to my views and concerns.	☐	☐	☐	☐	☐
Communications from Housing Leeds are respectful and inclusive.	☐	☐	☐	☐	☐
Housing Leeds promotes positive messages about tenants and communities.	☐	☐	☐	☐	☐
I feel valued as a tenant.	☐	☐	☐	☐	☐

The next questions are optional — answer as many or as few as you like.

4. What's the one thing that could be done differently to help tackle stigma?

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5. Anything else you'd like to tell us?

Thank You

Thank you for taking the time to complete this survey. Your answers will help the Tenant Scrutiny Board build our first Social Housing Stigma Action Plan — and help make sure every tenant feels respected and valued.

Tenant Scrutiny Board – Forward Plan

Date / Time	Activity	By who?
Monday 11 May – 10am to 2pm at Gascoigne House, Middleton **AWAY DAY**	a) Reflections on recently completed review b) Annual appraisal – key themes c) Leeds Housing Board – Guest John Gittos d) Guest from BITMO e) Re-cap on ways of working / principles f) Training and development opportunities / TPAS Guest Cllr Rae – TPAS Board Member g) Stop Social Housing Stigma	
Thursday 21 May 4pm to 6.30pm (Merrion House)	a) Introductions with Leeds Building Services b) Year-end Home Survey performance summary as per open Rec 16	
Thursday 4 June 4pm to 6.30pm (Merrion House)	a) 5pm – introduction with Ed Whiting – LCC Chief Executive b) Workshop re new website form, poster/comms examples from TPAS regional event.	
Thursday 18 June 4pm to 6.30pm (Merrion House)	a) Introductions with Mears b) Follow up re workshop items – website etc	
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)	Subject to design of approach and time to implement this – then to consider: a) Survey results – what are key messages/issues? a) Areas of interest to follow up?	
Thursday 22 Oct 4pm to 6.30pm (Merrion House)	(45 mins no officers) a) Workshop good practice – what are other landlords doing? b) Cllr Khan introductions (TBC)	
Thursday 5 Nov 4pm to 6.30pm (Merrion House)	c) Competency and Conduct Standard – outline of approach to tenant engagement	
Thursday 19 Nov 4pm to 6.30pm (Merrion House)	(45 mins no officers)	
Thursday 3 Dec 4pm to 6.30pm (Merrion House)		
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:	• 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 • Nov/Dec update on new Housing Officer recommendations • 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 Harland (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)**
- 17 June 26 at 11.30am (Civic Hall) (CANCELLLED – to be re-arranged with Cllr Khan)
- 12 August 26 at 11.30am (Civic Hall)