

## **SCRUTINY BOARD (HOUSING AND REGENERATION)**

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Meeting to be held in Civic Hall, Leeds, LS1 1UR on  
Tuesday, 28th October, 2014 at 1.30 pm

*(A pre-meeting will take place for ALL Members of the Board at 1.00 pm)*

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### **MEMBERSHIP**

#### **Councillors**

D Collins	Horsforth;
P Grahame	Cross Gates and Whinmoor;
J Illingworth	Kirkstall;
M Iqbal	City and Hunslet;
D Nagle	Rothwell;
Whips Nominee	Liberal Democrat
J Procter (Chair)	Wetherby;
J Pryor	Headingley;
A Smart	Armley;
C Towler	Hyde Park and Woodhouse;
G Wilkinson	Wetherby;

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

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**Agenda compiled by:**  
**Guy Close**  
**Scrutiny Unit**  
**Civic Hall**  
**LEEDS LS1 1UR**  
**Tel: 39 50878**

**Principal Scrutiny Adviser:**  
**Kate Arscott**  
**Tel: 24 74189**

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# A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p><b>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</b></p> <p>To consider any appeals in accordance with Procedure Rule 25* of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(* In accordance with Procedure Rule 25, notice of an appeal must be received in writing by the Head of Governance Services Officer at least 24 hours before the meeting).</p>	
2			<p><b>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</b></p> <p>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.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p><b>RESOLVED –</b> 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:</p> <p><b>No exempt items have been identified.</b></p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
3			<p><b>LATE ITEMS</b></p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
4			<p><b>DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS</b></p> <p>To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13-16 of the Members' Code of Conduct.</p>	
5			<p><b>APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES</b></p> <p>To receive any apologies for absence and notification of substitutes.</p>	
6			<p><b>MINUTES - 23 SEPTEMBER 2014</b></p> <p>To confirm the minutes of the meeting held on 23 September 2014 as a correct record</p>	1 - 8
7			<p><b>UPDATE REPORT ON MAXIMISING RE-USE</b></p> <p>To consider further progress in working with the re-use organisations to support tenants in need</p>	9 - 20
8			<p><b>DEVELOPING COMMUNITY LETTINGS POLICIES</b></p> <p>To consider and comment on the new approach to developing community lettings policies</p>	21 - 40
9			<p><b>MONITORING OF THE RESPONSIVE REPAIRS SERVICE</b></p> <p>To consider a report on the arrangements for monitoring housing repairs</p>	41 - 72

Item No	Ward/Equal Opportunities	Item Not Open		Page No
10			<b>WORK SCHEDULE</b>  To agree the Board's work schedule for the remainder of the municipal year	73 - 108
11			<b>DATE AND TIME OF NEXT MEETING</b>  Tuesday 11 November 2014 at 1.30pm (pre-meeting for all Board Members at 1.00pm)  <b>THIRD PARTY RECORDING</b>  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.  Use of Recordings by Third Parties– code of practice  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.  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.	

## SCRUTINY BOARD (HOUSING AND REGENERATION)

**TUESDAY, 23RD SEPTEMBER, 2014**

**PRESENT:** Councillor J Procter in the Chair

Councillors D Collins, P Grahame,  
J Illingworth, D Nagle, J Pryor, A Smart,  
C Towler and G Wilkinson

### **13 Chair's Opening Remarks**

The Chair welcomed Councillor Illingworth to his first meeting of the Scrutiny Board. The Chair also welcomed Steve Ilee, Chair of Tenant Scrutiny Board. Members were informed that the Tenant Scrutiny Board was particularly interested in the Arrears Profiling item on the agenda.

### **14 Late Items**

In accordance with his powers under Section 100B(4)(b) of the Local Government Act 1972, the Chair agreed to accept the following late information:

- Agenda item 12, Recommendation Tracking – Recommendation tracking update in relation to Affordable Housing by Private Developers – recommendation 4. (Minute No. 22 refers)

### **15 Declaration of Disclosable Pecuniary Interests**

There were no disclosable pecuniary interests declared to the meeting, however under agenda item 7, Requests for Scrutiny, Councillor P Grahame drew the Board's attention to the fact that she had recently attended a North East Quadrant planning meeting in Scholes, also attended by George Hall, who had submitted one of the requests for scrutiny.

### **16 Apologies for Absence and Notification of Substitutes**

There were no apologies for absence.

### **17 Minutes - 24 June 2014**

**RESOLVED** – That the minutes of the meeting held on 24 June 2014 be approved as a correct record.

### **18 Matters arising from the minutes**

#### **Minute No. 6 – Matters arising from the minutes**

Members were informed that a brief note had been provided by the directorate on the powers available to deal with private tenancies on council estates.

Draft minutes to be approved at the meeting  
to be held on Tuesday, 28th October, 2014

## **Minute No. 9 – Protocol between the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration)**

The Scrutiny Board was advised that Tenant Scrutiny Board members did not represent specific Wards. The membership was drawn from existing ALMO tenant scrutiny arrangements. The Tenant Scrutiny Board was currently reviewing arrangements for selecting new Board members to take account of best practice.

## **Minute No. 102013/14 Quarter 4 Performance Report**

Members were advised that a revised target for completion of adaptations was being included in the quarter 2 performance report due in December 2014.

### **19 Requests for Scrutiny**

The Head of Scrutiny and Member Development submitted a report which presented two requests for Scrutiny which had been received from members of the public.

The request for scrutiny received from David Jenkins related to private rented sector housing.

The request for scrutiny received from George Hall related to a previous scrutiny inquiry report produced by the Scrutiny Board in 2011 on housing growth.

The following information was appended to the report:

- A copy of the request for scrutiny received from George Hall together with letters of support submitted by Aireborough Neighbourhood Forum, Wharfedale & Airedale Review Development (WARD) and Boston Spa Parish Council / Boston Spa Neighbourhood Plan Group.
- A copy of the request for scrutiny received from David Jenkins.

The following were in attendance for the item in relation to private rented sector housing:

- John Statham, Head of Housing Partnerships, Environment and Housing.

The key areas of discussion were:

- Clarification of the liaison between Housing staff and the Housing Benefit service.
- Clarification whether Councils had adequate enforcement powers. Members were advised that Councils had powers to issue court proceedings if the landlord did not respond.

- Clarification whether LCC was permitted to undertake repairs to the property and invoice the landlord. Members were advised that repairs could only be undertaken to vacant properties.
- Confirmation that West Yorkshire Fire and Rescue Service installed smoke alarms within homes which had been assessed as being most at risk from fires.
- A request to keep Members informed regarding progress with the housing issues identified as part of the request for scrutiny.

The following were in attendance for the item in relation to housing growth:

- George Hall, Scholes resident
- Jennifer Kirby, Aireborough Neighbourhood Forum
- David Feeney, Head of Planning Policy, City Development
- Martin Elliot, Data Team Leader, City Development.

The key areas of discussion were:

- Further clarification sought regarding projections for housing growth.
- A suggestion that Peter Boden be invited to attend the October Scrutiny Board meeting to provide an independent view regarding projections for housing growth.

#### **RESOLVED –**

- (a) That the contents of the report be noted.
- (b) That the request for scrutiny related to private sector rented housing be refused, but that Members be kept informed regarding progress with the housing issues identified as part of the request for scrutiny.
- (c) That Peter Bowden be invited to attend the October Scrutiny Board meeting to provide an independent view regarding projections for housing growth, to assist the Board in deciding how to respond to the request for scrutiny.

## **20 Implementation of the Review of Housing Management Services**

The Director of Environment and Housing submitted a report which provided an update on progress with the delivery of Housing Management Review outcomes.

The following were in attendance for this item:

- Neil Evans, Director of Environment and Housing.

The key areas of discussion were:

- Confirmation that bringing the management of the Council's housing stock back in-house had resulted in one-off savings of around £9m with £3.25m savings being realised on a recurring basis.

- Concern about housing difficulties with telephone queries, and planned improvements to the out of hours service.
- A suggestion that details of key housing contacts be provided to Ward Members once the restructure was completed.

## **RESOLVED –**

- (a) The Scrutiny Board notes the considerable progress that has been made to deliver the outcomes of the Housing Management Review, and the benefits (financial and non-financial) that are being realised.
- (b) That details of key housing contacts be provided to Ward Members.

(Councillor Collins joined the meeting at 2.45pm during the consideration of this item.)

## **21 Arrears Profiling**

The Director of Environment and Housing submitted a report which provided the Scrutiny Board with an analysis on the management of rent collection and arrears.

The following were in attendance:

- Liz Cook, Chief Officer (Housing Management), Environment and Housing
- Mandy Sawyer, Head of Neighbourhood Services, Environment and Housing
- Simon Swift, Income Services Manager, Environment and Housing.

The key areas of discussion were:

- The need for a review of the current payment cycle, particularly in terms of ensuring greater flexibility for tenants. The Board was advised that the directorate was in the process of reviewing the current payment cycle so that tenants had the option to determine their own payment date. This would result in a reduction in the number of technical arrears.
- Clarification sought regarding the financial benefit in attempting to recover low level arrears, against the costs incurred.
- Clarification sought regarding the figures contained under paragraph 6.1 to the report entitled 'small arrears'.
- Concern that tenants in technical arrears may have poor credit ratings as a result. The Scrutiny Board requested clarification about this.
- Concern about universal credit being paid directly to the tenant and the potential impact of this on rent arrears.
- Support measures in place for tenants as a result of welfare changes.



## **RESOLVED –**

- (a) The Scrutiny Board notes the content of the report and the work being undertaken by Housing Management to improve rent collection and reduce arrears.
- (b) That a further report be produced to provide further detail on the scope for reducing the number of tenants in technical arrears, and more detailed analysis of the small arrears.

## **22 Progress in Delivering Housing on Council Brownfield Land**

The Director of City Development submitted a report which presented an update on progress to secure new housing development on Council owned brownfield land.

The following were in attendance:

- Adam Brannen, Head of Regeneration, City Development
- Edward Rowland, Principal Land and Property Officer, City Development.

The following information was appended to the report:

- Council Brownfield Land Update Schedule.

The key areas of discussion were:

- Clarification that 7 Barraclough Yard, Butcher Lane, was in the Rothwell Ward not the Kirkstall Ward, as stated in the Council Brownfield Land Update Schedule. Officers undertook to update the Schedule accordingly.
- Concern whether the proposed housing development on the Dalesman public house site in Kirkstall was the most appropriate use for the community. The Board was advised that discussions had taken place with the leaseholder to agree a productive use for the site. The Board asked that Ward Members be consulted regarding any planned development.
- Confirmation regarding the role of the Property Panel.
- A request that a written response be provided to the questions submitted by Councillor Anderson regarding Holt Park.

## **RESOLVED –**

- (a) That the contents of the report be noted.
- (b) That Ward Members be consulted regarding planned development at the Dalesman Public House in Kirkstall.
- (c) That the Council Brownfield Land Update Schedule be reported back to the Scrutiny Board on a quarterly basis.
- (d) That a written response be provided to the questions submitted by Councillor Anderson regarding Holt Park

Draft minutes to be approved at the meeting  
to be held on Tuesday, 28th October, 2014

(Councillor Nagle left the meeting at 4.00pm during the consideration of this item.)

## **23 Financial Position Statement 2014/15 - City Development and Environment and Housing Directorates**

The Directors of Environment and Housing and City Development submitted a joint report which presented a financial position statement of the City Development and Environment and Housing Directorate's budgets in relation to this Board's responsibilities at period 4 of the financial year 2014/15.

The following were in attendance:

- Richard Ellis, Head of Finance (Strategy and Resources).

### **RESOLVED –**

- (a) That the Scrutiny Board notes the projected financial position of the Directorates of City Development and Environment and Housing at period 4 of the financial year 2014/15.
- (b) That the Scrutiny Board receives the financial monitoring reports on a 3 monthly basis to tie in with quarterly performance reports.

(Councillor P Grahame left the meeting at 4.15pm during the consideration of this item.)

## **24 Recommendation Tracking**

The Head of Scrutiny and Member Development submitted a report which requested Members to confirm the status of recommendations from previous inquiries.

The following information was appended to the report:

- Recommendation tracking flow chart
- Progress report on the one remaining outstanding recommendation from the Board's inquiry report on housing growth
- Progress report on the 4 outstanding recommendations from the Board's inquiry report on the private rented sector
- Progress report on the 8 outstanding recommendations from the Board's inquiry report on affordable housing by private developers.

The status of recommendations were agreed as follows:

- Housing Growth – Recommendation 5 – Achieved
- Private Rented Sector Housing – Recommendation 1 (i) – Achieved
- Private Rented Sector Housing – Recommendation 1 (ii) – Achieved
- Private Rented Sector Housing – Recommendation 1 (iii) – Achieved

- Private Rented Sector Housing – Recommendation 2 (ii) – Not achieved (Progress made acceptable. Continue monitoring.)
- Private Rented Sector Housing – Recommendation 3 (i) – Achieved
- Private Rented Sector Housing – Recommendation 4 – Achieved
- Affordable Housing by Private Developers – Recommendation 1 – Achieved
- Affordable Housing by Private Developers – Recommendation 2 – Stop monitoring as superseded
- Affordable Housing by Private Developers – Recommendation 3 (ii) – Not achieved (Progress made acceptable. Continue Monitoring.)
- Affordable Housing by Private Developers – Recommendation 6 – Achieved
- Affordable Housing by Private Developers – Recommendation 9 (i) – Defer consideration to the next meeting, to be considered alongside George Hall's request for scrutiny.
- Affordable Housing by Private Developers – Recommendation 3 (i) – Not achieved. The Scrutiny Board to define a new piece of work regarding the issue of institutional finance.
- Affordable Housing by Private Developers – Recommendation 4 – Not achieved. The Scrutiny Board to define a new piece of work regarding the issue of institutional finance.
- Affordable Housing by Private Developers – Recommendation 5 – Not achieved. The Scrutiny Board to define a new piece of work regarding the issue of institutional finance.

## **RESOLVED –**

- (a) That the contents of the report and appendices be noted
- (b) That the Scrutiny Board approves the status of recommendations as set out above.

## **25 Work Schedule**

The Head of Scrutiny and Member Development submitted a report which detailed the Scrutiny Board's work programme for the current municipal year.

The following information was appended to the report:

- The Scrutiny Board's work schedule
- Minutes of the Executive Board meeting held on 16 July 2014
- Minutes of the Tenant Scrutiny Board meeting held on 23 July 2014.

Members were advised that the Tenant Scrutiny Board was commencing its inquiry into Annual Tenancy Visits at its meeting on Wednesday, 24 September 2014.

The Scrutiny Board was also advised about follow up work identified by the Housing Standards working group to comment on the explanatory memorandum to accompany the Leeds Housing Standard prior to approval.

Members requested that a report on the housing repairs performance monitoring system be added to the work schedule

**RESOLVED** – That the work schedule be approved, subject to the above additions.

**26 Date and Time of Next Meeting**

Tuesday, 28 October 2014 at 1.30pm (pre-meeting for all Board Members at 1.00pm)

(The meeting concluded at 4.35pm.)

## Report of Director of Environment and Housing

### Report to Scrutiny Board (Housing and Regeneration)

**Date: 28<sup>th</sup> October 2014**

**Subject: Update report on maximising re-use**

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. At the Scrutiny Board meeting on 25 March 2014, officers were asked to look at measures to increase the supply of electrical appliances to re-use organisations as the Board felt that provision of fridges and cookers would have a direct and positive impact on the health and wellbeing of vulnerable households.
2. The Leeds Furniture Re-use Group (LFRG) is a network of seven furniture re-use organisations. These organisations work together and in partnership with Waste Management Services (WMS) in Environment and Housing to collect unwanted furniture and household items and provide these to people in need either free of charge following a referral from partner agencies or at low cost.
3. Given that tackling debt and poverty and minimising waste / maximising re-use and recycling are key council priorities, Scrutiny Board was keen to explore opportunities to support the growth of re-use organisations. Officers across Housing Leeds, Waste Management Services and Welfare and Benefits Service have been working closely with LFRG to increase the supply of re-use, raise awareness and explore opportunities to add value.

