

TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 16th April, 2014 at 1.30 pm

MEMBERSHIP

Adam Abeid
Carol Bennett
Sandra Bland
Jim Fergusson
Allan Gibson
John Gittos
Michael Healey
Maddy Hunter
Steve Ilee
Roderic Morgan
Keith Newsome
Phillip Rone
Kevin Sharp
Barry Stanley
Teresa Tucker
Maddie Ullah
Damien Walsh
Jackie Worthington

Please note: Certain or all items on this agenda may be recorded

Agenda compiled by:
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LEEDS LS1 1UR
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Head of Scrutiny and Member
Development:
Peter Marrington
Tel: 39 51151

A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			ELECTION OF CHAIR AND VICE CHAIR To undertake a ballot to appoint a Chair and Vice Chair for the 2014/15 municipal year.	1 - 2
2			EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC 1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report. 2 To consider whether or not to accept the officers recommendation in respect of the above information. 3 If so, to formally pass the following resolution:- RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows: No exempt items have been identified.	
3			LATE ITEMS To identify items which have been admitted to the agenda by the Chair for consideration. (The special circumstances shall be specified in the minutes.)	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			APOLOGIES FOR ABSENCE To receive any apologies for absence.	
5			MINUTES - 10 MARCH 2014 To confirm as a correct record, the minutes of the meeting held on 10 March 2014.	3 - 6
6			TENANT SCRUTINY BOARD - TERMS OF REFERENCE To receive a report from the Head of Scrutiny and Member Development to agree the Board's terms of reference.	7 - 10
7			TENANT SCRUTINY BOARD - PROCEDURE RULES To receive a report from the Head of Scrutiny and Member Development to agree the Board's Procedure Rules.	11 - 16
8			PROTOCOL BETWEEN THE TENANT SCRUTINY BOARD AND SCRUTINY BOARD (HOUSING AND REGENERATION) To receive a report from the Head of Scrutiny and Member Development to agree a protocol between the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration).	17 - 22
9			LEARNING AND DEVELOPMENT To consider a report from the Head of Scrutiny and Member Development on proposed training.	23 - 34
10			MEETING VENUES To consider a report from the Head of Scrutiny and Member Development on meeting venues.	35 - 36

Item No	Ward/Equal Opportunities	Item Not Open		Page No
11			<p>SCHEDULE OF FUTURE MEETING DATES</p> <p>To agree a schedule of future meeting dates and possible agenda items.</p> <p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.</p> <p>Use of Recordings by Third Parties– code of practice</p> <p>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</p> <p>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</p>	37 - 38

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Election of Chair and Vice Chair

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Board is required to appoint a Chair and Vice Chair. Prior to today's meeting members of the Board were asked to express an interest in whether they wished to be a candidate for either post and if so submit a brief supporting submission prior to the closing date of 4th April 2014.
2. Three Board Members have expressed an interest; Stephen Ilee to stand for Chair and Barry Stanley and Teresa Tucker to stand as Vice Chair. In the circumstances a ballot is only required for Vice Chair.

Recommendations

3. Members of the Board are asked to vote on the positions of Chair and Vice Chair.

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Notes and Action List

City Wide Tenant Scrutiny Board

Date: 10th March 2014

Time: 5.30pm – 7.00pm

Venue: Navigation House

Attendees:	Position
John Gittos	Tenant Scrutiny Board Member
Damien Walsh	Tenant Scrutiny Board Member
Teresa Tucker	Tenant Scrutiny Board Member
Kevin Sharp	Tenant Scrutiny Board Member
Jim Fergusson	Tenant Scrutiny Board Member
Jackie Worthington	Tenant Scrutiny Board Member
Barry Stanley	Tenant Scrutiny Board Member
Steve Ilee	Tenant Scrutiny Board Member
Maddy Hunter	Tenant Scrutiny Board Member
Carol Bennett	Tenant Scrutiny Board Member
Keith Newsome	Tenant Scrutiny Board Member
Sandra Bland	Tenant Scrutiny Board Member
Philip Rone	Tenant Scrutiny Board Member
Adam Abeid	Tenant Scrutiny Board Member
Apologies	
Maddie Ullah	Tenant Scrutiny Board Member
Allan Gibson	Tenant Scrutiny Board Member
Michael Healey	Tenant Scrutiny Board Member
Roderic Morgan	Tenant Scrutiny Board Member
Officers in attendance:	
Liz Cook (LC)	Chief Officer - Statutory Housing, Environments and Housing
Peter Marrington (PM)	Head of Scrutiny and Member Development
Ian Montgomery (IM)	Customer Involvement Manager, Housing Leeds
Lorna Bustard (LB)	Community Engagement and Inclusion Manager, Housing Leeds

