

## Manchester City Council Report for Information

**Report to:** Resources and Governance Scrutiny Committee – 6 December 2022

**Subject:** Housing Advisory Board

**Report of:** Strategic Director Neighbourhoods

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### Summary

This report provides an update to the Committee on the new governance arrangements (Housing Advisory Board) in respect of the Council Housing Stock.

The new advisory board provides oversight of MCC Housing Services (formerly Northwards ALMO). The advisory committee is a key contributor to empowering our tenants and ensuring that North Manchester residents help shape and hold to account the Council's Housing Service.

### Recommendations

Members are asked to note and comment on the report.

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**Wards Affected:** Ancoats & Beswick, Charlestown, Cheetham, Crumpsall, Harpurhey, Higher Blackley, Moston, Ardwick, Clayton & Openshaw, Miles Platting & Newton Heath and Piccadilly

**Environmental Impact Assessment** - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

The Council's Housing Retrofit programme is a key part of the City's drive to zero carbon by 2038

<b>Our Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	As the largest single landlord in the City the Housing service is a major source of contracts and supplies that ideally are sourced locally
A highly skilled city: world class and home grown talent sustaining the city's economic success	Access to appropriate affordable housing and services will support residents to achieve and contribute to the city's ambitions.

A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The council's housing service is one of the largest single community influencer in. By including tenants directly in the management of their homes they will be empowered and will be able to have a wider neighbourhood impact.
A liveable and low carbon city: a destination of choice to live, visit, work	Central to the transfer of the management of the housing service is the required external investment needed to retrofit existing homes in order to achieve a zero-carbon housing stock.
A connected city: world class infrastructure and connectivity to drive growth	The housing service is a major contributor to the North Manchester infrastructure and regeneration.

**Contact Officers:**

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**Background documents (available for public inspection):**

None

## **1.0 Introduction**

- 1.1 This report provides an update to RAGOS as to the progress on establishing the new Housing Services Advisory Board, following the previous update to the Committee in March 2022.
- 1.2 In January 2021, Manchester City Council agreed to bring the ALMO Northwards Housing back in house, agreeing to insource the housing management and maintenance function. The transfer of the ALMO took place on the 5th July 2021. As part of the transfer, it was agreed that a new governance model must be put in the place, to ensure increased resident representation and independent expertise in the oversight of the social housing provider (MCC)
- 1.3 The new Housing Advisory Board went live in July 2022 with RAGOS playing an instrumental role in the formation of the new arrangements, including the terms of reference and the role profiles for board members.
- 1.4 Internal Audit were commissioned to review the processes undertaken to form the new board, finding a reasonable opinion in terms of the proposed governance arrangements. The initial report made 4 recommendations, two of which have fully implemented. These related to the Housing Advisory Board having oversight of the housing services risk register and detailed performance information.
- 1.5 Two recommendations have been partially implemented and relate to developing a more bespoke learning and development offer for board members and more detailed reporting on equalities information. Both of these items are being actively progressed.
- 1.6 The purpose of the Housing Advisory Board is to provide the oversight of the delivery of the housing services to the Council's housing stock (formerly Northwards); primarily in, but not limited to, North Manchester.

This includes the reviewing of the performance of all housing functions and the engagement of residents in the effective delivery of housing operations services, where Manchester City Council is the landlord.

The Housing Advisory Board does not cover the council's PFI, This City or properties managed by Registered Providers.

The Board has oversight of significant aspects of MCC Housing Services in North Manchester such as:

- The implementation of the Social Housing Bill (Regulation), including the emerging consumer standards and tenancy satisfaction measures
- The performance of the council's housing repairs and maintenance service
- Maintaining Decent Homes and Fire and Building Safety
- Delivery of the Capital Programme (e.g. Decent Homes)

- Development of the service's Place Called Home vision
- 1.7 As an advisory board the Housing Advisory Board has no decision-making powers of its own and does not form part of the Council's formal committee structure.
- 1.8 Key areas of responsibilities as a Board member include
- Review performance and delivery of the consumer standard including the new satisfaction measures and accountability to residents as detailed in the Resident Charter to be launched
  - Promote equalities and the diverse interest of residents and leaseholders
  - Review the impacts of investment in ensuring the Council maintains decent homes, fire and building safety and customer satisfaction.
  - Review draft reports on significant decisions to be taken by the Council in relation to the housing function
  - Be consulted on and advise on key changes to strategy, key policies, significant service changes and development proposals.
  - Provide oversight of the HRA projected by virtue of the transfer of the service back to the council.
  - Receive and consider complaints data to inform service delivery
  - Have oversight of the risk register for the housing service.
  - Review the connectivity of the core housing provision with neighbourhoods and other community delivery impacts.
  - Review the debt management and financial inclusion services to ensure that tenancies are sustained whilst income is managed
  - Act in accordance with the Council's powers and responsibilities and its Constitution.
- 1.9 The Housing Advisory Board meets bi-monthly and has met three times at the point of publication of this report, with further meetings scheduled throughout 2022/23 and 2023/24
- 1.10 The membership of the Housing Advisory Board 2022/23 consists of
- 5 local residents/tenants
  - 6 elected members (including the Chair, Exec Member for Housing and Development)
  - 3 co-opted housing professionals