### Recommendations

4. Scrutiny Board is requested to:
  - note the content of this report;

- acknowledge the improvements in performance in relation to re-use from council house voids;
- recognise the work that has taken place and is planned to raise awareness of re-use; and
- feedback on opportunities to add value through additional support or funding to the LFRG.

## **1 Purpose of this report**

- 1.1 The purpose of this report is to provide Scrutiny Board with a progress update on activity over the last six months in relation to three key areas:
- Maximising re-use through council house voids;
  - Raising awareness of re-use and the LFRG; and
  - Exploring opportunities to add value either through additional support or funding to LFRG.

## **2 Background information**

- 2.1 At the Scrutiny Board Meeting of 25<sup>th</sup> March 2014, the Board felt that provision of fridges and cookers would have a direct and positive impact on the health and wellbeing of vulnerable households.
- 2.2 The Council is keen to develop new solutions and integrated approaches in order to mitigate the challenges of deprivation and poverty. As outlined in previous reports, the work of the LFRG can contribute to this corporate priority and at the same time, reduce the amount of waste going to landfill.
- 2.3 LFRG is a network of seven furniture re-use organisations. These organisations work together and in partnership with Waste Management Services in Environment and Housing to collect unwanted furniture and household items and provide these to people in need either free of charge following a referral from partner agencies or at low cost. Collectively the LFRG:
- employs 41 full time and 35 part time employees across 18 retail outlets; and
  - provides volunteering and work experience opportunities to over 181 people per week to help them to improve their lives and future prospects.
- 2.4 Waste Management Services (WMS) pays the LFRG organisations a re-cycling credit for household goods and furniture that is diverted from landfill and re-used in the Leeds district. The recycling credit paid is equivalent to the avoided cost (landfill tax and the gate fee £/tonne) of disposing of the waste to landfill. In 2013-14, the eligible LFRG organisations re-used 775 tonnes of furniture and household items equating to over £60,259 in recycling credits at £77.80 per tonne.
- 2.5 In 2012, WMS started the cross-departmental Bulky Waste Project Group with the aim to intercept re-usable furniture and electrical items produced across all

council activities. This included working with the voids teams of the three ALMOs and BITMO to identify items for re-use and divert them to the LFRG network.

- 2.6 In October 2013, the management of council homes was transferred to Leeds City Council from the three ALMOs. Council housing is now delivered by Housing Leeds through three strands; Strategic Housing, Property and Contracts and Housing Management. The Belle Isle TMO (BITMO) is not affected by this change.
- 2.7 With the Housing Leeds restructure near completion, an extensive training programme for all staff is imminent. In addition, officers are undertaking full service reviews in key areas to harmonise policies and procedures to ensure that tenants receive a consistent and customer focused service across the city.

### **3 Main issues**

#### **3.1 Maximising re-use through council house voids**

- 3.2 At its March meeting the Board was keen to explore the opportunities for maximising the supply of re-usable furniture and household goods from council house voids. It was acknowledged by officers and scrutiny board members that there was a need to identify best practice across the geographical wedges and to standardise and harmonise procedures around the voids and lettings process.
- 3.3 Since the last meeting, the voids and lettings procedure has been reviewed and refined and a single process has been agreed across the city. The main features of the process are summarised below:
- When a tenant gives notice to terminate their tenancy an officer conducts a pre termination visit. As part of this visit outgoing tenants are provided with the 'too good to throw away' leaflet advising that they can donate any unwanted items of furniture, household goods or bric-a-brac to re-use organisations who will collect free of charge.
  - When the property becomes empty, it is inspected and any items that a tenant has left in situ that are in good condition and can be re-used will be identified and stored at agreed locations for members of the LFRG to collect. All items donated and re-used through this process are logged and statistics are provided to Waste Management Services so that performance can be monitored and reported.
  - As part of the tenancy sign up process, officers identify whether tenants have access to household items including white goods. Where a need is established, tenants are signposted to the LFRG or referred to the Local Welfare Support Scheme as appropriate. New tenants are also provided with a handbook which includes information on refuse, re-use and recycling as well as the 'too good to throw away' leaflet.
  - For all tenants under the age of 18, Housing Leeds provides enhanced support and advice to help ensure tenancy sustainability. This includes looking at provision of white goods and furniture and providing assistance with referrals to re-use.

- 3.4 In addition to the above, the annual tenancy visit (ATV) process has been harmonised across the city. Through these visits, officers will identify any support needs including financial hardship and take appropriate action to help sustain tenancies.
- 3.5 Due to the smaller scale of activity, Belle Isle TMO has a local arrangement in place whereby estate caretakers clear voids and any re-usable furniture is delivered directly to St Vincent's Charity shop on Town Street in Belle Isle. Currently, there is no mechanism in place to record the amount or type of goods which are delivered there but officers at BITMO are looking at how best to record and monitor this activity.
- 3.6 Waste Management Services (WMS) in Environment and Housing collects data on re-use from council house voids. It also co-ordinates the quarterly Bulky Waste Project Group which is attended by officers from WMS, Housing Leeds and representatives from the repairs and maintenance contractors and LFRG. The purpose of this group is to maximise re-use across all council activities.
- 3.7 The recent performance data shows that there has been a significant increase in re-use through council house voids since the start of this financial year. In quarters 1 and 2 of this year a total of 948 items were retrieved from council house voids, this compares to 398 for quarters 3 and 4 of 2013-14. The table below indicates the number of items retrieved from council house voids including the number of electrical items over the last year. The data is broken down by quarter.

	2013 - 14		2014-15	
	Quarter 3	Quarter 4	Quarter 1	Quarter 2
No. non electrical items	335	45	281	452
No. electrical items	14	4	45	170
<b>Total</b>	<b>349</b>	<b>49</b>	<b>326</b>	<b>622</b>
<b>Equivalent in kilos</b>	<b>4783.5</b>	<b>1023</b>	<b>4947.6</b>	<b>9926.1</b>

- 3.8 It is apparent that there was a marked drop in performance in quarter 4 of 2013-14 and performance recovered in quarter 1 of this year. There was a significant improvement in performance in quarter 2 with a 91% increase in the number of items retrieved and re-used from council house voids compared to quarter 1 (from 326 to 622). Of particular interest is the 278% increase in the number of electrical items collected for re-use, from 45 in quarter 1 to 170 in quarter 2. The table below illustrates the breakdown of electrical items intercepted for re-use so far this financial year.

<b>2014-15</b>
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	<b>Quarter 1</b>	<b>Quarter 2</b>
Cooker	6	9
Fridge	1	9
Fridge Freezer	1	8
Freezer	1	2
Microwave	1	6
Washer	1	10
Dryer	0	3
Dishwasher	0	1
Vacuum	3	8
Small Appliances	31	114
<b>Total</b>	<b>45</b>	<b>170</b>

- 3.9 The Board was particularly interested in seeing an increase in the interception of cookers and fridge freezers. Based on the performance data so far this year, there has been a notable increase in these items through council house voids; from 9 in quarter 1 to 28 in quarter 2.
- 3.10 The Board was also keen to see that any future repairs and maintenance contracts include a requirement on the contractor to support broader council priorities. An opportunity will shortly arise within the existing contracts for this to take place. As part of the redesign of housing services, a specialist team has been developed and is responsible for procuring and contract managing repairs and maintenance contracts. This team will ensure that any future contractual arrangements include a requirement to support corporate priorities around waste reduction, re-use and recycling.
- 3.11 Officers in Housing Leeds are liaising with the LFRG to deliver mandatory training for all staff and contractors involved in the voids process. This training will include a site visit and will ensure that all staff involved in the voids process understand the full range of items capable of being re-used and set these aside for LFRG. BITMO staff will also be undertaking this training.
- 3.12 Raising awareness of re-use and the work of the Leeds Furniture Re-use Group
- 3.13 At the last meeting, it was clear that demand for re-use items outstripped supply particularly in relation to electrical goods. As a result, Scrutiny Board members were really keen to raise awareness across the city of re-use and the work of the LFRG in the hope that this would increase donations. Suggestions included a site visit for scrutiny board members, awareness training for all elected members on re-use and increased publicity through newsletters and the website.
- 3.14 Since the Board's March meeting a number of actions have been undertaken by Environment and Housing officers to raise awareness of the LFRG. Firstly, during Recycle Week in June, the Yorkshire Evening Post ran an article each day of the week on waste, recycling and re-use. One of the articles focussed on Revive, a

re-use shop at the Seacroft household waste recycling centre highlighting its dual function of fighting poverty and helping the environment.

3.15 Secondly The Board decided to use its scheduled July meeting for site visits so that board members could get a broader understanding of the work of LFRG. All seven groups were represented and the visit gave the groups an opportunity to share the range of work they do and the people they support:

- Emmaus Leeds - supports 26 homeless people by giving them a home and employment in a social enterprise. It operates a coffee shop as well as three retail outlets selling second-hand furniture, clothes, books, electrical items and bric-a-brac and has a wood workshop that repairs and upcycles items that would otherwise go to landfill.
- Leeds and Moortown Furniture Store - founded in 1986, its main aim is to facilitate the distribution of donated furniture to economically and socially disadvantaged people of Leeds. Working closely with support agencies and council staff across the city, they accept referrals to provide up to 5 items of household furniture at no cost to the recipient other than a £10.00 delivery charge. In 2013-14, they received 1290 referrals from partner agencies and made 918 deliveries providing on average over five items per delivery. This work is supported by their trading arm which has previously supplied new furniture and electrical items to the Leeds Welfare Support Scheme.
- Safe Haven - Founded in 2010, Safe Haven is a Leeds-based outreach charity that works primarily with people coming away from domestic violence and various forms of mental abuse. They run a furniture recycling facility, food bank, counselling service and a home renovation service and are looking into setting up a cafeteria.
- SLATE – comprises of The Feel Good Café in Beeston and The Feel Good Furniture Shop based in Hunslet which supplies affordable used furniture and electrical items to people in need. In addition, it provides work and volunteer opportunities for adults with learning and physical disabilities and mental health issues.
- St Judes Furniture Store (a project of the St Vincent de Paul (SVP) charity) – has operated in Leeds for over 30 years comprising of a furniture store, a white goods refurbishment operation, a support and advice centre & eight charity shops selling low cost quality clothing & goods. It aims to alleviate poverty in the local communities it serves by providing free or low cost household goods and electrical equipment to households in need. In 2013-14, St Judes received 1323 referrals from partner agencies and provided on average six items per referral.
- Sydney Bridge - Sydney Bridge is a not-for-profit organisation that collects, cleans, repairs and sells furniture and electrical appliances at affordable prices to households on low income.
- Revive Leeds - Revive Leeds is a community interest company set up by three Leeds based charities; Emmaus Leeds, SLATE and SVP Leeds. It is Leeds' first shop on a household waste recycling site and is open 362 days a year employing 6 staff (including 1 former apprentice) and volunteers contributing over 10,000 hours a year. Revive Leeds has been recognised regionally and nationally winning Best Environmental Start Up at the Yorkshire Post

Environment Awards, Best Start up at the Social Enterprise Yorkshire and Humber Awards and Rising Star at the Furniture Re-use Network conference.

- 3.16 Members attending the site visit were very impressed with the contributions LFRG made to tackling poverty and deprivation as well as promoting re-use and recycling.
- 3.17 Thirdly, In September, representatives of the LFRG attended an event in the Civic antechamber prior to full council meeting to raise awareness of re-use. This event gave elected members the opportunity to see the quality of re-used household items and to speak to members of LFRG about their work.
- 3.18 Fourthly, the following activity has also taken place or is scheduled:
- Tenant newsletter - the recent tenant newsletter distributed to all Leeds City Council tenants included an article on re-use.
  - Community action day – throughout the year, housing management arranges community action days and provides skips to encourage responsible disposal of unwanted items. LFRG organisations have been invited to attend these events so they can intercept any items that can be re-used or recycled and raise awareness of their work in local communities.
  - WRAP video – Waste and Resources Action Programme (WRAP) is a national organisation commissioned by the Government to promote waste minimisation, re-use and recycling. WRAP, impressed by the work of the Bulky Waste Project Group and partnership work in Leeds, commissioned and funded a video filmed in Leeds highlighting the benefits of partnership working between local authorities, housing providers and re-use organisations. This video will be available to view on the Council's website.
  - Essentials email – colleagues in the communications team are planning to include a piece in the weekly 'essentials' email that goes to all staff with IT access on LFRG.
  - 'Too Good to Throw Away' – WMS and LFRG are reviewing and updating the leaflet promoting the re-use organisations.
  - Communications Plan –WMS and Corporate Communications has developed a communications plan which includes the provision of training to the LFRG organisations on developing and reviewing their websites and the use of social media such as Facebook, Twitter and YouTube.
- 3.19 Exploring opportunities to add value either through additional support or funding to LFRG
- 3.20 The Council operates a Local Welfare Support Scheme (LWSS) which provides support for families and vulnerable people faced with unforeseen difficulties and emergency situations. This includes the provision of kitchen appliances where the applicant fulfils the eligibility criteria.
- 3.21 Government funding for a LWSS ceases at the end of this financial year. Officers are currently considering options for a future scheme and are scheduled to take a report to Executive Board later in the year.

3.22 The table below shows the number of awards and spend during 2013-14.

Type of award	No. of awards	% of overall awards	Value of spend	% of overall spend
Store cards	1579	14	£64,033.00	5
Food	2458	22	£146,280.00	10
Fuel	2590	23	£51,351.00	4
White Goods	2976	26	£725,046.00	52
Brown Goods	1001	8	£118,149.00	8
Carpets	746	6	£271,901.00	20
Travel	8	0	£335.00	0
Removals	55	1	£14,623.00	1
<b>Totals</b>	<b>11,413</b>	<b>100</b>	<b>£1,391,718.00</b>	<b>100</b>

3.23 Based on these statistics, 40% of awards relate to household goods (white and brown goods and carpets) and these represented 80% of the budget. In light of the high level of spend on household items, colleagues in Welfare and Benefits Service started to consider using the LFRG as a first port of call to provide all these items except for carpets.

3.24 From April 2014, for all LWSS scheme awards, the LFRG is given the opportunity to supply household goods including beds, tables and chairs, sofas and second hand electrical items. If LFRG does not have the stock to fulfil the request, WBS passes it to their approved provider. In quarter 1, only requests for beds and mattresses were forwarded to LFRG and in quarter 2, it extended to all furniture and electrical items. The table below illustrates the number of items LFRG have been able to provide so far this year as well as the number of items they were unable to supply due to lack of stock at the time of the request.

	Quarter 1	Quarter 2	
	Supplied by LFRG	Supplied by LFRG	LFRG unable to supply
Furniture	18	89	3
Cookers	0	37	15
Fridges / Freezers	0	49	29
Dryer	0	1	0
Washing Machine	0	46	0
<b>Total</b>	<b>18</b>	<b>222</b>	<b>47</b>

3.25 With the significant increase in household items and electrical appliances being retrieved from council house voids, the LFRG have been able to fulfil a large number of awards under the LWSS with re-use. It is anticipated that with the

planned further work on raising awareness, supply can be further boosted particularly in relation to electrical items.