1	Liz Cook introduced herself as the new Chief Officer for Housing Management and thanked all the existing tenant panel members for their continued interest and support in developing a single Tenant Scrutiny Board. Liz reminded and talked with the group about the important role of tenant scrutiny in helping challenge and improve the housing service.
2	To help everyone get to know each other, individual panel members introduced themselves.
3	Number of queries raised and a group discussion took place. (see action list below). This included an outline of the special relationship between the Housing and

	Regeneration Scrutiny Board and the Tenant Scrutiny Board. All agreed it was important to have a positive and proactive flow of information between these two groups and to also develop the relationships between the Tenant Scrutiny Board and the many other tenant forums, groups and activities that take place. PM fed back that the Housing and Regeneration Scrutiny Board is keen on developing a constructive and equal relationship, and would be open to tenants from the Tenant Scrutiny Board visiting to observe meetings.
4	Agreed that all existing scrutiny panel members (18 currently) become new members of the Tenant Scrutiny Board for the first year. This is to help the in the creation and transition to the single scrutiny board and to ensure experience and skills are retained. This can be reviewed in the longer term.
5	All agreed the importance of clear feedback mechanisms so that tenants could see the impacts of what tenant scrutiny had achieved. Suggested that this be supported by PM by tracking recommendations made to help raise profile of scrutiny and how it has responded to tenant feedback. This will also help with future promotion and potential recruitment. Agreed that the recommendations and improved services needed to be incorporated into the annual report to tenants.
6	The group agreed to submit nominations for the position of Chair, along with a short summary of who they are and why they would like to be Chair, what they can bring to the role. (more details in action list below)
7	PM shared a training and development outline from the Centre for Public Scrutiny. The group discussed the different training and support that they had experienced. Agreed that this topic would be an agenda item at the next meeting, and that it was a good opportunity for the group to undertake a programme of training and development as a 'levelling' exercise, bringing together skills and experiences and helping team build.
8	Agreed that the agenda for next meeting was to include: <ul style="list-style-type: none"> - Election of Chair/Vice Chair - The Terms of Reference and related protocols - Training and Development - Forward work programme
9	Query was raised if there was a consistent policy of paying tenants expenses. Commitment made that tenants should not be out of pocket as a result of volunteering their time.
10	Discussion took place on where to hold future meetings. Tenants agreed to share with IM their preferences. Accepted that for now we'll rotate to suitable venues around the city. The group provided to IM details on their likely availability, up to date contact details, permission to share their contact details with other members, and other important comments to help with meeting practicalities.
11	The TSB requested that the next meeting also include an item on the resolution of the terms of reference and supporting procedures. This was agreed and included into the agenda for the next meeting (as above).

Item No.	Action List	Owner
1	To share the Tenant Involvement and Empowerment Standard from within the Homes and Communities Agency ' <i>Regulatory Framework for Social Housing in England 2012</i> '.	IM
2	To pull together and report back to the TSB a list of all the recommendations from previous inquiry's, including if they have been delivered or if not, their status. PM to then consider putting these recommendations into the same 'recommendation tracking' system used within the council's scrutiny team.	IM/PM
3	To collate the training and development activity so far received by members, including tenants feedback from it, to help inform of a new training and development programme.	IM
4	To include Peter Marrington's details in the shared contact list.	IM
5	To send with notes from the meeting the timetable for the submission of nominations for Chair and subsequent deadline for responding.	IM
6	Require clarity on providing tenants expenses.	IM/PM
7	To distribute place names to all group members.	IM/PM
8	To arrange for a group photo at the next meeting.	IM
9	To respond to group feedback on location preferences and book next meeting for 2/3 weeks time, subject to giving TSB members sufficient time to undertake the Chair selection process.	IM