The board members are listed below:

- Chair: Cllr Gavin White (Chair) in the Chair's absence Cllr Sam Lynch, Deputy Executive Member for Housing and Development will attend and act as Chair.
- Resident Members: Susan Taylor, Norman Hesketh-Hart, Christine Leyland, Natalie O'Reilly, Phil Foran.

- Elected Members: Cllr Shazia Butt, Cllr Appleby, Cllr H Priest, Cllr Sadler, Cllr Collins.
- Co-opted Members: Safeena Rather, Stephen Repton, Chris Forrester

The recruitment of the resident members to the board received a very high response, with over 300 residents expressing an interest. Although there were only 5 resident places on the board, we are keeping in touch with all the applicants to ensure we have a vibrant and diverse network of residents to engage with on our future plans as well as how we are performing week in, week out.

1.11 Set out below is the Housing Advisory Board Agenda which took place on 24 November 2022 and 29 September 2022.

Item	Description	Lead	Report	Page No
1	Welcome & Introductions	Chair	Verbal	-
2	Apologies for Absence	Chair	Verbal	-
3	Minutes of the Last Meeting and Matters Arising - <i>to agree as a correct record the minutes of the Shadow Board held on 29 September 2022</i>	Chair	Enclosed	2
4	a) Performance Q2 2022/23 b) Voids Report	Angela Raftery Anne Duffield	Enclosed Enclosed	7 24
5	ASB Policy Review	Claire Tyrrell	Enclosed	31
6	Tenant Satisfaction Measures – Regulator of Social Housing	Angela Raftery	Enclosed	54
7	A Place Called Home & Annual Report 2021/22	Angela Raftery	Enclosed	68
8	Housing Support Fund Update	Angela Raftery	Enclosed	97
9	Risk Register	Angela Raftery	Enclosed	100
10	A. O. B.	Chair	Verbal	-
<p><b>2023 Meetings</b>  Thursday 26 January @ 6pm  Thursday 23 March @ 6pm  Thursday 18 May @ 6pm  Thursday 20 July @ 6pm  Thursday 28 September @ 6pm  Thursday 30 November @ 6pm  <b>Venue:</b> White Moss Road Neighbourhood Office, White Moss Road, Manchester, M9 6NZ</p>				



MANCHESTER  
CITY COUNCIL

**Housing Advisory Board**

**Date: Thursday 29 September 2022 @ 6:00pm**

**Venue: White Moss Road Neighbourhood Office**

**Chair: Councillor White**

Item	Description	Lead	Report	Page No
1	Welcome & Introductions	Chair	Verbal	-
2	Apologies for Absence	Chair	Verbal	-
3	Minutes of the Last Meeting and Matters Arising - <i>to agree as a correct record the minutes of the Shadow Board held on 14 July 2022</i>	Chair	Enclosed	2
4	Communications & Engagement	Sara Orme	Enclosed	6
5	Safeguarding & Board Champion Role	Claire Tyrrell	Enclosed	25
6	Development of a Place Called Home	Dave Ashmore	Enclosed	29
7	Finance, including focus on rent consultation and support fund.	Dave Ashmore	Enclosed	37
8	Housing Retrofit	Dave Ashmore	Enclosed	40
9	Performance	Angela Raftery	Enclosed	47
10	A.O.B.	Chair	Verbal	-

**Date of Next Meeting: 24<sup>th</sup> November 2022 @ 6pm**  
**Venue: White Moss Road Neighbourhood Office, White Moss Road, Manchester, M9 6NZ**

1.12 In addition to the formal meetings every two months, we have introduced as part of the Board's collective learning and development, deep dive sessions on areas of particular focus and interest. For example, on 15 November 2022, there was a session on the Housing Revenue Account, with further deep dive sessions planned in the New Year on Zero Carbon and the Social Housing Bill.

1.13 All papers and minutes are circulated to Housing Advisory Board members and to North Manchester members for completeness.

## 2.0 Conclusion

2.1 In conclusion, the new governance arrangements have been successfully implemented from July 2022 with a full complement of resident, independent and elected members in situ. The remit of the board has been established and three meetings held in 2022/23, scrutinising a range of themes from performance, regulation, housing retrofit, HRA finance, annual report, capital programme and many more.

2.2 As set out in the report there are two audit recommendations to fully implement over the remainder of the financial year, which relate to learning and development and further equalities reporting.