3.26 In addition to involving LFRG in supplying household goods under the LWSS, other work is being undertaken to provide additional support and explore funding opportunities. These are summarised below:

- Funding – LFRG has recently applied for funding under the LCC Transition Fund to undertake a feasibility study on mattress recycling which would look to divert mattresses from landfill so they can be de-constructed and materials recycled or used to re-construct. In addition to this, officers in WMS are exploring whether the European Structural Investment Fund will support re-use activities within the Leeds City Region.
- Bulk purchasing of returned electrical items - St Judes has been awarded a contract allowing them to access returned goods generated by large electrical retailers as well as old unwanted appliances they collect. They can purchase these items at a cost of £12-£16 each and test and repair these and offer for resale or through the LWSS. Currently, they purchase items as and when they need them but they do have available storage space at their Bradford site so could look at bulk purchasing. Additional funding by way of a loan would help to finance larger scale bulk purchasing and officers will explore options.
- Storage – as a result of the increase in re-use through the council house voids, LFRG would benefit from additional storage facilities. Furthermore, if organisations are to pursue bulk purchasing of electrical goods and are successful in securing funding to explore mattress recycling, warehouse space will be necessary. Officers in Housing Leeds approached contractual partners about storage or warehouse space but they do not have surplus space available. Officers will liaise with colleagues in Asset Management and Facilities Management to explore other options.
- Gas cookers – Since the last meeting, Housing Leeds has considered options with its contractors to re-use gas cookers. Under gas regulations, to install and test a gas appliance the contractor needs to have a copy of the installation manual. These manuals are rarely available and therefore gas appliances are, in the main, removed from council voids. Housing Leeds would be happy to set these aside with other household items collected from council voids for LFRG collection.
- Bulky waste collections - WMS has worked with the LFRG to introduce a stock control system to better monitor donations and sales. A booking calendar is being developed that can be used to intercept reusable items via bulky waste collections. This should help to avoid bulky waste items being left outside and getting damaged by adverse weather as it is hoped that the booking calendar will allow LFRG to be booked to collect reusable items.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 The existing Local Welfare Support Scheme was developed in consultation with frontline services and advice agencies and has been revised in response to feedback from service users and elected members.

- 4.1.2 New and existing tenants in need will be signposted to appropriate schemes through the voids process, tenancy sign-up procedures and annual tenancy visits.

## **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 An equality impact assessment is not relevant at this stage as the report is primarily an information report.
- 4.2.2 Existing schemes focus on people in need irrespective of ethnicity, religion, sexuality, gender or disability.

## **4.3 Council policies and City Priorities**

- 4.3.1 The report deals with the issues of tackling debt, poverty and deprivation in the city which are key priorities for the City and contributes to a number of the city priorities and the identified poverty-related actions – i.e. the Sustainable Economy and Culture Plan, the Health and Well Being Plan and the Children and Young People Plan (through the Child Poverty Strategy).
- 4.3.2 The Local Welfare Support Scheme and furniture re-use organisations contribute to the Council's City Priorities, particularly the anti-poverty agenda. They offer an alternative to high interest providers and help to tackle high cost lending, child poverty and debt.
- 4.3.3 Furniture re-use organisations also contribute to the best council objective of dealing effectively with the city's waste by increasing re-use and recycling and reducing landfill tax costs.

## **4.4 Resources and value for money**

- 4.4.1 There are no identified resource implications associated with the issues under consideration.
- 4.4.2 Maximising re-use opportunities will reduce landfill tax costs.

## **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 This report does not contain any exempt or confidential information.
- 4.5.2 This report is not eligible for call in.

## **4.6 Risk Management**

- 4.6.1 There are no identified risks associated with the issues under consideration.

## **5 Conclusions**

- 5.1 The recent performance data shows that there has been a significant increase in re-use through council house voids since the start of this financial year. In particular, there has been a 278% increase in the number of electrical items collected and re-used, from 45 in quarter 1 to 170 in quarter 2.

- 5.2 A number of new initiatives and improvements to existing procedures have been and will be implemented. This will ensure that there is a coherent approach to re-use and further improve the ability to recycle white goods.
- 5.3 Officers across Housing Leeds and Waste Management Services will continue to work closely with LFRG to monitor progress and performance through the Bulky Waste Project Group.

## **6 Recommendations**

- 6.1 Scrutiny Board is requested to:
- note the content of this report;
  - acknowledge the improvements in performance in relation to re-use from council house voids; and
  - recognise the work that has taken place and is planned to raise awareness of re-use; and
  - feedback on opportunities to add value through additional support or funding to the LFRG.

## **7 Background documents<sup>1</sup>**

- 7.1 Reports to Scrutiny Board on 24 September 2013 (Council Policy on the Provision of Cookers to Tenants), 7 January 2014 (Schemes providing kitchen appliances to tenants) and 25 March 2014 (Update report on schemes providing kitchen appliances to tenants) from the Director of Environment and Housing.

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<sup>1</sup> 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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## Report of Chief Officer, Housing Management

### Report to Scrutiny Board (Housing and Regeneration)

**Date: Tuesday 28 October 2014**

### Subject: Developing Community Lettings Policies

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 checked="" type="checkbox"/> Yes	<input 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

Housing Leeds' ambition is to create great places people want to live in and where tenants take pride in their homes and communities. Council homes are let under the council's lettings policy, supported by local lettings policies which operate in specific areas and property types.

In March 2014 Scrutiny Board tasked Housing Leeds with improving consistency in the operation of local lettings policies across the city and developing alternatives to age related restrictions.

Executive Board agreed in June 2014 to prioritise council tenants with an excellent tenancy record to access new build homes delivered through the Council's Housing Growth Programme; establishing a principle for the new approach to developing 'community lettings policies' set out in this report and the extension of these principles to future reviews of the council's tenancy agreement and lettings policy.

### Recommendations

Scrutiny Board note the contents of the report and the new approach to developing community lettings policies which builds on the success of the new lettings criteria used for new build homes delivered through the Council's Housing Growth Programme.

The Chief Officer, Housing Management reviews the current local lettings policies following the process outlined in section 3.

## **1 Purpose of this report**

- 1.1 The purpose of this report is to provide Scrutiny Board with an overview of the lettings outcomes achieved in 2013/14 under the current lettings framework including feedback on the initial lettings of new homes delivered through the Council House Growth Programme.
- 1.2 The report updates Scrutiny Board on the review of the local lettings policies and the proposed development of a new community lettings framework for Leeds.
- 1.3 The report seeks approval for the proposed review and consultation methodology.
- 1.4 Finally, the report considers the potential to review the tenancy agreement and overarching lettings policy to deliver a coherent lettings and tenancy management framework which rewards tenants and applicants who have maintained an excellent tenancy record.

## **2 Background information**

- 2.1 The overall framework for letting council homes is set out in the main lettings policy, supported by local lettings policies which reflect local issues and needs. The lettings policy is integral to the council's overall approach to delivering a customer-focussed, people-centred proactive housing management service.
- 2.2 The lettings framework is based on the council's legal duties set out under the Housing Act 1996 of meeting housing needs as well as meeting the aspirations of tenants and residents. In order to balance the needs of households in housing need with those local communities, the council lets 75% of properties based on housing need and 25% to households who have been on the waiting list the longest with a connection to the area.
- 2.3 The table below shows the breakdown of the housing waiting list by housing need band at the end of 2013/14 along with lettings outcomes:

<b>Band</b>	<b>Band A</b>	<b>Band B</b>	<b>Band C</b>	<b>Total no.</b>
<b>% waiting list on 31.3.14</b>	11%	9%	80%	24,793
<b>% lettings made 2013/14</b>	54%	14%	32%	5,214

- 2.4 This shows that demand for council housing far outstrips supply, with only 20% of households on the waiting list likely to be offered a home in any year. The average waiting time for households who were rehoused in 2013/14 was 55 weeks across all areas of the city, property types and sizes.
- 2.5 54% of council lettings are made to the 11% of households on the housing waiting list in the most urgent housing need.

- 2.6 59% of households on the waiting list are single people or couples who require a 1 bedroom property but only 39% lettings made in 2013/14 were of one bedroom properties.
- 2.7 The proportion of lettings made to existing council tenants has increased from 23% in 2012/13 to 28% in 2013/14. The number of mutual exchanges where social housing tenants can swap homes rose to 578, an increase of 109 from 2012/13.
- 2.8 Local lettings policies apply to approximately 1 in 5 properties across the city. The majority are based on age, but others relate to employment status, behaviour and local connection.
- 2.9 In March 2014 Scrutiny Board made the following recommendations for the council in reviewing the current local lettings policies:
- Rationalisation of age restrictions to improve consistency across the city
  - Introducing pre-tenancy training for prospective tenants
  - Developing the use of evidence based LLPs to address behaviour issues such as antisocial behaviour
  - Reviewing the use of Introductory Tenancy extensions and Secure Tenancy demotions.
- 2.10 Housing Management is reviewing the local lettings policies in operation across the city to ensure a more consistent and transparent approach is taken and to deliver effective and sustainable outcomes. An officer group has been set up to lead the review including representatives from housing management, the Equality Team, Leeds Housing Options and Leeds Federated Housing Association.
- 2.11 The group has developed a number of proposals for consultation with key stakeholders, including Scrutiny Board, elected members, tenants and residents groups and individual customers. These are set out in greater detail in section 3.
- 2.12 In reviewing the local lettings policies the council has an opportunity to develop a new approach to support the best council objectives and priorities of:
- Supporting communities and tackling poverty
  - Building a child friendly city
  - Delivery of Better Lives programme
  - Promoting sustainable and inclusive economic growth
  - Dealing effectively with the city's waste and
  - Becoming a more efficient and enterprising council
- 2.13 This paper outlines the need for a new approach to local lettings policies and sets out a standard 'menu' of proposed criteria to consult stakeholders on and the timescale for the completion of the review.

### **3 Main issues**

- 3.1 The council proposes to develop a new approach to local lettings called 'community lettings policies' which reward tenants and applicants with excellent tenancy records, support sustainable communities and meet the specific needs of local communities.
- 3.2 The council has developed Community Lettings Policies based on a 'menu' of options to deliver sustainable, transparent and fair lettings criteria with the overall aim of moving away from age-related restrictions towards an evidence-based approach to lettings. Examples include preference to tenants who can demonstrate they have kept to their tenancy agreement, people in employment/training, and people who have completed pre-tenancy training and demonstrated a commitment to the rights and responsibilities of the council's tenancy agreement.
- 3.3 New local lettings policies for the new build homes in Beeston Hill and Holbeck have been received very positively by tenants and members, particularly the principle of giving preference based on an excellent tenancy record.
- 3.4 Currently, age-related lettings criteria apply to specific property types including sheltered housing and general needs 1 and 2 bedroom flats.

#### **3.5 Sheltered housing**

- 3.6 Sheltered housing is designed to meet the needs of older people through the provision of sheltered housing support. The council currently operates a policy of letting sheltered homes to people aged 60 years and over, although housing associations let to people age 55 years and over.
- 3.7 The council manages some sheltered properties which have seen a fall in demand, mainly in upper floor flats which do not have lift access. A small number of flats in the east and south of the city have been reclassified as general needs accommodation and successfully let to people age 55 years old and over.
- 3.8 The council's High Rise Review found high rise accommodation provides a successful and popular form of sheltered housing, benefiting from an enhanced sense of security, good access for older and disabled tenants and well-used communal facilities.
- 3.9 The council proposes to investigate the benefits of moving to a needs based approach to the allocation of sheltered housing where health and support needs in addition to the age profile are assessed to ensure effective housing and support services are delivered to older people. This approach would enable a tailored service design and direct the investment decisions to ensure the accommodation and the service are designed to meet tenant's needs and ensure the environment is adapted for limiting illness and mobility.

#### **3.10 Age-related LLPs**

- 3.11 In the main age-related local lettings policies operate in 1 and 2 bedroom low and high rise flats which were historically introduced to overcome potential lifestyle clashes in property types with poor sound insulation and in response to tenant preferences.
- 3.12 The High Rise Review recommended distinct housing management approaches being used depending on the type of block of flats. For example, blocks with higher tenant turnover would be managed very differently to a sheltered block with a more settled tenant group. Classifying different

blocks this way would enable the council to develop specific management and investment plans to meet tenants' aspirations and needs.

- 3.13 The council currently operates 9 separate age bands ranging from 21+ to 55+ which apply mainly to 1 and 2 bedroom flats. Following changes to housing benefit rules affecting under occupying council tenants introduced in April 2013, the council has seen a fall in demand for its 2 and 3 bedroom high rise homes. This has led to offers being made to people below the stated age preference.
- 3.14 The council proposes to fundamentally rationalise the age banding system. Where there is a requirement for an age related criteria the proposal is to introduce say a 50+ age band for more mature residents and an age band for younger people, say less than 30 years.
- 3.15 Where an age related criteria are still required and assessment will be undertaken and consideration given to the following criteria prior to recommendation.
- Average age of current tenants in the block
  - Level of demand for properties
  - Tenancy turnover
  - Number of lettings made to customers under the existing age criteria
  - The concentration of properties within the ward area where age restrictions apply
- 3.16 The council will include a summary of this tenancy and lettings information for each block when it consults on the development of the new community lettings policy, in order to justify the proposal to reduce the age.
- 3.17 While age related local lettings policies have proved popular, they have two main negative impacts. Firstly some age groups, particularly young people find it difficult to be rehoused in certain areas of the city due to high numbers of age local lettings policies, and secondly age is not always an objective indicator of behaviour.
- 3.18 In the past, age has been used as a proxy for assumptions about an individual's behaviour, therefore the council will review all age related criteria with a view to introducing additional criteria places a focus on the behaviour and lifestyles of applicants. These are outlined below and are intended to reduce potential lifestyle clashes by ensuring tenants are clear about the behaviour expected of them under the tenancy agreement, particularly where they have not held a tenancy before or where a previous tenancy has failed.
- 3.19 Reducing age bandings in a managed way gives the council the opportunity to market properties to new customer groups, including younger people who are unable to afford home ownership.
- 3.20 The move to community lettings policies reflects the need to provide a holistic approach to lettings which balances a consistent citywide approach with the needs of the wider local community, rather than specific blocks or property types.
- 3.21 The menu of options available for use in blocks of flats which would replace or be used in conjunction with age preferences includes:
- Council tenants with an excellent tenancy record
  - People with an excellent tenancy record or equivalent

- People who have successfully completed pre tenancy training
- People in employment or undertaking vocational training

### 3.22 **Excellent Tenancy Record**

- 3.23 The basis of the local lettings policy for new build homes in Beeston Hill and Holbeck is to give preference for lettings to tenants who have demonstrated they have conducted their tenancy well in terms of having a clear rent account, no record of antisocial behaviour and maintaining their property inside and out to a high standard.
- 3.24 The aim is to reward tenants and build stronger neighbourhoods where people take pride in their home and wider community.
- 3.25 Under this local lettings policy, the council made a commitment to visit all potential tenants at home before an offer is made. There are resource implications involved in undertaking home visits and the potential for increased relet times, however, this is balanced against the need to ensure transferring tenants have conducted their previous tenancy well. This approach gives a clear message that the council will reward tenants with an excellent tenancy record and saves resources by reducing void costs on released properties.
- 3.26 Initial outcomes for the first 29 lettings made in Beeston Hill and Holbeck are shown below:

Address	Property Type	No of Properties	No of Bids (Filtered)	Council Tenants (Ward and City Wide)	Non Tenants
Beeston Road	2 bedroom house	3	311	96	215
Malvern Road	2 bedroom house	2	301	77	224
Beeston Road	4 bedroom house	3	78	21	57
Beeston Road	5 bedroom house	2	29	13	16
Hunslet Hall Close	2 bedroom flat	6	99	19	80
Hunslet Hall House	3 bedroom house	12	140	51	89
Beeston Road	3 bedroom house	4	142	64	78
Lady Pit Lane	3 bedroom house	9	136	58	78
Total		47	1307	416	891

- 3.27 The council has conducted 34 home visits to tenants and residents, of which only 5 did not meet the lettings criteria. The success of this approach can be taken further by developing a new offer to reward tenants who abide by their tenancy agreement for example, by allowing access to the property at annual tenancy visits and positively contributing to their local community by working or volunteering.