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Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Tenant Scrutiny Board – Terms of Reference

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The meeting of Executive Board 19 June 2013 resolved to integrate housing management within the council's Environment and Housing Directorate. The Executive Board report of July 2013 set out the principles for the role of Tenant Scrutiny in the new service:
2. The role of the Tenant Scrutiny Board is to provide independent, customer focused scrutiny which will robustly challenge policy, practice and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.
3. It will do this by acting as a critical friend and through a series of reviews and inquiries make an assessment of, and where appropriate, make recommendations on the following areas;
 - § The quality of Housing Services
 - § Tenant Satisfaction
 - § Performance Management
4. Draft terms of reference for the Board are attached as Appendix 1. These have been endorsed by the Housing Advisory Board.

Recommendations

5. Members of the Board are asked to approve the attached draft terms of reference

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

TENANT SCRUTINY BOARD – TERMS OF REFERENCE

The Tenant Scrutiny Board provides independent, customer focused scrutiny which will robustly challenge policy practice and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.

The Tenant Scrutiny Board is authorised to discharge the following scrutiny functions:

1. Provide independent assurance on the quality of service delivery against agreed performance indicators.
2. Assist in supporting the process of establishing performance indicators.
3. Act as a “critical friend” on behalf of tenants and residents providing “challenge” to the Council in relation to its Housing service delivery and by reviewing policies and strategies.
4. Review tenant satisfaction.
5. Ensure tenants are consulted before major changes to Housing Services are implemented.

Form an integral part of the governance of Leeds City Council through effective links with the Housing Advisory Board and Scrutiny Board (Housing and Regeneration)

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Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Tenant Scrutiny Board – Procedure Rules

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Tenant Scrutiny Board will conduct its proceedings in accordance with agreed procedure rules. These rules are designed to provide robust rights and responsibilities for the Board and to provide the framework from within which meaningful scrutiny can take place.
2. Draft Procedure Rules are attached as Appendix 1. These have been endorsed by the Housing Advisory Board.

Recommendations

3. Members of the Board are asked to approve the attached procedure Rules.

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

TENANT SCRUTINY BOARD - PROCEDURE RULES

1.0 FREQUENCY AND PLACE OF MEETINGS OF THE SCRUTINY BOARDS

- 1.1 The Tenant Scrutiny Board will meet every ??????(monthly. Quarterly?)
- 1.2 Extraordinary meetings may be called from time to time as and when appropriate.
- 1.3 A meeting may be called by
 - the Chair or
 - the Scrutiny Officer if he/she considers it necessary or appropriate.
- 1.4 The Tenant Scrutiny Board may sit at such place and at such time as it considers necessary and appropriate.
- 1.5 The Tenant Scrutiny Board may appoint a Working Group as it feels appropriate and necessary to assist in ensuring the effectiveness and efficiency of its work².

2.0 QUORUM / SUBSTITUTE MEMBERS

- 2.1 The quorum for a Scrutiny Board shall be ??? (Depending on Board membership numbers)
- 2.2 Substitute members will not be allowed

3.0 NOTICES OF MEETINGS

- 3.1 Notices for all meetings of a Tenant Scrutiny Board shall be issued from the office of the Scrutiny Officer.

4.0 ADMISSION TO MEETINGS

- 4.1 All meetings of the Tenant Scrutiny Board shall be open to the public unless identified as confidential. This shall be without prejudice to any power of exclusion to suppress or prevent disorderly conduct or other misbehaviour at a meeting.
- 4.2 The Tenant Scrutiny Board may resolve to exclude the press and public from a meeting (whether the whole or part only of the proceedings) by passing a resolution.

5.0 MINUTES

- 5.1 All meetings of each Tenant Scrutiny Board shall be minuted.

² These must be appointed to carry out specific tasks such as visits to premises or other information gathering activities as part of an on-going Inquiry.

- 5.2 Oral evidence given to a Tenant Scrutiny Board may be recorded via tape recording as shall appear to the Tenant Scrutiny Board to be appropriate.

