



South Tyneside Council

24 June 2026

Housing and Environment Scrutiny Committee Minutes 18 March 2026

Present: Councillors: Keegan (In the Chair), Brown, S Dean, Kennedy, Lamonte, Traynor.

Officers: Anna Dixon (Senior Manager, Housing Strategy and Regulation), Martin Gill (Head of Operational Housing and Homelessness), David Ridley (Head of Housing Asset and Property Services), Manjit Sidhu (Involvement and Engagement Manager) Jonathan Lunness (Strategy and Democracy Officer), Sean Allen (Democracy Support Officer).

Scrutiny Representative: Tristan Francis

1. Declarations of Interest

There were no declarations of interest.

2. Minutes of the Previous Meeting

Agreed: That the minutes were an accurate reflection of the meeting of 23 February 2026.

3. Tenant Satisfaction Measure Action Plan

Anna Dixon, Senior Manager, Housing Strategy and Regulation delivered a presentation on the Satisfaction Measure Action Plan.

The report provided the committee with a copy of the action plan that was created based on the survey results. The report provided an overview of the areas to be worked on and provided the points for each area. The committee were asked if they wished for the report and updates to continue to come to committee, it was confirmed they would, however it was noted that the list appeared to get lost without clear

updates on each area. It was asked if that could be made clearer when it was brought back.

It was also noted that it would be important for the report to continue to come back to ensure any new members after the elections are made aware of the updates and progress.

Agreed: (a) to receive regular updates on progress on actions included in the plan, and (b) tenants to be provided with updates on the action plan on a 6 monthly basis.

4. Voicescape Customer Satisfaction Feedback Quarter 3

This report provided Housing and Environment Scrutiny Committee with an update on performance from the Voicescape transactional Customer Satisfaction Surveys for Housing Services that were completed in Q3 2025/26. The report was broken down into individual service areas. Some areas didn't not have the service live for the full duration of Q3. The report set out all the data and ASB was highlighted as an area of continued work. It was discussed with members that one problem with ASB was the definition of it to the customer and what they wanted to be the outcome, rather than what actually happened, which was the reason for lower scores.

It was noted that communication would be key with this, to ensure tenants were not being set expectations that were unachievable, and also making them aware of the limitations in some cases.

A member noted that there was a lot of data and asked when in the customer journey was the survey taken as that would have an impact. It was noted that in most cases it was at the end of the process that the survey occurred, in some instances there were bespoke surveys. It was asked how soon after the action was completed was the survey given, as that could be a factor. This was noted as being varied.

Agreed: That the report be noted.

5. Compliance and Building Safety Performance Quarter 3

The report was provided to Committee as an update on Housing Services building compliance performance as of the 31 December 2025 across the 6 areas of compliance and high-rise building safety.

The report and information showed all areas were on target, but 1. The domestic fixed wiring testing programme had 12 outstanding properties, however actions were in progress to access these buildings, including gaining a court warrant.

A member asked if the new regulations for high rises building systems had been achieved. It was noted that work continued regarding that, including lots of work on personal evacuation plans.

Agreed: That the report be noted.

6. Housing Service Performance Quarter 3

The report provided Housing and Environment Scrutiny Committee an update on the 2025/2026 quarter three strategic performance indicators for Community Operations Housing Services.

The report noted the Consumer Standards as :

- Safety and quality standard
- Transparency, influence and accountability standard
- Neighbourhood and community standard
- Tenancy Standard

The report provided updates on all areas under the strategic performance and highlighted that there was full compliance under the monthly TSM measures.

A member asked if rough sleepers had increased and how that was supported. It was noted there had been an upward trend with that, however it was advised that it was harder to obtain funding as it wasn't a statutory measure. It was also noted that it was a case by case basis as some presented with significant or complex issues. It was also noted that it was due to availability of homes in those situations.

Agreed: That the report be noted.

7. Involvement and Engagement Activity Quarter 3

The report provided the committee with an overview of the tenant involvement and engagement activities that had taken place in Q3.

It noted the scrutiny panel had carried out the following:

- Quarterly Performance Challenge – by monitoring and reviewing performance each quarter and challenging Heads of Service on what is being achieved, asking questions and bringing a customer perspective.
- Housing Management Toolkit – this was reviewed by the Panel and comment provided.
- Tenant Involvement and Engagement Strategy – the Panel was engaged in the development of the strategy helping to shape it and provide comment.
- Websites and Communications – six-monthly monitoring meetings are held with the Websites Manager and the

Communications Manager who provide updates on progress with actions requested by the Panel.

- Housing Strategy Review – the Panel were engaged with the early stages of the review and will provide further input during Q4.
- Tenant Satisfaction Measures (TSM) Action Plan 2025-2026 – the Panel continued their ongoing engagement with the identification and delivery of actions to improve tenant satisfaction, following the annual TSM survey feedback.
- Housing Strategy Group – members of the Scrutiny Panel presented the Tenants Annual Report.

The check and challenge group had carried out the following in Q3:

- Health Literacy workshop
- Tenancy Agreement Consultation Communications
- Tenant Involvement and Engagement Strategy

Other work such as posts into the tenant only Facebook group, customer journey mapping and estate walkabouts had been carried out as well.

Members commended the efforts from the groups and thanked them for their continued work to ensure the tenants had a voice and were at the forefront of everything.

Agreed: That the report be noted.

8. Housing Service Complaints and Compliments Quarter 3

The report set out an overview of complaints, complements and a summary of Housing Ombudsman Service determinations from quarter 3.

The report set out the number of complaints made, which was 169, of which 135 were resolved at stage 1 and 34 at stage 2.

88.1% of stage 1 were resolved within the set timescales while 100% of stage 2 were within timescale. There had also been 5 HOS determinations, details of each were provided within the report.

It was also noted that 179 compliments had been made in Q3, taking the total to 507 for the year. The 2 areas for compliment were employee attitude and quality of service.

It was noted that the HOS were currently behind which was out of the council's control, with some complaints that were referred to them taking as long as 12-14 months for a resolution.

Agreed: That the report be noted.

9. Housing Ombudsman Landlord Performance Report 2024/25

The report provided was the landlord performance report from the Housing Ombudsman Service.

The report provided detailed overview of all areas of performance, it was noted that South Tyneside Council were below the national average for compensation size and maladministration.

Agreed: That the report be noted.

10. Work Programme 2025/26

The Scrutiny and Democracy Support Officer introduced this report, giving Members of the Committee the opportunity to suggest items to come for discussion in the next municipal year. It was noted that the Work Programme was complete for 2025/26.

Agreed: That the completed work programme be noted.

11. Chair's Urgent Items

No urgent items were raised.

SIGNED _____

Chair 24 June 2026