- 3.28 This approach can also be applied to other customers including housing association and private rented tenants, as well as other customers who do not hold a tenancy in their own name. One option is to review the council's lettings policy to give additional priority to reward community contribution and the completion of pre tenancy training and making home visits and taking up references prior to an offer of a council home being made.
- 3.29 **Local lettings policies based on behaviour**
- 3.30 The council's main lettings policy already takes behaviour into account in a number of ways including:
- making checks on previous conduct when an applicant joins the housing waiting list
  - removing people from the waiting list in serious cases of antisocial behaviour, or reducing their preference on the waiting list
  - bypassing the top ranked customer for offers of accommodation on the basis of their previous behaviour, for example, a tenant would not be rehoused in the area where they had perpetrated antisocial behaviour
  - making 'sensitive lets' of properties where the previous tenant was evicted for antisocial behaviour, to ensure the letting is made to a customer without a history of causing antisocial behaviour
- 3.31 The appropriate response will depend on the individual circumstances taking into account whether the behaviour is still on-going and the impact rehousing will have on the locality. Customers would be offered an introductory (probationary) tenancy unless they were already a secure tenant, in which case we would offer them another secure tenancy.
- 3.32 The council has powers to demote secure tenancies and extend the introductory tenancy period if the tenant breaches the tenancy agreement. In some cases where a household is facing eviction other interventions may be considered, for example, a Family Intervention Tenancies which requires them to agree to an intensive support package aimed at improving their behaviour.
- 3.33 Local lettings policies can also be used in areas or types of blocks where there are known antisocial behaviour or lifestyle issues.
- 3.34 **Pre-tenancy training**
- 3.35 Giving preference to people who have completed pre-tenancy training gives prospective tenants the opportunity to demonstrate their commitment to taking on the responsibility of becoming a council tenant.
- 3.36 New Charter housing association operate a pre-tenancy training course for all 18 – 39 year olds who are taking up their first tenancy or are reapplying for housing having had a 'failed' tenancy due to low level rent arrears. The sessions cover how to maintain a tenancy successfully, why tenancies fail, rent payment and budgeting, community responsibilities, how to find a home and employment.
- 3.37 Pre-tenancy training could initially be put in place for specific customer groups such as 16 and 17 year olds, households completing the Families First programme or piloted within specific blocks or areas of the city. The requirement to complete the training is intended to improve access to housing for people who might otherwise be excluded due to historic behaviour.

- 3.38 New Charter run the training themselves, including officers from housing management, repairs, rent recovery and antisocial behaviour teams. This means the housing association can start developing a relationship with prospective tenants prior to any offer of accommodation being made.
- 3.39 Pre-tenancy training means customers commit to attending a number of sessions and less resource intensive than council officers visiting individual tenants and residents in their own homes to conduct tenancy checks. New Charter's feedback has been very positive, with evidence of increased tenancy sustainment from tenants who completed the programme.
- 3.40 Good neighbour local lettings policy**
- 3.41 The council currently operates a 'Good Neighbour criteria' in four areas of the city where Housing and Community Safety have agreed the need to conduct checks on previous criminal and antisocial behaviour.
- 3.42 The criteria seeks to address cases of family members being rehoused on the same estate where families have historical problems, for example, grown up children being released from short term prison sentences being offered rehousing on the estate. Initial feedback suggests a number of positive outcomes including a reduction in reports of nuisance, but one concern is that there may be displacement to other areas and further monitoring is required to confirm whether this is the case. Further monitoring of the impact of conducting checks on increased void times is also needed.
- 3.43 Employment / Training**
- 3.44 At present 12 flats managed by the BITMO have a lettings policy giving preference to people in employment. This has been successful in assisting tenants in employment secure affordable housing.
- 3.45 Employment preference received a very positive response in the consultation for the Beeston Hill and Holbeck properties, as did being in training for a keyworker profession. Providing affordable homes for low income households is a key element in supporting the council's objective of promoting sustainable and inclusive economic growth as well as reaching out to people priced out of the housing market.
- 3.46 The council will identify other geographical areas where an employment preference for lettings could benefit local employers, tenants and residents, including high rise flats located close to major employment centres. The use of employment as a preference group could help reduce the impact of changes to housing benefit rules which affect under occupying council tenants of working age.
- 3.47 Rehousing children in high rise accommodation (above 7 floors)**
- 3.48 There is a perception that the council doesn't rehouse households with dependent children in high rise properties but this is not the case. Practice has differed across the City, with restrictions on rehousing families with children at height operating in East and South, but not historically in the West.
- 3.49 The review needs to provide clarity on the long standing practice and therefore the Council proposes that it shall not discharge rehousing duties to families through an offer of accommodation in high rise accommodation; however, it will not prevent rehousing where it is the family's choice through the bidding process.



- 3.50 The main lettings policy gives preference for lettings of houses to people with primary care of dependent children ahead of households with part time access to children who are regularly housed in low and high rise flats.
- 3.51 The information held on the proportion of children living in high rise blocks is not robust, and details of household composition are being recorded through the Annual Tenancy Visit process. In the West of the City, an estimated 13% households living in high rise flats have children living as part of the household.
- 3.52 In reviewing the current restrictions, the council must consider customer choice particularly in areas with a high proportion of 2 and 3 bedroom flats compared to houses. In addition, many of these flats would otherwise be let to single people or couples who could be affected by the reduction in housing benefit paid to under-occupiers.
- 3.53 It is proposed that the general lettings policy does not impose a blanket ban on lettings of high rise accommodation to households with dependent children but instead the council proposes to consider each block individually and consult on basing restrictions on rehousing households within flats on the following criteria:
- The construction type of the block meaning children should not be rehoused into a high rise block with open balconies or walkways, where there is a risk of falls
  - Known issues with sound-proofing within blocks
  - Accessibility and lifts
  - The number of children currently living in the block
  - The availability of houses to let nearby.
- 3.54 Work has commenced to review the investment and management of High Rise in the City and the investment decisions will reflect the mix and make-up of household compositions in the blocks.
- 3.55 The issue of children living in flats and at height needs detailed consideration within the review as there are challenges regarding the nature and location of the Council's housing stock, the level of housing need in the City and access to affordable housing.
- 3.56 Other property types**
- 3.57 The majority of local lettings policies apply to 1 and 2 bedroom low and high rise flats, but other types of policies are used for houses in high demand areas of the city and to address localised housing need.
- 3.58 Local connection**
- 3.59 The local connection criteria operate for lettings of houses in some outer areas of the city – Wetherby, Garforth, Kippax and Rothwell - where there is high demand and little affordable housing. Discussions are ongoing about a similar LLP in the Otley area.
- 3.60 Local connection based on residence, family associations and employment is used as a deciding factor within the housing need band, meaning a household with a local connection in Band A would

be made an offer ahead of another household who had been in Band A for longer but had no connection to the area.

3.61 The review gives an opportunity to ensure a consistent definition of local connection is used across the city, specifically whether children in education establish a connection.

3.62 The review needs to take account of changes in Ward boundaries.

3.63 The review gives an opportunity to develop other community lettings policies including:

- A protocol with Adult Social Care to let a small number of properties as joint tenancies to tenants nominated by ASC where onsite support is available.
- Giving preference to members of the Armed Forces. This preference has received a positive response in consultation for the new build properties and supports Housing Leeds' commitment to the Leeds Armed Forces Community Covenant

### 3.64 Project timescales

3.65 The 2014 review commenced in April 2014 in line with the timetable below:

Action	Timescale
Approve principles of standard 'menu' of options and overall approach	Aug – Sept 2014
Develop consultation toolkit including template letters and paper-based surveys	Aug – Sept 2014
Collate performance information for each area	Aug – Oct 2014
Housing Advisory Panel – lettings for sustainable communities	October 2014
Scrutiny Board update	October 2014
Desktop assessment of criteria to recommend options	October 2014
Finalise format of consultation for each area	November 2014
Consultation with Housing Advisory Board	November 2014
Consultation with tenants, residents and members	Nov 2014 – Jan 2015
Consultation with other groups including national organisations eg Youth Council, Age Concern etc	Nov 2014 – Jan 2015
Assessment of responses and finalise delegated decision report to approve new Community Lettings Policy	Jan / Feb 2015
Review equality impact assessment and develop an action plan to address any impacts	Jan / Feb 2015
Approval – BITMO Board / delegated decision	Feb 2015

3.66 The council will develop a standardised approach to the consultation with partners. The Project Team will collate and assess responses to the consultation to ensure consistency in the final proposals being considered for approval.

3.67 The council wishes to seek feedback on the proposed consultation strategy from Scrutiny Board before commencing public consultation. The consultation strategy is outlined in more detail below.

### **3.68 The Leeds lettings and tenancy management framework**

3.69 The development of community lettings is one part of the council's lettings and housing management framework. In order to achieve a holistic and comprehensive offer to tenants, the principles of rewarding tenants and residents who abide by their tenancy agreement will be applied to future reviews of the council's tenancy agreement and overarching lettings policy.

3.70 This would include the development of a separate transfer list as permitted under the Localism Act 2012 which rewards excellent tenancy records and a recognition in the lettings policy of the contribution made by tenants and residents for example through employment or volunteering.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 The council will consult on proposals with tenants and residents, customers on the housing waiting list, partners including Registered Providers, Supported Housing providers and local Ward members.

4.1.2 A detailed consultation programme will be drawn up in conjunction with the Tenant and Community Involvement Service. Key milestones will include formal consultation with Housing Advisory Board and the High Rise Group.

4.1.3 The consultation process will include a specific consultation process with Children's Services to assess the impact of children at height and the need to balance housing need and rehousing options optimal housing environments.

4.1.4 The consultation process will include a specific consultation process with Adult Social Care to ensure synergy between access to older people's housing, sheltered housing and extra care and ensure that this is linked to support & health needs

4.1.5 In order to ensure ongoing tenant involvement, the current officer led project group will invite a tenant representative from the High Rise Group to join the project team.

4.1.6 The council will seek feedback on the development of community lettings policies with external organisations including Age Concern and the Youth Council.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 The council will conduct a full equality and diversity impact assessment as part of the review of LLPs to identify potential positive and negative impacts, and will develop an action plan to address any negative impacts identified.

### **4.3 Council policies and City Priorities**

4.3.1 The development of community lettings policies supports the council's ambition of being the best city in the UK, which is fair, open and welcoming to all. The links to the best council outcomes of:

- Improving the quality of life for residents, particularly those who are vulnerable or in poverty. LLPs are generally perceived by existing tenants as positive in establishing stable communities, but also restrict the choice of rehousing for other customer groups.

- Achieving the savings and efficiencies required to continue to deliver frontline services by rewarding tenants who abide by their tenancy agreement.

#### **4.4 Resources and value for money**

- 4.4.1 The development of community lettings policies will improve lettings outcomes and reward tenants who abide by their tenancy agreement and care for their property. This will provide value for money by improving tenancy sustainment, reducing void times and costs and improving outcomes for tenants and residents. This is balanced against the reallocation of resources to proactive tenancy sustainment through home visits and pre-tenancy training.

#### **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 Under the Equality Act 2010 age discrimination is unlawful unless it can be shown to be a proportionate means of achieving a legitimate aim. A legal challenge could be made to an age related lettings policies on the basis of discrimination. If the policy is found to be unlawful discrimination, the claimant could be entitled to damages.

#### **4.6 Risk Management**

- 4.7 The main risk of a challenge under the Equality Act relates to the use of age LLPs. The move away from age related preferences reduces the likelihood of a successful legal challenge on the ground of unlawful discrimination based on age.
- 5.8 Other risks of continuing to operate local lettings policies in their current format include reduced demand for properties and the potential for under occupation in 2 and 3 bedroom high rise properties resulting from changes to Housing Benefit paid to under occupying tenants of working age.

### **5 Conclusions**

- 5.1 The ability to develop community lettings policies offers the council the flexibility to deliver a lettings service which is responsive to local needs.
- 5.2 The current LLPs in operation need to be reviewed to ensure they meet their stated objectives.
- 5.3 LLPs must be evidence based if they are to support the council's ambition to become the best city in the UK.

### **6 Recommendations**

- 6.1 Scrutiny Board note the contents of the report and the new approach to developing community lettings policies which builds on the success of new lettings criteria used for new build homes delivered through the council's Housing Growth Programme.
- 6.2 The Chief Officer, Housing Management reviews the current local lettings policies following the process outlined in section 3.

## **7 Background documents<sup>1</sup>**

7.1 Report to Scrutiny Board (Housing and Regeneration), Local Lettings Policies, 25 March 2014

### **Appendices**

Appendix 1 List of local lettings policies

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<sup>1</sup> 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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<b>Area</b>	<b>Housing office</b>	<b>Address</b>	<b>LLP</b>	<b>type</b>	<b>No. props</b>
Belle Isle	BITMO	Aberfield Drive various flats	35+	age	10
Belle Isle	BITMO	Aberfield Drive various flats	40+ / access only children 10+	age	12
Belle Isle	BITMO	Winrose Drive various flats	keyworkers/employment/local connection	Keyworker	12
Belle Isle	BITMO	Winrose Drive, Winrose Grove, Belle Isle Circus various flats	55+	age	40
Belle Isle	BITMO	Windmill Close	Good neighbour	Good neighbour	16
East	Burmantofts	Lupton Avenue various flats	35+	age	12
East	Burmantofts	St Stephens Road, Rigton Close, Rigton Drive, Nippet Lane various flats	40+/no resident children	age	84
East	Burmantofts	Naseby Grange	55+	age	98
East	Burmantofts	Brignall Croft, Gargrave Court, Scargill Grange	25+/no resident children	age	290
East	Burmantofts	Shakespeare Court, Shakespeare Grange, Shakespeare Towers	35+/no resident children	age	291
East	Chapeltown	Button Hill various flats	50+	age	7
East	Chapeltown	Town Street Walk various flats	50+	age	10
East	Chapeltown	Newton Lodge Close various flats	40+	age	16
East	Chapeltown	Potternewton Court	55+/no resident children	age	56
East	Chapeltown	Potternewton Heights	45+/no resident children	age	83
East	Gipton	St Albans Approach various flats	50+	age	6
East	Gipton	Buller Grove various flats	50+/no resident children	age	8
East	Gipton	Kimberley Road various flats	55+/no resident children	age	12
East	Gipton	Easterley Mount (12), Easterley Square(2)	50+	age	14
East	Gipton	Pembroke Grange and Pembroke Towers	55+/no resident children	age	84
East	Gipton	Oakland Drive	Local Conn	Local Conn	10
East	Gipton	Denbigh Croft, Denbigh Heights	55+/no resident children	age	90
East	Gipton	Brecon Rise and Brecon Court	55+/no resident children	age	92
East	Gipton	Gipton Gate East, Gipton Gate West	35+/no resident children	age	119