6.0 RIGHTS OF TENANT SCRUTINY BOARD MEMBERS TO DOCUMENTS

- 6.1 When a Tenant Scrutiny Board conducts a review, every member of the Board³ shall have a right of access to any documents which are relevant to the subject matter of the review and are not deemed confidential.

7.0 AGENDA ITEMS

- 7.1 A Scrutiny Board shall as a minimum consider the following business at an Ordinary Meeting:
- apologies for absence;
 - minutes of the last meeting;
 - the Board's work programme; and
 - the business otherwise set out on the agenda for the meeting.

8.0 WORK PROGRAMMING

- 8.1 No Tenant Scrutiny Board may undertake a review into:
- any decision of a Plans Panel or the Licensing Committee or a Licensing sub-committee;
 - any decision taken by an officer under delegated authority which falls within the terms of reference of a Plans Panel or the Licensing Committee or a Licensing Sub-Committee;
 - any matter which falls outside of the Tenant Scrutiny Board's Terms of Reference
 - any decision in respect of which there are:
 - ongoing judicial proceedings, Ombudsman or audit inquiry or complaint under the Council's formal complaints procedure;⁵ or
 - individual personnel issues.

9.0 REQUESTS FOR SCRUTINY

9.1 Reviews requested by a member of the Tenant Scrutiny Board

Any member of the Tenant Scrutiny Board may propose that a review be undertaken into a relevant matter. The Board will then consider whether to undertake the review. In doing so, it shall take into account the wishes of all members of that Board.

9.2 Requests for reviews from other sources

³ Information received as a member of a Tenant Scrutiny Board should be used only in this capacity.

The Tenant Scrutiny Board shall consider a request from any other source to conduct a review.

- 9.3 If the Scrutiny Board decides not to carry out a review into the matter, the Scrutiny Officer will inform the referring body about the decision of the Tenant Scrutiny Board, and the reasons for its decision

10.0 SELECTING SCRUTINY INQUIRIES

- 10.1 Before deciding to undertake a scrutiny Inquiry, the Tenant Scrutiny Board must
- consider how the proposed Inquiry falls within its terms of reference and
 - consider the current workload of the Tenant Scrutiny Board and the available resources required to carry out the work.
- 10.2 Where any Scrutiny Board decides that there shall be an Inquiry, the Scrutiny Board shall
- consult with the relevant Director and Executive Member.
 - agree the Terms of Reference of the Inquiry;
 - agree the period within which the Inquiry's Report is to be completed;
 - compile a preliminary list of witnesses from whom the Tenant Scrutiny Board require evidence; and
 - compile a preliminary list of documents which the Tenant Scrutiny Board requires to be produced.

11.0 REPORTS AND RECOMMENDATIONS

- 11.1 At the conclusion of a review the Tenant Scrutiny Board shall, where it considers it to be appropriate, produce a written report summarising the evidence that it has taken and set out its recommendations.
- 11.2 Where the Tenant Scrutiny Board is considering making specific recommendations it shall invite advice from the appropriate Director(s) prior to it finalising its recommendations. The detail of that advice shall be reported to the tenant Scrutiny Board and considered before the report is finalised.
- 11.3 The review report shall include:
- an explanation of the matter reviewed or scrutinised;
 - a list of the participants involved in the Inquiry (save where the Board considers that a name of a witness should be withheld for reasons of confidentiality) ;
 - a list of all documentation that has been considered by the Board; and
 - any conclusions and recommendations on the matter reviewed or scrutinised.
- 11.4 Where any member of the Tenant Scrutiny Board does not agree with the content of the Board's Report, they may produce a Minority Report setting out their findings and recommendations. The Minority Report will be an appendix to the Tenant Scrutiny Board's Report.

12.0 RESPONSES TO REPORTS AND RECOMMENDATIONS

- 12.1 The Housing Advisory Board, the Executive Board, Area Committees or officers shall consider any report and recommendations of the Tenant Scrutiny Board within two months of it being received. The Council or Executive is under a duty to respond to the Tenant Scrutiny Board, indicating what action (if any) it proposes to take and to publish its response.

13.0 WITNESSES – GENERAL PRINCIPLES

- 13.1 Where the Tenant Scrutiny Board wishes to take evidence from a witness, the Scrutiny Officer shall notify the witness of:-
- the date upon which their evidence is to be taken;
 - the matters upon which evidence is sought;
 - any documents that the Tenant Scrutiny Board wishes to have produced; and
 - the date upon which the Board requires any written evidence from the witness.
- 13.2 Those assisting the Scrutiny Board by giving evidence shall be treated with respect and courtesy.

14.0 MEMBERS AND OFFICERS GIVING ACCOUNT/ INFORMATION

- 14.1 The Tenant Scrutiny Board may require any Executive Member, or Member in relation to a matter where the Member has exercised functions, the Chief Executive and/or any senior officer to attend before it to answer questions and provide information about:
- any particular decisions or series of decisions;
 - the extent to which actions taken implement Council policy
- 14.2 It is the duty of those officers and Members to attend and to answer questions.
- 14.3 The Chair of the Tenant Scrutiny Board will inform the Scrutiny Officer if the Scrutiny Board requires any Member (including an Executive Member) or officer to attend a Scrutiny Board under this provision. The Scrutiny Officer shall inform the Member or officer of this, giving at least 7 working days' notice of the meeting at which he/she is required to attend.
- 14.4 The notice will state:
- the nature of the item on which he/she is required to attend to give account; and
 - whether the Tenant Scrutiny Board requires him/her to produce any documents or reports.
- 14.5 Where the Scrutiny Board requires the person to produce a report, then the Scrutiny Officer will give the Member or officer concerned sufficient notice to prepare it.
- 14.6 The Chair of the Tenant Scrutiny Board will inform the Scrutiny Officer where a Scrutiny Board requires a Director to attend the Tenant Scrutiny Board in person.
- 14.7 Directors may be accompanied by any other officer the Director feels appropriate.
- 14.8 Where the Tenant Scrutiny Board does not require a Director to attend in person, he/she will be responsible for ensuring that an officer of sufficient knowledge and

requisite seniority attends. Any such witness may be accompanied by such adviser(s) as he/she considers necessary.

- 14.9 Where, in exceptional circumstances, the Member or officer is unable to attend on the required date, and then the Scrutiny Officer shall, in consultation with the Chair of the Tenant Scrutiny Board and the Member or officer, arrange an alternative date for attendance, or agree an appropriate substitute.

15.0 ATTENDANCE BY OTHERS

- 15.1 A Tenant Scrutiny Board may invite members of the public or other persons to attend meetings, address it, discuss issues of local concern and/or answer questions.

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Protocol between the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration)

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

Summary of main issues

1. When setting out the principles for the role of Tenant Scrutiny, the Executive Board report of July 2013 stated that the Tenants Scrutiny Board would be supported from within the Council's Democratic Services function to ensure independence and establish strong links with the Council scrutiny functions.
2. It was further agreed that strong links would be developed between the new tenant scrutiny arrangements and the work of the Housing and Regeneration Scrutiny Board.
3. It was acknowledged that some of the ways in which Housing and Regeneration Scrutiny Board could utilise the role of tenant scrutiny included:
 - § Taking account of relevant information that tenant scrutiny may have gathered in relation to any issue it is considering;
 - § Asking Tenant Scrutiny Panel to help gather local views about a particular service they are reviewing.
4. In turn Tenant Scrutiny could;
 - § Refer matters of concern about local housing services to Housing and Regeneration scrutiny board for consideration;
 - § Provide an annual report of their activity to scrutiny;

5. It was anticipated that the work programmes of both would be shared to ensure duplication was avoided and activity combined where appropriate. It was agreed that to assist in the development of this relationship a protocol between Tenant Scrutiny and Scrutiny Board (housing and Regeneration) be developed.
6. A draft Protocol is attached as Appendix 1. This has been endorsed by the Scrutiny Board (Housing and Regeneration) and the Housing Advisory Board.

Recommendations

7. Members of the Board are asked to approve the attached protocol.

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

PROTOCOL BETWEEN THE TENANT SCRUTINY BOARD AND SCRUTINY BOARD (HOUSING AND REGENERATION)

Introduction

This protocol concerns the relationship between the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration).