East	Gipton	Briarsdale Heights, Briarsdale Court, Briarsdale Croft	35+/no resident children	age	137
East	Gipton	Highways various flats	35+/children 10+	age	12
East	Gipton	Highways various flats	55+/no resident children	age	118
East	Gipton	Coldcotes Walk various flats	50+	age	8
East	Halton Moor / O'thorpe	Lakeland Court	45+/no resident children	age	58
East	Harewood	Bondgate 2 flats	35+/no resident children	age	2
East	Meanwood	Scott Hall Drive various flats	25+/no resident children	age	22
East	Meanwood	Stonegate Farm Close various flats	40+/no resident children	age	20
East	Moortown	Elmhurst Close various flats	40+/no resident children	age	15
East	Moortown	Saxon Green various flats	40+/no resident children	age	19
East	Moortown	Stonegates various flats	35+/no resident children	age	3
East	Moortown	Stonegates Road various flats	35+/no resident children	age	4
East	Moortown	Leafield Close various flats	40+/no resident children	age	5
East	Moortown	Queenshill Approach various flats	40+	age	6
East	Moortown	Fieldhouse Close various flats	40+	age	7
East	Moortown	Queenshill Drive various flats	40+	age	8
East	Moortown	Stonegate Road various flats	40+	age	11
East	Moortown	Leafield Towers	40+	age	59
East	Moortown	West Park Chase various flats	35+/no resident children	age	4
East	Moortown	Brackenwood Drive various flats	40+/no resident children	age	6
East	Moortown	Chandos Gardens various flats	35+/no resident children	age	12
East	Moortown	Brackenwood Green various flats(odds only)	40+/no resident children	age	12
East	Moortown	Lidgett Towers	30+/no resident children	age	54
East	Moortown	Norfolk House various flats	10+	age	2



East	Moortown	Leatham House various flats	10+	age	2
East	Moortown	Gray House	10+	age	2
East	Moortown	Leaconfield House Wetherby	10+	age	3
East	Moortown	Fairview House Wetherby	10+	age	3
East	Moortown	Birkmyre House	10+	age	3
East	Moortown	Rhodes House Wetherby	10+	age	3
East	Moortown	Hodgson House	10+	age	3
East	Richmond Hill	Saxton Gardens	45+	age	230
East	Seacroft North	Bailey Towers	40+/no resident children	age	60
East	Seacroft North	Brookland Towers	40+	age	60
East	Seacroft North	Seacroft Gate Blocks 1 & 2	40+/no resident children	age	118
East	Seacroft North	Barncroft Court, Grange, Heights, Towers	50+/no resident children	age	178
East	Seacroft South	Hollin Park Mount various flats	40+	age	4
East	Seacroft South	Hollin Park Avenue various flats	40+	age	4
East	Seacroft South	Inglewood Place	25+	age	18
East	Seacroft South	Dib Lane	40+	age	20
East	Seacroft South	Fearnville Close and Fearnville Drive	40+/no resident children	age	21
East	Seacroft South	Inglewood Drive	25+	age	44
East	Seacroft South	Parkway Court	35+/no resident children	age	87
East	Seacroft South	Parkway Grange	35+/no resident children	age	87
East	Seacroft South	Parkway Towers	25+/no resident children	age	98
East	Wetherby	all family houses 2B+	local conn	Local Conn	517
South	Garforth & Kippax	Family type housing	Local Conn	Local Conn	1038
South	Inner team	Cardinal Road, Cardinal Square, Cardinal Walk, Redhall Close, Redhall Crescent, Waincliffe Place	25+	age	83
South	Inner team	Meynell Heights	45+	age	94
South	Inner team	Crescent Towers	45+	age	96
South	Inner team	Beeston Hill and Holbeck new builds	excellent tenancy record 75% / other pref criteria 25%		76
South	Kippax	Various bedsits: Victoria Street, Allerton Bywater and Mount Pleasant Gardens	55+	age	38
South	Morley	Cottingley Heights	25+/no resident children	age	143

South	Morley	Cottingley Towers	25+/no resident children	age	144
South	Morley	Bank Street various flats	45+/no resident children	age	12
South	Morley	Bank Avenue various flats	45+/no resident children	age	45
South	Morley	Glen Grove: various flats	45+	age	8
South	Morley	Beacon Avenue: various flats	45+	age	8
South	Morley	Glen Mount: various flats	45+	age	11
South	Morley	Elmfield House various flats	45+/no resident children	age	12
South	Morley	Elmfield Court various flats	45+/no resident children	age	40
South	Morley	Birch Court various flats	45+/no resident children	age	44
South	Morley	Glen Road: Various flats	45+	age	51
South	Morley	Lewisham Court various flats	45+/no resident children	age	54
South	Rothwell	Lay Garth Place	55+	age	4
South	Rothwell	Carlton Lane	55+	age	4
South	Rothwell	Lay Garth Green	55+	age	12
South	Rothwell	Lay Garth Gardens	55+	age	19
South	Rothwell	Blackburn Court (various 1 bed flats and bedsits)	55+	age	24
South	Rothwell	Family type housing	Local Conn	Local Conn	751
South	Swarcliffe	Sherburn Court	55+	age	82
South	Swarcliffe	Primrose Road	55+	age	6
South	Swarcliffe	Field End	55+	age	10
South	Swarcliffe	Brooksbank Drive	55+	age	20
West	Armley	Town St various flats	30+	age	4
West	Armley	Fearnley Close various flats	40+	age	4
West	Armley	Second Ave various flats	30+	age	5
West	Armley	Tong Road various flats	30+	age	6
West	Armley	First Avenue various flats	30+	age	7
West	Armley	Parliament Place various flats	35+	age	10
West	Armley	Cheltenham St various flats	40+	age	27
West	Armley	Westerly Croft various flats	30+	age	45
West	Armley	Westerly Rise various flats	30+	age	45
West	Armley	Burnsall Gardens various flats	30+	age	46
West	Armley	Burnsall Grange	30+	age	95
West	Armley	Burnsall Croft	40+	age	97
West	Armley	Wortley Heights	35+	age	99
West	Armley	Poplar Court, Poplar Mount	21+	age	182
West	Armley	Wortley Heights, Wortley Towers, Clyde Court, Clyde Grange	Good neighbour	Good neighbour	396
West	Bramley	Flats in Bellmounts(15), Landseers (94), Newlay Lane(3), Rossefield (flats and bedsits)(111), Wellington Grove(16), Ashlea(7), Coal Hills(23), Intake Lane(10), Snowdens (81), Westovers(12), St Catherines(18), Upper Town Street(4)	35+	age	393
West	Bramley	Flats in Baths (12), Fairfield Close(27)	25+	age	39

West	Bramley	Flats in Fernbanks (39), Ganners (109), Langleys (27), Summerfields (71)	30+	age	246
West	Horsforth	Various - Holtdale Avenue, Close, Croft, Drive, Fold, Gardens, Garth, Green, Grove, Lawn, Place, Road, View and Way	Good neighbour	Good neighbour	272
West	Horsforth	Broadwalks (42), Springwell Close (10), Wilkinson Way (19)	40+	age	71
West	Horsforth	Windmill Lane (6)	40+	age	6
West	Kirkstall	Lea Farm Drive, Lea Farm Place, Lea Farm Grove: various flats	Good neighbour	Good neighbour	52
West	Kirkstall	Moor Grange Court	50+	age	58
West	Kirkstall	Iveson Grove various flats	45+	age	31
West	Pudsey	Andrew House (6), Blackett Street (3), Burton Street (12), Durham Court (6), East Court (6), Hainsworth Court (5), Hollin Park Road (8), Oakwell Court (6), Walton Croft (6): various flats	40+	age	52
West	Pudsey	Minster flats, Ripon House (9), Beverley Court (8), Durham Court (6), Lincoln Court (9), York House (9)	55+	age	41
West	Pudsey	New Street Grove (16)15, The Gardens (8)	50+	age	23
West	Pudsey	Acres Hall Avenue (27), Carlisle Road (3), Clifton Court (10), Fartown (8), Harley Rise (16), Highfield Green (16), Highfield Road (4), Lane End(4), Littlemoor Crescent (10), Rutland Court (18), Standale Crescent (8), Swinnow Gardens (4), Swinnow Green (7), Swinnow Road (11), Thorpe Road (16), Victoria Crescent(8), Washington Place (8) Westdale Drive (20), Westdale Grove (17), Westdale Road (12)	30+	age	226
West	Pudsey	Waterloo Road, Marsh View	55+, local connection to Pudsey, preference to Pudsey social housing tenants downsizing	age	8
West	Pudsey	Various: Crimbles Place (16) Claremont Grove (60)	50+	age	76
West	Pudsey	2-48 Chaucer Avenue (23), 1-39 Meadowhurst Gardens (31), 1-20 Mount Tabor Street (20), 21-27 Radcliffe Lane (4), 1-8 St Lawrence Close (8), 1-20 Tofts House Close (18), 31-53 Windmill Hill (12),	50+	age	116

West	Pudsey	Various: Rycroft Court (46), Rycroft Place (46), Rycroft Towers (46)	30+	age	137
West	Wortley	'Amber Cottage' Amberley Road	55+ and LC to Wortley	age	1
West	Wortley	Kitson Close	40+	age	2
West	Wortley	Toft Street	40+	age	2
West	Wortley	Privilege St	40+	age	4
West	Wortley	Privilege St	40+	age	5
West	Wortley	Thornhill Road	40+	age	6
West	Wortley	Hawkhurst Road	40+	age	6
West	Wortley	Amberley Gardens	40+	age	7
West	Wortley	Kitson Gardens	40+	age	8
West	Wortley	Thornhill Place	40+	age	11
West	Wortley	Evelyn Place, Silver Royd Hill, Marsden Street	55+, LC to Wortley, pref to Wortley social housing tenants downsizing	age	16
West	Wortley	Fawcett Gardens	30+	age	23
West	Wortley	Whincover Grange	50+	age	48
West	Wortley	Gamble Hill Croft	30+	age	93
West	Wortley	Addingham Gardens (12), Blackpool Place (4), Branch Road (3), Cow Close Road (7), Lower Wortley Road (5), Whingate Green (12), Gainsborough Place (8), Newton Square (10), Low Moor Side Court (16), Silver Royd Hill (11), Low Moor Side Close (3)	35+	age	91
West	Wortley	Farrow Green (20), Gamble Hill Close (5), Gamble Hill Drive (19), Fawcett Close (12), Silver Royd Close (7), Whincover Close (12), Whincover Bank (3), Whincover Grove (12), Whincover Hill ( 7)	40+	age	97
West	Wortley	Whincover gardens (40+)	40+	age	3
West	Wortley	Gamble Hill Grange	30+	age	98
West	Wortley	The Heights East and West	30+	age	119
	<b>TOTAL</b>				<b>10125</b>

## Report of Director of Environment and Housing

### Report to Scrutiny Board (Housing and Regeneration)

**Date: 28<sup>th</sup> October 2014**

### **Subject: Monitoring of the Responsive Repairs Service**

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 Scrutiny Board have raised concern about the accurate monitoring of the responsive repairs service and also that different IT systems are being used by the repairs service providers. This report seeks to address these issues by setting out clearly the scope of the responsive repairs service, how performance is monitored and the approach taken to ensuring that the service continues to improve.
2. The performance of the responsive repairs service against the Key Performance Indicators has shown a marked improvement over the last 12 months and since Mears have taken over the contract from Morrison's. Performance data is analysed and reconciled on an ongoing basis to ensure that it is reported accurately. Within the Mears contract, if the contractor does not meet the targets, then the contract enables financial deduction to be levied. Performance targets used to monitor the delivery of planned improvement works are different to those used to monitor responsive repairs. The completion of improvement work is monitored outside the responsive repairs service as they come under separate and different forms of contract.
3. Notwithstanding these areas of improvement, it is acknowledged that much further improvement to the service is required which is been delivered through the Category Management Plan and service improvement workshops which form part of the contract management procedures.

## **Recommendations**

The Scrutiny Board is requested to:

- note the content of this report;
- note that improvements have been made to the responsive repairs service and that further improvements are scheduled to address key areas of concern.
- give feedback on further areas of improvement in order to improve the effectiveness and efficiency of the responsive repairs service.

## **1 Purpose of this report**

1.1 The purpose of this report is to advise the Scrutiny Board on:

- How the responsive repairs service works
- Contract monitoring, in particular performance monitoring

## **2 Background information**

2.1 At the June Scrutiny Board meeting, the Board raised concern about the monitoring processes for the responsive repairs service, particularly in relation to the setting and meeting of target timescales. The Board also raised concern that Property & Contracts and the repair contractors are using different ICT systems. The Board discussed a specific example of an ongoing repair case at The Willows in Horsforth, as an example to highlight these concerns.

## **3 Main issues**

### **3.1 The Responsive Repairs Service**

3.1.1 The principle aim of the Council House Repair service is to keep properties safe and habitable, and to meet the Landlords statutory repairing obligations.. Whilst legislation principally requires a Landlord to keep properties safe and wind and water-tight the Council's policy extends beyond this basic legislative obligation to provide a comprehensive service aimed at satisfying tenant needs and maintaining fixtures and fittings within the Council's assets. This includes ensuring that value for money is achieved through an effective and efficient service. In order to achieve this, two key principles of the service are to correctly prioritise repairs at the first point of contact and to undertake as much work as possible on a planned rather than responsive basis.

3.1.2 Responsive repairs are defined as:

- *The repair or replacement to parts of the home which are generally due to wear and tear; to ensure health and safety or to protect the building where there is an immediate risk of damage. Responsive repair work can usually be completed in one visit.*

3.1.3 Currently, approximately 183,000 responsive repairs are completed annually through the responsive repairs service.

3.1.4 The scope of the responsive repairs service is set out in the Repairs Handbook which is attached as appendix A to this report and is available on the Council's website. The handbook sets out the definition of the responsive repairs service and includes common examples of the types of repair that the Council is responsible for and their category and the priority and timescale for completion.

3.1.5 The repairs service and repair priorities are based on the Council's legal responsibilities as landlord to:

- keep the main structure and outside of properties in good repair
- carry out certain essential repairs that could affect health and security: for example:- heating breaking down, faulty electrics, blocked drains, burst pipes and doors and windows that cannot be secured properly
- carry out most repairs to the main fixtures and fittings that are provided inside homes and communal areas

3.1.6 Responsive repairs are currently delivered in the south and south east and west and north west and parts of the city through external contracts with Mears PLC. Responsive repairs in the east and north east areas of the city are delivered through Construction Services who are an Internal Service Provider (ISP) to the Council.

3.1.7 Repairs are reported to the council through the following sources:

- Corporate Contact Centre – Approximately 40% of all repairs
- Housing Office/ One Stop Centre – Approximately 40% of all repairs
- Surveyor/Housing Visit – Approximately 19% of all repairs
- On-line – Approximately 1% of all repairs

3.1.8 Repair responsibility is determined at the first point of contact through a series of scripted questions. Where the repair is the responsibility of the Council, further questions are asked to determine the correct priority category for the repair.

3.1.9 Responsive repair priorities are categorised into three predefined groups based on the urgency of the repair. Priorities and target timescales for the completion of repairs are fixed in the council's computer system against an agreed schedule of rates, which links directly to order raising and performance monitoring procedures. These categories are defined as:

- *Emergency* – Where urgent action is required to prevent a serious risk to health and safety, major damage to the structure of the property or results in the property being insecure. The target for these repairs is to attend within three hours, and complete within 24 hours. Examples of emergency repairs include burst pipes and insecure doors.
- *Priority* - Repairs which seriously affect comfort or cause damage to the property. The target for these repairs is 3 to 7 working days dependant on the type of the repair. Examples of priority repairs include leaking roofs and broken extractor fans.
- *General* - Other non-urgent repairs. The target for the service provider to complete this type of repair is within 20 working days. Examples of general repairs include repairing internal doors and repairing kitchen cupboards.

3.1.10 Where non-urgent repairs or items of replacement which may require a pre-inspection; need time to order and / or manufacture materials are diagnosed; which do not meet the criteria of a responsive repair, these are categorised as batched repairs. Batched repair orders are raised without an appointment with a 60 working day target. The service provider is required to schedule and complete



the works within this target. Examples of batched repairs include clearing out guttering and repairing fencing and paths.

- 3.1.11 The approximate percentage of repairs raised annually in each of the repairs categories is:

Year 13/14	
Emergency	31.67%
Priority	19.23%
General	45.76%
60 Days	2.97%
Other	0.37%

- 3.1.12 A Category Management Plan (CMP) has been produced for the Reactive Housing Repairs and Voids services. The aim of the CMP is to identify the scope of the council's Reactive Repairs and Voids service; to improve the way the repairs service is delivered and ensure that money is spent efficiently and effectively. The plan includes an action plan for the improvement of the service.

### **3.2 Planned/Improvement Work**

- 3.2.1 Improvement (planned) works do not fall within the scope of the responsive repairs service and are delivered on planned programmes of work through separate contracts as the Council's Housing Investment Programme. Timescales for the completion of improvement works programmes are agreed with the various Contractors on an annual basis and depend upon the nature and complexity of the work and the capacity of the particular Contractor. Performance targets used to monitor the delivery of planned improvement works are different to those used to monitor responsive repairs as they come under separate and different forms of contract. Examples of improvement works include roof renewal, kitchen and bathroom replacement and electrical rewiring.

### **3.3 Repairs Contract Management**

- 3.3.1 The performance of both Mears and Construction Services Responsive Repairs teams are monitored on a monthly basis. The contract management arrangements for Mears are undertaken in a more formal contractual manner as they are an external Contractor. Construction Services performance is monitored and benchmarked against Mears performance but not on a formal contractual basis.
- 3.3.2 The contract management of Mears is undertaken at both a strategic and operational level. At the strategic level senior management in both organisations meet on a bi-monthly basis at a Strategic Core Group meeting attended by the Chief Officer Property and Contracts and the Mears Chief Executive Officer. On an operational basis, teams from both organisations then meet monthly at formal performance meetings.
- 3.3.3 Day to day contract management is provided through area based teams within the Property and Contracts division of Housing Leeds. These teams are responsible for operational functions such as allocation and ordering of work, pre and post inspection variation and quality control, budget monitoring and customer liaison.

Contract management/delivery teams from the Council and Mears/Construction Services collocate in two contract areas of the city.

- 3.3.4 Colocation has proven extremely successful in building relationships with the service providers and ensuring that issues are dealt with promptly and in a customer focused way. Colocation for the west and north west contract with Mears will be in place by the end of November 2014.
- 3.3.5 Both Mears and Leeds have separate IT systems which interface in-order to ensure the accurate and timely transfer of information between organisations. Leeds staff raise all responsive repairs in the councils system which then sends the details through an interface to the Mears MCM system. Mears then undertake the repair. The repair is then interfaced back to the Leeds system for payment. As a result, both Leeds and Mears are able to analyse repair data, and both parties report upon the key performance indicators (KPIs), which are critical to the monitoring of the contracts. As part of the contract management process, monthly quality assurance processes are undertaken to ensure that the information in both systems matches exactly and to deliver this designated staff from both organisations have access to each other's IT systems.
- 3.3.6 Underpinning the contract management relationship is monitoring the Contractor on agreed and contractual Key Performance Indicators (KPIs). For Responsive repairs there are 6 KPIs that Mears are specifically measured against. Each of these KPIs has a specification detailing the data that the KPI will report including a target that the contractor is expected to meet. Within the Mears contract, if the contractor does not meet the targets, then the contract enables financial deduction to be levied against the Contractor. As a result of the commercial risk (with deductions currently being applied), Mears take the reporting of KPIs extremely seriously, focusing their efforts on enabling the KPIs to be met.
- 3.3.7 The table below details each KPI and the performance from July and August 2014:

		Target	Jul-14	Aug-14
RR1 <sup>3</sup> - Repairs completed first time (Higher is better)	E&NE	95%	96%	97%
	S&SE	95%	89%	90%
	W&NW	95%	88%	88%
RR2- Repairs completed in target timescales (Higher is better)	E&NE	99%	82%	84%
	S&SE	99%	97%	97%
	W&NW	99%	98%	98%
RR3 - Appointment kept (Higher is better)	E&NE	99%	96.24	90.94
	S&SE	99%	96.85	94.47
	W&NW	99%	98.52	98.67
RR4- % of Invoices Accepted (Higher is better)	E&NE	98%	26%	44%
	S&SE	98%	88%	92%
	W&NW	98%	89%	96%
RR5 - % of calls that are avoidable (Lower is better)	E&NE <sup>1</sup>	NA	NA	NA
	S&SE	16%	11%	19%
	W&NW	16%	8%	14%
RR6 <sup>3</sup> - % of Satisfaction with Repairs <sup>2</sup> (Higher is better)	E&NE	97%	92%	93%
	S&SE	97%	100%	100%
	W&NW	97%	100%	99%

Notes:

<sup>1</sup>Avoidable contact not reported individually for Construction Serves – data included in overall LCC performance.

<sup>2</sup>Data is currently collected in a different format for Mears contracts than for Construction Services.

<sup>3</sup>RR1 & RR6 for E&NE is based on average data due to system issues for August.

3.3.8 It should be noted that whilst not all performance indicator targets are being met consistently, performance across the service demonstrates a marked improvement on the overall position 12 months ago in most areas (and more so since Morrison held the initial contracts). These improvements have been achieved through a

combination of actions developed through the Leeds/Mears partnership and detailed within their Service Improvement Plan.

- 3.3.9 Property and Contracts staff work in partnership with Mears staff on a daily basis to deliver the repairs service. To support this, Leeds and Mears have developed a detailed Quality Assurance Manual (known as the Quality Plan) detailing the roles and responsibilities for all matters relating to repairs such as how repairs are raised, the interfaces, the KPIs specifications, how repairs can be varied etc.
- 3.3.10 Leeds and Mears are continually developing ways to work more closely and effectively. Two recent examples are:
- 3.3.11 Since early September Leeds and Mears staff have undertaken a weekly analysis of a sample of the jobs that have failed RR1 (Right First Time KPI) to understand the failure reason and to identify process improvements. As a result of this, the scripts for the diagnosis of repairs will be further improved, with Leeds training its staff, whilst Mears innovates by sourcing new products, improving van stocks and undertaking further training of their operatives.
- 3.3.12 On 8<sup>th</sup> October a joint Leeds: Mears Service Development Conference was held, where representatives from all the 4 work streams (Repairs, Gas, Planned works and Voids) identified the priorities that staff want to deliver over the next 6 months. For repairs, the main initiatives suggested are
- Further improve the working procedures and respective documentation for both Leeds and Mears;
  - Sharing IT systems. Currently limited numbers of Mears staff have access to the Council's IT system and vice-versa. More staff need access;
  - More joint working to develop the service and better sharing of performance information;
  - Ensuring that related teams are located together enabling Council and Mears staff to sit next to each other (currently only the South team work in the same Building as Mears)

### **3.4 Case Study – The Willows, Horsforth, Leeds**

- 3.4.1 Analysis has been undertaken on the specific case which was raised at the June Scrutiny Board meeting in regards to repairs at three blocks of sheltered flats at the Willows site in Horsforth. This case involved the report of a responsive repair (blocked guttering) which eventually resulted in the acceleration of major improvements (replacing roof coverings) to all 3 blocks at the site. The case has identified a number of key areas of the repair service which require further improvement. Some of these areas have already been addressed whilst others are identified as immediate priorities for the service:
- The process for contractors applying for variations to repair orders, where the work required is significantly different to the original order, was identified as a

failure in this case which lead to significant delays and avoidable customer contacts. The variation process (Compensation Event) has been changed to make it more appropriate to a responsive repairs service and more customer focused. Changes to this process were made in July this year and have had a positive impact on the service with less variations being required.

- Delays in the repair process and poor communication between teams has been identified causing a barrier to important information being shared effectively between operational teams. This is being addressed through a move to the colocation of the Mears and Leeds teams for the west and north west contract area. This is scheduled to be completed for November this year. Colocation is already in place for other Leeds/Mears teams across the Property and Contracts portfolio and delivers significant benefits in terms of dealing with issues promptly and the quality of customer service/experience.
- The process for identifying and managing planned repairs and improvements is being reviewed in order to ensure a more customer focused process with better communication, in particular, where responsive repairs turn into planned repairs and improvements. This supports the overall drive to undertaking more planned work and less responsive work. Delays in communicating changes in status to customers are being addressed through better planning and joined up work between the responsive repairs and planned works teams.
- Better information is now available to customers through the repairs handbook which sets out the scope of the repairs service and is designed to set clear customer expectations in terms of the scope of the repairs service and realistic timescales for completion. The lack of such information previously has often been a cause of customer dissatisfaction.
- This particular case identified issues with the existing Leeds team structures and in particular, split responsibilities within the teams which have been a source of internal conflict and delays in dealing with key issues. These issues are being dealt with through the restructure of existing teams and the colocation of Leeds and Mears teams.
- Analysis of this particular case identified an issue with the capacity of Mears to respond to requests for scaffolding and access equipment. This has already been addressed through the partnership with a joint approach being taken to expanding the Mears supply chain by signposting access to the current Leeds supply chain, including local SME's.

3.4.2 Notwithstanding these areas of improvement, it is acknowledged that much further improvement to the service is required and this will be delivered through the Category Management Plan and service improvement workshops which form part of the contract management procedures.

3.4.3 Despite the findings of the analysis of this case study and the multiple learning outcomes, it should be noted that fundamentally, whilst the issue started off as a responsive repair which lead to the acceleration of major improvements; once essential repair were carried out to deal with the immediate issues, the issue

ceased being a responsive repair. Improvement work is monitored separately to responsive repairs as it is delivered through separate contractual arrangements.

## **4. Corporate Considerations**

### **4.1 Consultation and Engagement**

- 4.1.1 Consultation with tenants and leaseholders is currently underway through the area based focus groups/customer sounding boards in order to canvas feedback on the content of the Repairs Handbook. The handbook has been developed following the return into the Council of the Housing Management services from the ALMOs and sets out the details of a single council house repairs service. Feedback from the consultation will be used to help shape the future repairs service.

### **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 An equality impact assessment is not relevant at this stage as the report is primarily an information report.
- 4.2.2 The responsive repairs service caters for the individual needs of tenants and leaseholders and does not discriminate against any protected characteristics.

### **4.3 Council policies and City Priorities**

- 4.3.1 The contract management / monitoring procedures in place for the responsive repairs service are based on a model of continuous improvement and support the Councils aim to deliver the best repairs service. The development of a Category Management Plan for this work stream supports the Councils priority of better contract management through Transforming Procurement.

### **4.4 Resources and value for money**

- 4.4.1 The procedures in place for managing and monitoring the responsive repairs service are aligned to the effective and efficient delivery of the service in line with the Category Management Plan.

### **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 This report does not contain any exempt or confidential information.
- 4.5.2 This report is not eligible for call in.

### **4.6 Risk Management**

- 4.6.1 There are no identified risks associated with the issues under consideration.

## **5 Conclusions**

- 5.1 The performance of the responsive repairs service is monitored robustly through formal contract monitoring procedures which links directly to financial deductions

been applied to Mears where performance targets are not met. Mears performance is benchmarked directly against the Council's own Construction Services to ensure that value for money is being achieved. Performance data is analysed and reconciled on an ongoing basis to ensure that it is reported accurately.

- 5.2 It is acknowledged that whilst the performance of the repairs service has shown a marked improvement over the last 12 months, much further improvement is required. These improvements have been and will continue to be achieved through a combination of actions developed through the Leeds/Mears partnership and detailed within their Service Improvement Plan.
- 5.3 The delivery of Improvement work is carried out on separate and different forms of contract to the responsive repairs service and is therefore monitored through a different performance framework.

## **6 Recommendations**

- 6.1 Scrutiny Board is requested to:
- note the content of this report;
  - note that improvements have been made to the responsive repairs service and that further improvements are scheduled to address key areas of concern.
  - feedback on further areas of improvement in order to improve the effectiveness and efficiency of the responsive repairs service.

## **7. Background documents<sup>1</sup>**

- 7.1 Repairs Handbook

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<sup>1</sup> 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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# Repairs and Maintenance Handbook

Our guide to your repairs service



# Maintaining your home is important to us so please keep this handbook as it gives you useful information on:

- how to report a repair
- what we are responsible for
- what you are responsible for
- how we prioritise a repair request
- the repair process
- other types of work that may be carried out
- service standards
- code of conduct
- complaints, comments and compliments

Remember, if you are unsure, please speak to our staff who will be able to offer advice, help and support on all housing matters.



# How to report a repair

The repairs service is available 24/7 (24 hours every day of the year). We offer repair appointments in either the morning or afternoon. **Please have your name, address and daytime telephone number ready to help us deal with your request quickly.**

## Phone (freephone from a landline)

- **0800 188 4000**  
or **0113 376 0410** (alternative from a mobile)

**Available between 8am and 6pm for all repair requests.**

Outside these hours emergency only.

## Visit us:

- local housing offices or one-stop centres  
(check [www.leeds.gov.uk](http://www.leeds.gov.uk) for your nearest office)

## Online:

- [www.leeds.gov.uk/repairsadvice](http://www.leeds.gov.uk/repairsadvice)  
(non-emergency repairs only)

## Reporting a repair in a PFI area:

- Swarcliffe PFI repairs: 0845 602 42 38  
Email: [enquiries@yorkshirehousing.co.uk](mailto:enquiries@yorkshirehousing.co.uk)  
Visit: [www.swarcliffeppi.co.uk](http://www.swarcliffeppi.co.uk)
- If you live in the Little London or Beeston Hill and Holbeck regeneration area you will have received your Repairs and Maintenance Information handbook.



# What we are responsible for

As your landlord we must, by law, keep the main structure and outside of your home in good repair. We must also carry out certain essential repairs that could affect your health and security: for example:- heating breaking down, faulty electrics, blocked drains, burst pipes and doors and windows that cannot be secured properly.

We are responsible for most repairs to the main fixtures and fittings that we have provided inside your home and are required to carry out repairs in communal areas.

**Please see table below:**

✓ tick indicates a responsive repair which is the landlord's responsibility

✗ cross indicates a repair which is the tenant/leaseholders' responsibility

Repairs	Tenants	Leaseholders
structure and outside of buildings, including the roof, external walls and chimney stack	✓	✓
water, gas, electricity, sanitation and the equipment that has been installed for delivering these services	✓	✓
heating and hot water installations	✓	✓
decoration of external walls and internal communal areas of buildings	✓	✓
corridors, stairways, entrances and lighting in communal areas of buildings	✓	✓
shared facilities such as entry phones, rubbish chutes and lifts	✓	✓
paths and steps to buildings	✓	✓
fences, paving and paths outside the building	✓	✓
balconies	✓	✓
window sills and frames	✓	✓
window and door glazing	✓	✗
plastering work	✓	✗
basins, sinks, baths and toilets (council fittings)	✓	✗
kitchen fixtures and fittings (council fittings)	✓	✗

# What you are responsible for

We will carry out most repairs to your home but we do expect you to repair some items yourself. If something gets broken, you may have to pay for it to be repaired yourself. You will also have to pay for new locks if you lose the keys to your home.