Its purpose is to ensure that:-

- (i) Mechanisms are put in place for exchanging information and work programmes so that issues of mutual concern/interest are recognised at an early stage and dealt with in a spirit of co-operation and in a way that ensures the individual responsibilities of the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration)
- (ii) There is a shared understanding of the process of referrals and exchange of information and that arrangements are in place for dealing with these.

The role of the Tenant Scrutiny Board

The role of the Tenant Scrutiny Board is to provide independent, customer focused scrutiny which will robustly challenge policy practice and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.

It will do this by acting as a critical friend and through a series of reviews and inquires make an assessment of, and where appropriate, make recommendations on the following areas;

The quality of Housing Services
Tenant Satisfaction
Performance Management

The role of Scrutiny Board (Housing and Regeneration)

The role of Scrutiny Board (Housing and Regeneration) is to scrutinise the performance of the Housing and Regeneration Partnership Board which includes issues around housing policy and housing management, value for money and performance.

It will achieve this by

Providing critical friend challenge to executive policy and decision makers
Listening to the concerns of local people
Acting as an improvement committee by recommending actions for service, performance or policy change

Working values

Given the common aims of the Tenant and Scrutiny Board (Housing and Regeneration) are to improve service outcomes and to ensure the delivery of high quality, appropriate and efficient Housing services, it is vital that they:-

- (i) Work in a climate of mutual respect, courtesy and transparency in partnership;
- (ii) Have a shared understanding of their respective roles, responsibilities, priorities and different perspectives;
- (iii) Promote and foster an open relationship where issues of common interest and concern are shared and challenged in a constructive and mutually supportive way;
- (iv) Share work programmes and information or data they have obtained to avoid the unnecessary duplication of effort.

Whilst recognising the common aims and the need for closer working, it is important to remember that the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration) are independent bodies and have autonomy over their work programmes, methods of working and any views or conclusions they may reach.

The Tenant Scrutiny Board will

Have a discussion with Scrutiny Board (Housing and Regeneration) at the start of the municipal year over potential work programme topics

Share with Scrutiny Board (Housing and Regeneration) it's on going work programme

Circulate any final inquiry report to the Chair of Scrutiny Board (Housing and Regeneration)

Provide Scrutiny Board (Housing and Regeneration) will an annual report of its work and achievements

Give due consideration to requests for Scrutiny

Inform Scrutiny Board (Housing and Regeneration) of any findings of concern regarding Housing Services

The Tenant Scrutiny Board may

Request that Scrutiny Board (Housing and Regeneration) undertake a scrutiny inquiry

Co-opt a member of the Scrutiny Board (Housing and Regeneration) for the duration of an Inquiry

The Scrutiny Board (Housing and Regeneration) will

Have a discussion with the Tenant Scrutiny Board at the start of the municipal year over potential work programme topics

Share with the Tenant Scrutiny Board its on-going work programme

Circulate any final inquiry report to the Chair of the Tenant Scrutiny Board

Give due consideration to requests for Scrutiny

Inform the Tenant Scrutiny Board of any findings of concern regarding Housing Services

The Scrutiny Board (Housing and Regeneration) may

Request the tenant Scrutiny Board undertake a particular piece of work in order to inform the Board of public opinion and experience of services where there are particular concerns and enable the public to influence decisions.

Request that the Tenant Scrutiny Board contributes evidence to an inquiry

Co-opt a member of the Tenant Scrutiny Board for the duration of an Inquiry

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Learning and Development

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. Members of the Tenant Scrutiny Board have expressed a desire to continue to undertake any relevant learning and development in order for them to be as effective as possible when undertaking their scrutiny role.
2. To date members of the Board have undertaken various training sessions, looking at a number of different topics. Appendix 1 details the sessions undertaken so far.
3. To reflect the fact that there is now one single tenant Scrutiny Board, and that levels of knowledge may be different across the membership, it is felt important that the Board collectively considers what training and development it now needs.
4. To help facilitate this discussion, Tim Young has been invited to attend today's meeting.¹ Tim will provide members of the Board with various options for consideration. These are shown as appendix 2.