## As a tenant or leaseholder you are responsible for the following:

damage caused by you, members of your family or your visitors (including accidental damage)	blockages that you have caused to any kitchen or bathroom waste system
plugs and chains to bath, basin and sink	general decoration inside the home
clothes post / washing lines	individual TV aerial or satellite dish
damage caused by the police justifiably forcing entry to your home	clearing blocked gullies of rubbish/leaves etc.
door adjustment to fit carpets	doorbells
door nameplates / numbers	gardens and trees
batteries to smoke and carbon monoxide detectors and testing them	replacing locks/ lost keys - We will replace locks for you but you will be recharged.
plastering or filling small holes or cracks less than 5mm wide in walls or ceilings	repairs to your own white goods such as washing machine, fridge/ freezer etc.
re-fixing or replacing toilet seats	resetting fuse or trip switch
fixtures and fittings such as coat hooks, curtain rails and curtain battens	light bulbs, fluorescent tubes and replacing starters
telephone extension points and cables	shower curtains
plumbing in and connecting your own appliances	any repairs to your own DIY / improvement works
glazing (if damaged by you, your family or visitors). We will make safe and glaze for you but you will be recharged.	clearing your own items and possessions to allow repairs and maintenance to take place – including lifting and replacing carpets, flooring etc.

You are responsible for the decoration within your home. If, as a result of a repair issue such as a leak, your decoration is damaged, the council will not be responsible for it. If our contractor carries out the work to your home that damages your decoration then you may be entitled to an allowance to put this right. You will be told about this before the work takes place.

### Remember:

**You should always take out adequate home contents insurance to cover your own belongings and accidental damage to internal decoration.**

Low cost home insurance is available for our tenants. You can find out more about this scheme at: [www.leeds.gov.uk/contentsinsurance](http://www.leeds.gov.uk/contentsinsurance).

# Responsive repairs

A responsive repair is the repair or replacement to parts of your home generally due to wear and tear; to ensure your health and safety or to protect the building where there is an immediate risk of damage. Responsive repair work can usually be completed in one visit.

**How quickly we carry out a repair depends on all of the following:**

- what the fault is
- the amount of inconvenience it is causing you and others in your home
- your general health and safety
- the risk of further damage to the property being caused.

Sometimes, we may change the priority of a repair depending on personal circumstance, for example, if there is a risk to your health or safety, or if you will be affected by not having the repair done sooner.

## Examples of responsive repairs by priority and response time

Responsive repair priority type	Examples	Response time
<b>Emergency</b>  Urgent action is required to prevent a serious risk to health and safety, major damage to the structure of the property or results in the property being insecure.  When reported, you will be asked detailed questions to ensure the repair is a genuine emergency. Wherever, possible, the completion of out-of-hours repairs will be deferred to the next working day.	<ul style="list-style-type: none"><li>■ total electrical failure</li><li>■ uncontrollable leaks</li><li>■ boarding up a broken window</li><li>■ total or partial loss of heating or hot water (<i>between 1 November to 30 April</i>)</li><li>■ communal door entry</li></ul>	We will attend within three hours, and complete an emergency repair within 24 hours.

Responsive repair priority type	Examples	Response time
<b>Priority</b> Repairs which seriously affect your comfort or cause damage to the property.	<ul style="list-style-type: none"> <li>plumbing and drainage faults</li> <li>partial loss of electric power</li> <li>total or partial loss of heating or hot water (<i>between 1 May to 31 October</i>)</li> </ul>	We will carry out the repair within three working days.
	<ul style="list-style-type: none"> <li>extractor fan not working in kitchen or bathroom</li> <li>roof leaks</li> <li>door entry handsets not working</li> </ul>	We will carry out the repair within seven working days.
<b>General</b> Other repairs that need to be done to your home.	<ul style="list-style-type: none"> <li>small external repairs</li> <li>re-hanging or easing a door</li> <li>fixing cupboards or units</li> <li>general heating repairs</li> </ul>	We will carry out the repair within 20 working days.

**Our repairs service will not repair or replace parts in the following circumstances:**

- Just because they are old: as long as parts are working properly, they will not be repaired or replaced.
- For cosmetic reasons: for example, we will not repair any cracks to internal walls or brickwork pointing if they are less than 5mm wide.
- We will not repair any paved areas to remove a trip hazard if the difference in levels is less than 25mm (unless the user is affected by a mobility issue).
- If you have removed a part from the property without giving us the opportunity to repair it: for example, if you report a door that needs replacing but have disposed of it.
- If we have to replace a part to your kitchen or bathroom, we will try to make sure it matches with what you already have. However, if we can't find an exact match, we will provide the nearest possible match. We will not replace all of your kitchen units or bathroom suite just because a match can't be found.

We will always carry out repairs where it is cost effective to do so. We will only replace parts if they cannot be repaired. We carry out improvement work to your home on a planned basis and have programmes agreed at the start of each year to deliver these. The day to day repairs service is there to provide essential repairs only and not to carry out improvement work.

## Right-to-Repair legislation – qualifying repairs

The Right to Repair Scheme covers certain repairs which may affect your health, safety or security. By law we must carry out these repairs within a certain time.

If we don't, you can request a second contractor. Should the second contractor fail to complete the work on time, you may be entitled to compensation of £10.00 plus £2 per day for every day the job remains outstanding to a maximum of £50. We will tell you if the repair you report qualifies for the Right to Repair Scheme.

The government publication provides further information on the scheme. 'A better deal for tenants: Your Right to Repair'. This is available as a download on the repairs section of our website: [www.leeds.gov.uk/repairsadvice](http://www.leeds.gov.uk/repairsadvice).

## Batched repairs

These are non-urgent repairs and items of replacement that may require a pre-inspection; need time to order and/ or manufacture materials.

### Examples include:

- repairing and unblocking guttering
- minor repairs to soffits and fascias
- minor non-urgent repairs to paths
- minor repairs to external walls and chimneys
- repairs to path or steps
- replacing kitchen units and worktops
- minor repairs to fences and gates
- small to large areas of loose plaster
- major repairs to timber and concrete floors
- damp-proofing work

**Batched repairs are completed within 60 days.**



# Improvements

Improvements are delivered through planned programmes of work set out in the council's annual investment plan. We will inform you if your home is included in one of these programmes.

## For example:

- kitchen replacement
- bathroom replacement
- window replacement
- external and internal door replacement
- roof covering, soffit and fascia and guttering replacement
- fencing and gate renewal
- heating and boiler replacement / installation
- wall and loft insulation
- electrical rewiring
- resurfacing and relaying of paths and paved areas
- brick work pointing and major repair to walls
- rebuilding chimneys
- repairing and replacing canopies above doors
- damp eradication
- major areas of re-plastering (full rooms or more)
- security upgrades
- creation and upgrade of car parking
- garden walls and installation of paths.



## Repairs to empty (void) properties

When a property becomes empty, repairs are carried out to Leeds City Council's Letting Standard which is available on the council's website. All new tenants receive a copy of the Letting Standard booklet.

# Rechargeable repairs

You are responsible for your home, therefore, all repairs due to damage or neglect, may be rechargeable.

We have a rechargeable repairs policy to deter misuse and damage to council property. It is also to make sure that we do not pass on costs to responsible tenants or leaseholders from irresponsible tenants or leaseholders who do not look after their homes.

## Examples of rechargeable repairs are when:

- we have to carry out work because of neglect or damage to your home.
- you ask us to do certain repairs which are your responsibility.
- you end your tenancy and have left your home in an unacceptable condition.
- you deliberately overstate the severity of your repair in order to secure a quicker response.
- there is insufficient credit on your gas or electricity pre-payment meter and we attend your property to reconnect services.

We will inform you if a repair is rechargeable at either the time you report it or when an operative does your repair. We will advise you of the cost of the repair and where possible ask you to pay in advance.

# The repairs process – what happens next?

To provide the best possible service to our customers, it is important that our repairs service is clearly defined and understood. Our aim is to get as many repairs as possible right first time and this means keeping you informed.

## Before the repair we will:

- tell you how quickly we will complete the repair, give you a target completion date and arrange an appointment where possible.
- post you a confirmation repair slip if it is a qualifying repair under the Government's Right to Repair scheme. This will confirm your agreed appointment.

## During the repair we will:

- phone or text you to let you know that we are on our way. (This is why we will always ask you to confirm your phone number).
- introduce ourselves and always show identity cards. (If an ID card isn't shown to you, please ask to see it, we won't be offended).
- explain the purpose of the visit.
- undertake a risk assessment before we start work so we know all the potential health and safety risks to you, your visitors and the public.
- tell you how long the job will take and how this will affect you.
- keep you informed of work progress especially if the job cannot be completed in one visit.
- provide you with our contact details so that if any issues arise you can follow these up easily.
- clean up and remove any rubbish following a repair.
- tell you when the work is finished and explain what has been done.

## After the repair we will:

- carry out a "Phone After" survey to some customers on completion of the repair to check we are offering a good service.
- check the quality of the work by checking some completed repairs.
- act on any feedback so we can keep improving the service.

# Other types of work that may be carried out

## Surveyor pre-inspections

Sometimes it may be necessary for a surveyor to carry out an inspection prior to beginning repair or maintenance work.

Surveyor's pre-inspections are only carried out for complex repair issues (for example, structural repairs, reports of damp or where there is an on-going problem). For all other faults a repair order will be raised with the relevant contractor to attend.

## Carrying out your own improvements

If you are a secure tenant, and have a clear rent account, you have the right to make improvements to your home such as installing central heating, fitting a bathroom suite or shower, laying a driveway or any alteration to fixtures and fittings. However, you must get permission from us in writing first.

Before commencing work, contact us giving as much detail as possible. If we need to visit you to consider what you are planning, we will:

- visit within 10 working days
- check that the proposed works are safe
- tell you how to get planning permission and building control approval if required
- inform you within 20 working days whether we agree to the work going ahead and any conditions you must follow.

After the work is completed, we may visit within 10 working days to check everything has been completed satisfactorily. If it isn't we will ask you to put the work right or to re-instate the property to how it was before.

For some tenant improvements, such as central heating installation, if it is installed correctly and to an acceptable standard, the council may agree to take responsibility for future maintenance. For most tenants' own improvements, however, the responsibility for future repairs and maintenance will be theirs.

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# Planned and maintenance, testing and servicing

These are programmes of work which are repeated at regular intervals to protect health and safety and to maintain buildings, equipment and installations in a good condition.

## For example:

- external redecoration and internal redecoration of communal areas and sheltered housing complexes
- gas appliance servicing
- servicing and maintaining communal boilers and systems
- lift servicing
- communal fire detection equipment servicing
- testing electrical installations
- checking specialised lifting equipment such as stair lifts and hoists
- testing and servicing mechanical and electrical equipment such as ventilation systems, automatic doors and electrical warm air heating appliances
- maintaining drainage stacks
- checking window safety devices.

## If your home is included in a planned maintenance programme, we will:

- send you a letter in advance of the work
- provide you with contact details in case you have an enquiry about the work or you want to arrange a more convenient appointment
- tell you what work we will be doing
- tell you the length of time we require access to your home
- send you a reminder by text or by phone prior to your appointment.

## If your home is included in planned maintenance, you need to:

- contact us if you have any queries or if the appointment is not suitable
- provide us with access to your home at the agreed appointment time to ensure that you remain in the programme of work.

# Gas servicing

As a landlord, we are legally responsible for the safety of our tenants in relation to gas safety. If you have a gas installation in your home it will be checked every year. It is intended to protect you, your family and your neighbours from any potential hazards: for example, carbon monoxide gas, which doesn't smell and can't be seen but can be fatal.

## By law we must:

- repair and maintain gas pipework, flues and appliances in a safe condition. We do not maintain your own appliances such as cookers but we do make sure they are safe to use. If they are not, we will turn them off and disconnect them.
- ensure an annual gas service and safety check is carried out by a Gas Safe registered engineer on each appliance, pipework and flue.
- keep a record of each gas service and safety check and issue you with a copy of the certificate.

When your gas service and safety check is due, we will contact you with an appointment.

**If we do not gain access to your home to carry out the gas service and safety check, we may resort to legal action.**

## It is important that you:

- reply promptly when you receive your annual gas service and safety check appointment if it is not a suitable time for you.
- allow us access to your home at the agreed appointment time to carry out repairs and the annual gas service and safety check.
- tell us of any faults or damage to any gas appliance immediately.
- make sure any air vents are not blocked up if you have a gas appliance.
- let us know if a room that contains a gas fire changes and becomes a bedroom.

**Where we have fitted a gas fire or gas hot water system, we will arrange to inspect and service it every year and provide you with a copy of the Gas Safety Certificate. It is very important for your health and safety that this is carried out.**



# Gas leaks

Make sure you know where the main gas tap is (usually beside the meter). In the case of an emergency, turning off the gas tap will stop the gas supply to your home.

## If you think there is a gas leak, you need to:

- put out cigarettes and all naked flames
- check if a gas tap has been left on accidentally, or if a pilot light has gone out
- turn off the gas supply at the meter
- open all windows and doors until the leak has been dealt with
- phone National Grid on 0800 111 999
- please note the National Grid reference number as this will be needed when reporting the fault.

## You must not:

- touch electrical switches, lights and doorbells (this may cause a spark)
- use matches or other naked flames
- carry out any work to gas appliances or installations in your home.

**0800 111 999**



# Our service standards

Leeds City Council recognises the importance of providing an efficient, effective and customer focused repairs and maintenance service.

We work in partnership with our service providers to ensure tenants and leaseholders receive the highest possible level of service.

## We will:

- keep the appointments we make with you
- aim to complete repairs right first time
- complete all repairs within target date timescales
- ensure you are satisfied with the service you receive
- ensure the quality of the repairs we carry out are to a high standard
- all health and safety checks are completed

# Code of Conduct

We aim to provide a high quality service to all customers. All our service providers will work to meet the following standards:

## Customer Care, we will:

- keep noise and disruption to a minimum
- park vehicles appropriately and not run over grass verges
- check for any special requirements you may have before starting work
- protect your home by using clean dustsheets to cover furniture and floor coverings where appropriate and wear protective shoe coverings
- keep safe all materials and equipment used to avoid danger
- always use materials of a good quality and, where possible, sourced locally from sustainable sources
- make sure that all services are reconnected at the end of the day, or when the repair is completed, e.g. water, gas, electricity
- clear away all rubbish created from the work
- remove scaffolding within one week of the completion of the work.

## Presentation and behaviour, we will:

- be tidy and appropriately dressed
- introduce ourselves, show our identification (ID) card and explain why we are visiting
- always inform you when we are leaving your home



- be polite, courteous and professional at all times
- not shout or use language or behaviour that discriminates or offends
- not smoke or play audio equipment in or around your home
- avoid involvement in any confrontational situations and report any incidents to your customer liaison advisor.

#### **Communication, we will:**

- make arrangements for alternative methods of communication that you request e.g. translations
- inform you if we are going to be late for an appointment
- explain and demonstrate the use of any newly fitted appliance or product.

#### **Care of your home, we will:**

- not use your facilities without permission
- take care of your home and belongings
- ensure your home is secure while we are working in it and when we leave.

## **Our expectations**

To promote good customer relations, we request that you are polite and courteous to all staff members and repair operatives visiting or carrying out work in your home. Leeds City Council takes a “zero tolerance” approach to violence and aggression towards its staff. This is to protect everyone who works for our organisation from possible harm.

#### **We define violence and aggression as:**

- verbal abuse (which includes shouting, swearing and gestures)
- threats against our staff which occur in the workplace
- actual or threatened physical assaults on staff.

The workplace is defined as any of our offices and all other premises where work is undertaken as part of the person’s official duties. This includes your home.

We kindly ask that you refrain from smoking whilst our staff and repair operatives are visiting your home or carrying out repairs inside your property.

# Complaints, comments and compliments






We welcome feedback from all our customers. This is your opportunity to say what was good and what could be improved about the service you received. You should always use your rent reference number when you contact us.

The complaints, comments and compliments we receive help us to:

- develop and improve our services
- put things right when they have gone wrong.

We are committed to providing high quality services and, although we do our best to make sure that these are delivered to a high standard, occasionally things can go wrong.