¹ Tim is an independent consultant who has worked since 2006 with a wide range of authorities and organisations across the country, carrying out commissions in a variety of fields, including housing, health and policing. In doing so he draws on an extensive range of contacts and on his experience as the former Head of Scrutiny at the London Borough of Camden, which earned a national reputation for its scrutiny work. His housing work includes organising with tenants, researching and writing publications and, most recently, providing training and support for tenant scrutiny panels.

Recommendations

5. The Board is asked to consider what learning and development needs it has and the most appropriate way in which theses can be met.

Background documents²

None used

² The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Tenant Scrutiny – a training and development overview of activity to date:

Title/Theme	When	Delivered by	Areas Covered	Tenant / Officer feedback
Independent Tenants Advisor to help establish South's Tenant Scrutiny Panel.	Various points from Dec 2011 to Dec 2013.	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> Principles of tenant scrutiny Regulatory context Working with a 'steering group' to lay foundations i.e. develop a terms of reference, access to information protocols, call to scrutiny process, model work programme, evaluation and recruitment and selection processes, role descriptions etc. Critical friend support to undertake pilot scrutiny enquiry (the sign up process) and first full exercise (complaints) 	<ul style="list-style-type: none"> Valuable as was able to share information and examples from how other landlords did scrutiny. Had a good approach/relationship with tenants and officers – was constructively challenging of all views.
Reps from the South Panel attended the East Yorkshire and Humberside Tenant Involvement Network – sharing good practice session.	29 th August 2013	Various guest (tenant) speakers.	<ul style="list-style-type: none"> Overview from Hull Tenant Scrutiny Panel about the experience in Hull to date – in particular shared experiences (or challenges) on how to recruit and retain the right kind of people and the importance of feeding back to tenants the benefits that scrutiny can bring. 	<ul style="list-style-type: none"> Good to hear how a large Council manages scrutiny (as at the time about to go back to Council control)
East Scrutiny Panel Leeds Tenants Federation Scrutiny	15/03/2012	Leeds Tenants Federation / Various Speakers	<ul style="list-style-type: none"> Review the role of a Tenant Scrutineer Gain an insight into others use of existing methods and best practice 	<ul style="list-style-type: none"> Good insight to Scrutiny
East Scrutiny Panel Mercure Manchester Piccadilly Hotel	10/05/2012	Various speakers	<ul style="list-style-type: none"> Secrets of your Success 	<ul style="list-style-type: none"> Very informative day
East Scrutiny Panel Leeds Tenants Federation	01/11/2012	Leeds Tenants Federation / Various Speakers	<ul style="list-style-type: none"> All about scrutinising 	<ul style="list-style-type: none"> Found it very useful but venue could have been better.
East Scrutiny Panel	Feb 2013	Internal equality	<ul style="list-style-type: none"> Equality and Diversity 	<ul style="list-style-type: none"> Enjoyed doing the

Title/Theme	When	Delivered by	Areas Covered	Tenant / Officer feedback
Grass Root Training Tribeca House		team.		course that is given to staff.
East Scrutiny Panel York Racecourse	8 th Oct 2013	Housing Quality Network	<ul style="list-style-type: none"> Tenant Panel Conference Various topics covered 	<ul style="list-style-type: none"> Positive feedback was given by all
West Scrutiny Panel - Trafford Hall Tenant Scrutiny	28th & 29th March 2011	Trafford Hall	<ul style="list-style-type: none"> Overview from Hull Tenant Scrutiny body 	
West Scrutiny Panel - TPAS Annual Reports Roadshows	16th June 2011	Tenant Participation Advisory Services (TPAS)	<ul style="list-style-type: none"> A series of informal and informative events across the country with presentations from the National Tenant Organisations 	<ul style="list-style-type: none"> Positive feedback was given by all
West Scrutiny Panel - Advice and guidance on the role of Tenant Scrutiny and Customer Forums in promoting equality and diversity and human rights.	29 August 2012	West North West Homes Leeds equality team.	<ul style="list-style-type: none"> Promoting equality and diversity and human rights. 	
West Scrutiny Panel, Tenant Scrutiny - Advanced	10-12 September 2012	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> This course is for those that are already involved in a tenant scrutiny group and whose scrutiny group has been running for 6 months or more, who want to examine the policy and role in more detail. 	
West Scrutiny Panel - Tenant Scrutiny Level 1 Getting Started	18-20 Feb 2013	Communities and Local Government	<ul style="list-style-type: none"> 	Information unavailable
West Scrutiny Panel - Planning monitoring and evaluation	27-28 March 2013	Communities and Local Government	<ul style="list-style-type: none"> 	Information unavailable
West Scrutiny Panel - Wider World	10-11 June 2013	Communities and Local Government	<ul style="list-style-type: none"> 	Information unavailable

Title/Theme	When	Delivered by	Areas Covered	Tenant / Officer feedback
West Tenant Scrutiny Panel - Developing our scrutiny skills Part 1	10th July 2013	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> • gain confidence in interviewing those who can help complete a scrutiny inquiry • develop effective ways of getting the message out about what scrutiny has achieved 	
West Tenant Scrutiny Panel - Developing our scrutiny skills Part 2	7th August 2013	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> • gain confidence in building a report • review the management of their scrutiny projects • consider how the Panel can work well as a team 	

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Leeds Tenants Board

Learning and Development: Options

16 April 2014

Tim Young
Independent consultant and trainer

Topic selection and work programming

- What issues do you want to look at and why?
- Sources of information for choosing a topic
- How to prioritise which is most important (and can be delivered)
- The importance of scoping a topic so the inquiry can be carried out effectively



Scoping and carrying out a scrutiny review

- What's the purpose and focus of your review?
- What are you trying to achieve?
- What do you need to find out?
- What are the Key Lines of Enquiry that the review needs to follow?
- Using different scrutiny techniques to gather evidence
- Assessing evidence and making recommendations
- Monitoring outcomes



Questioning and listening skills

- Listening effectively - a requirement for being able to question effectively
- Preparing for effective questioning
- How to ask (and follow up) the right sort of questions to get the information you need
- How to deal with witnesses, especially the 'unhelpful' ones



Assessing information, drawing conclusions and drafting effective recommendations

- How to tackle difficult evidence and assess it
- How to draw reasoned and robust conclusions based on the evidence
- How to draft meaningful recommendations that have a real impact



Contact details

Any questions or comments - please contact:

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Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Meeting Venues

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The draft Tenant Scrutiny Board Procedure Rules discussed at item seven of this agenda states that *"the Tenant Scrutiny Board may sit at such place and at such time as it considers necessary and appropriate"*.
2. Initial discussions on the meeting places included the suggestion that the Board could meet in various locations throughout the city. The argument being to encourage local community involvement. Whilst the sentiments behind this are clear, the logistics to make this happen are significant.
3. From a Democratic Services point of view, our experiences of arranging Area Committee meetings in the locality have shown that it is difficult to find appropriately sized rooms, (with parking) that are freely accessible to the public, are available at the time required, have on site catering facilities and appropriate Information technology support. In addition such rooms are often expensive to hire.
4. It is the view of the Head of Scrutiny and Member Development that all formal meetings of the Tenant Scrutiny Board should be held in the Civic Hall, where all of the above facilities are on hand. A single, city location would also reflect the status of the Tenants Scrutiny Board.
5. The Head of Scrutiny and Member Development would however, strongly encourage the Board to undertake visits to different localities when undertaking specific pieces of

Scrutiny work, for example focus groups, mystery shopping, and other evidence gathering exercises.

Recommendations

6. The Board is asked to endorse the principle of holding formal Board meetings at the Civic Hall supplemented with city wide visits when gathering Inquiry evidence.

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Schedule of Future Meeting Dates

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Board may wish to consider whether it wishes to schedule a number of meeting dates. A number of dates could be scheduled where the whole Board meets and between these dates ad hoc tasks could be undertaken by Board members in relation to specific inquiries. Dependent upon the outcome of the previous item, the Board may wish to set a date for training and development.
2. It is suggested that the next meeting focuses on setting the Board's work programme.

Recommendations

3. The Board is asked to consider future meeting dates.

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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