## Complaints, comments and compliments can be made in the following ways:

<b>Online at <a href="http://www.leeds.gov.uk/compliments">www.leeds.gov.uk/compliments</a></b> Complete our 'Let us Know' form which you will find in the Top Tasks section to the right of the page.	
<b>Visit us at your local One Stop Centre or housing office</b> Our staff will be happy to log your complaint or you can fill in one of our feedback forms.	
<b>Phone:</b> <ul style="list-style-type: none"><li>■ <b>0800 188 4000</b> (free from a landline) or <b>0113 376 0410</b> (alternative from a mobile)</li><li>■ Belle Isle Tenant Management Organisation: 0800 389 5503 (0113 378 2188)</li></ul>	
<b>Textphone for deaf and hard of hearing people:</b> <ul style="list-style-type: none"><li>■ 0113 222 4410</li></ul>	
<b>Write to us at our freepost address</b> (no stamp needed) Leeds City Council Housing Services Freepost RRLU-UYBZ-UHKN Navigation House 8 George Mann Road Leeds LS10 1DJ	

# Our customer complaints procedure

Upon receipt of a complaint, we will look at whether there is the need for a full investigation or if we could resolve the issue for you quickly. If we think we can do so, we may contact you to discuss this with the hope of resolving your complaint.

## **If this is not possible, we will:**

- allocate your complaint for formal investigation
- acknowledge receipt of your complaint, usually in writing, within 3 working days.

## **As a minimum, the acknowledgement will tell you:**

- who will be investigating the complaint and their contact details
- when you can expect an answer
- and provide you with a full answer and explanation of your original complaint with any next steps.

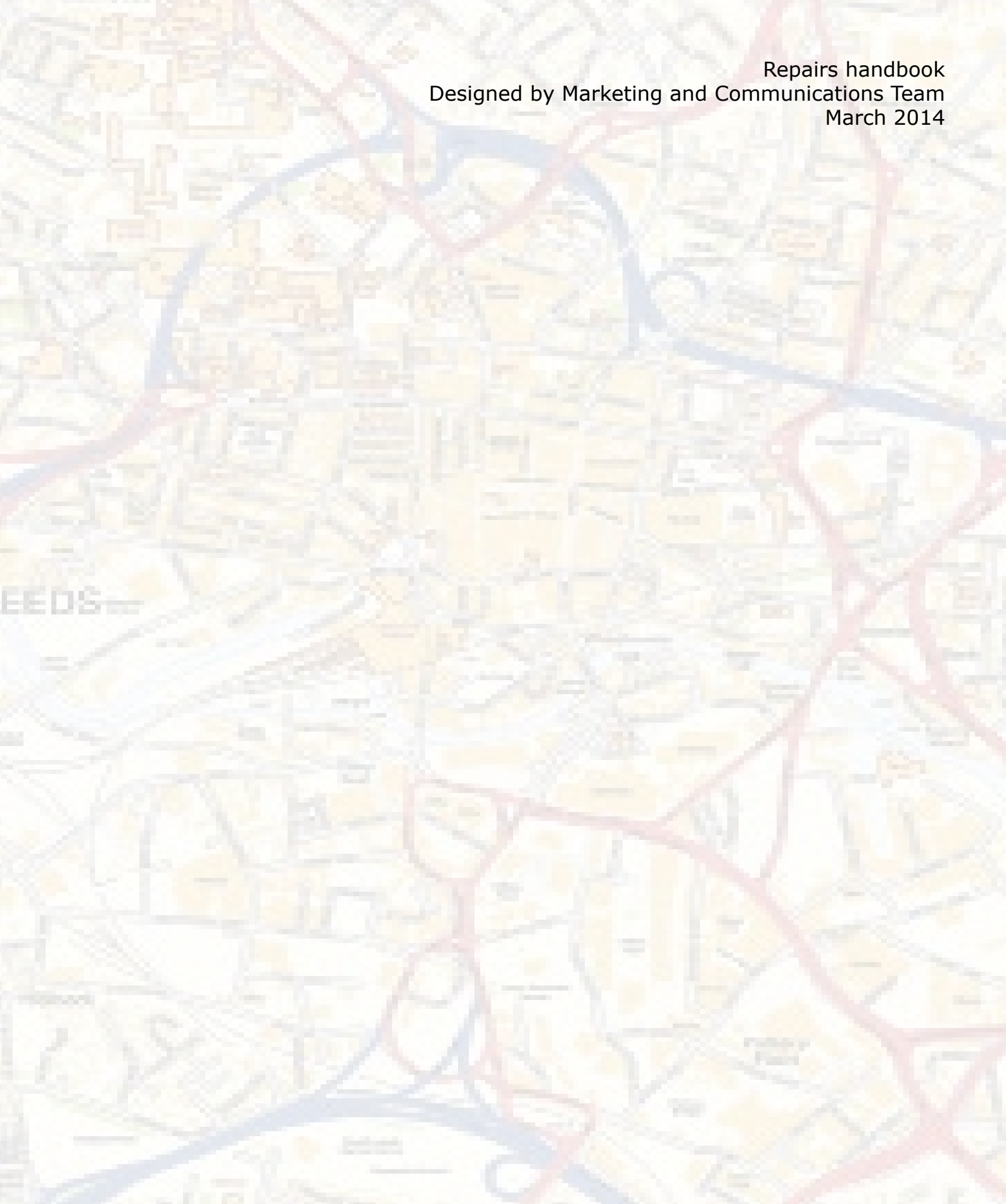
If you wish to request a further review of the outcome of your complaint, you will normally have 28 days from the date of our initial response to do this, unless there are exceptional circumstances.

We would ask you to provide more information about why you are requesting this. However, consideration will normally only be given to new facts and evidence, or to comments on the facts and evidence on which we have relied as part of the investigation. Any unrelated issues raised will be dealt with separately.

## Next steps

There is no further right of appeal to Leeds City Council following completion of a review of your complaint. Within our final response, we will inform you of your right to take your complaint further if you remain dissatisfied. Our response will contain the contact details for the appropriate Ombudsman's office.

**Further information can be found at:** [www.leeds.gov.uk/compliments](http://www.leeds.gov.uk/compliments).





Report author: Kate Arscott  
Tel: 247 4189

## Report of Head of Scrutiny and Member Development

### Report to Scrutiny Board (Housing and Regeneration)

**Date: 28 October 2014**

**Subject: Work Schedule**

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. The Board's work schedule is attached as appendix 1. The work schedule reflects discussions at the Board's September meeting. It will be subject to change throughout the municipal year.
2. The minutes of the Tenant Scrutiny Board meeting held on 24 September 2014 are attached at appendix 2 for the Board's information.
3. Also attached at appendix 3 are the minutes of the Executive Board meetings held on 17 September and 15 October 2014, for the Board's information.

### Recommendation

4. Members are asked to consider the work schedule and make amendments as appropriate.

### Background documents<sup>1</sup>

None used

<sup>1</sup> 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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## Scrutiny Board (Housing and Regeneration) Work Schedule for 2014/2015 Municipal Year

Area of review	Schedule of meetings/visits during 2013/14		
	June	July	August
Provision of cookers for tenants in need		Visit to furniture re-use organisations 29/7/14	
Requests for scrutiny			
Pre-decision Scrutiny			Leeds Housing Standard WG 28/8/14
Budget & Policy Framework Plans			
Recommendation Tracking			
Performance Monitoring	Quarter 4 performance report SB 24/6/14		

## Scrutiny Board (Housing and Regeneration) Work Schedule for 2014/2015 Municipal Year

Area of review	Schedule of meetings/visits during 2013/14		
	September	October	November
<b>Provision of cookers for tenants in need</b>		To consider a report back on proposals discussed with furniture re-use organisations in March and July SB 28/10/14	
<b>Rent Arrears</b>	To consider a detailed report on the management of rent arrears (Requested March 2014) SB 23/9/14		Further report on technical arrears and low-level arrears SB 11/11/14
<b>Housing delivery by the Private Sector</b>			
<b>East Leeds Extension</b>			East Leeds Extension/East Leeds Orbital Road Progress Update SB 11/11/14
<b>Requests for scrutiny</b>	Housing Growth Private Rented Sector Housing SB 23/9/14		Housing Growth – further evidence to support consideration of request SB 11/11/14
<b>Pre-decision Scrutiny</b>		Housing Lettings Policy SB 28/10/14	<ul style="list-style-type: none"> <li>Housing Strategy</li> <li>Leeds Housing Standard explanatory memorandum</li> </ul> WG 25/11/14
<b>Budget &amp; Policy Framework Plans</b>			
<b>Recommendation Tracking</b>	Affordable housing by private developers Housing Growth Private Rented Sector SB 23/9/14		Affordable housing by private developers – recommendation 9(i) SB 11/11/14 (Linked to request for scrutiny)
<b>Performance Monitoring</b>	Housing Management Review Financial Health Monitoring Housing on Brownfield Land Progress Tracking SB 23/9/14	Housing repairs performance monitoring process SB 28/10/14	

Key: SB – Scrutiny Board (Housing and Regeneration) Meeting

WG – Working Group Meeting



## Scrutiny Board (Housing and Regeneration) Work Schedule for 2014/2015 Municipal Year

Area of review	Schedule of meetings/visits during 2013/14		
	December	January	February
<b>Council house building programme</b>	To consider a report on the buyback of Right to Buy properties SB 9/12/14		
<b>Housing delivery by the Private Sector</b>	To consider the impact of revised census population growth forecasts SB 9/12/14	To engage with volume house builders SB 20/1/15	
<b>Private Rented Sector</b>			Scope to be determined SB 24/2/15
<b>Requests for scrutiny</b>			
<b>Pre-decision Scrutiny</b>			
<b>Budget &amp; Policy Framework Plans</b>		Executive Board's initial budget proposals SB 20/1/15	
<b>Recommendation Tracking</b>		Affordable Housing by Private Developers – rec 3(ii) SB 20/1/15	
<b>Performance Monitoring</b>	<ul style="list-style-type: none"> <li>Quarter 2 performance report</li> <li>Delivery of Housing on Brownfield Land quarterly progress report</li> <li>Quarterly Financial Position Statement SB 9/12/14</li> </ul>		Annual Tenancy Visits Outcomes and Tenant Scrutiny Board inquiry report SB 24/2/15

Key: SB – Scrutiny Board (Housing and Regeneration) Meeting

WG – Working Group Meeting

## Scrutiny Board (Housing and Regeneration) Work Schedule for 2014/2015 Municipal Year

Area of review	Schedule of meetings/visits during 2013/14	
	March	April
<b>Requests for scrutiny</b>		
<b>Pre-decision Scrutiny</b>		
<b>Budget &amp; Policy Framework Plans</b>		
<b>Recommendation Tracking</b>	Private Rented Sector – recommendation 2(ii) SB 24/3/15	
<b>Performance Monitoring</b>	Quarter 3 performance report Delivery of Housing on Brownfield Land quarterly progress report Quarterly Financial Position Statement SB 24/3/15	

### Unscheduled

- Repairs contract renewal – timing to be confirmed
- Community Infrastructure Levy – apportionment of spending and spending priorities (representative from Housing & Regeneration SB to join Sustainable Economy and Culture Scrutiny Board)

## **TENANT SCRUTINY BOARD**

**WEDNESDAY, 24TH SEPTEMBER, 2014**

**PRESENT:** Steve Ilee in the Chair

Adam Abeid, Carol Bennett,  
Michael Healey, Roderic Morgan, Keith  
Newsome, Phillip Rone, Barry Stanley,  
Damien Walsh and Jackie Worthington

### **13 Exempt Information - Possible Exclusion of the Press and Public**

There were no exempt items.

### **14 Late Items**

The Chair agreed to accept the following late information:

- Agenda item 9, 2014/15 Quarter 1 Performance report. (Minute No. 19 refers)

The above document was subsequently made available on the Council's website.

### **15 Apologies for Absence**

Apologies for absence were submitted by Sandra Bland and Jim Fergusson.

The Board was informed that Kevin Sharp and Maddie Ullah had resigned from Tenant Scrutiny Board. The Board thanked Kevin and Maddie for their positive contribution to the work of tenant scrutiny.

### **16 Minutes - 23 July 2014**

**RESOLVED** – That the minutes of the meeting held on 23 July 2014 be confirmed as a correct record.

### **17 Draft Terms of Reference - Annual Tenancy Visits**

The Head of Scrutiny and Member Development submitted a report which presented draft terms of reference for the Board's inquiry into annual tenancy visits.

A copy of the draft terms of reference had been issued to members after the meeting in July for comment. Responses had been received from the Chair and Vice Chair.

**RESOLVED** – That the terms of reference for the inquiry be approved.

Draft minutes to be approved at the meeting  
to be held on Thursday, 16th October, 2014

## **18 Scrutiny Inquiry - Annual Tenancy Visits**

The Head of Scrutiny and Member Development submitted a report which presented information as part of the Board's first session into Annual Tenancy Visits (ATVs).

The following information was appended to the report:

- Report of the Chief Officer (Housing Management), including the purpose of the visits, performance in 2013 and progress since April 2014
- A copy of the Tenancy Agreement
- Details of the Lone Working Training given to Housing Officers.

The following officers were in attendance:

- Liz Cook, Chief Officer (Housing Management)
- Amanda Britton, Tenant and Community Involvement Manager.

The key areas of discussion were:

- The benefits of the ATV to the landlord and tenant, ensuring that tenants were effectively managing their homes and taking action on tenant fraud.
- Ensuring a more personalised service for tenants by reducing Housing officer patch sizes.
- Confirmation that there had been approximately 10 cases of tenancy fraud / sub-letting over the previous year. The majority of tenancy fraud cases had been identified by Housing officers through their day to day work.
- Acknowledgement of improvements needed to the out of hours service.
- Confirmation that priority was given to ATVs that had not been undertaken over the previous year.
- The type of issues discussed on ATVs – the primary role was to identify tenant fraud. Other issues identified, included, overcrowding, under occupation, employment, health and wellbeing, disrepair and outstanding repairs and any rent arrears.
- Identifying safeguarding issues and work undertaken to provide further support to tenants where appropriate, e.g. Children's Services and / or Adult Social Care.
- Support for tenants in relation to tenancy and financial issues identified during the visit.
- Confirmation that the cost of a tenancy visit was £15 for an hourly visit and £7 for a 30 minute visit.
- Training and development requirements for Housing officers. Members were advised that all visiting staff received training in lone working. Training was also provided in relation to safeguarding, allocations, financial inclusion and tenancy fraud.

- Confirmation that systems were in place to warn staff of any issues prior to visits being undertaken. The Board were advised that systems were currently being reviewed to ensure they were robust.
- Acknowledgement of improvements needed to remote working and ensuring that information could be updated electronically during visits.

**RESOLVED** – That the issues raised be incorporated in the draft report of the Scrutiny Board's inquiry with the acknowledgement that they may alter as the inquiry progresses.

## **19 Additional Information - 2014/15 Quarter 1 Performance report**

The Head of Scrutiny and Member Development submitted a report which presented a summary of performance against the six Housing Leeds priorities. These were submitted to Housing Advisory Board on 9 September 2014. Also included was the Housing Leeds capital financial position, period 3 2014/15.

The following officers were in attendance:

- Liz Cook, Chief Officer (Housing Management)
- Amanda Britton, Tenant and Community Involvement Manager
- Anna Tansley, Service Manager (Intelligence and Improvement)
- Frank Perrins, Research Manager (Research and Satisfaction).

Members were provided with an overview of the performance information available. It was suggested that the Board provided the directorate with a wish-list of performance information to be reported back. The Board was particularly interested in receiving performance information in relation to repairs and customer satisfaction.

To assist the Board with its request for information, Anna Tansley, Service Manager (Intelligence and Improvement), invited Board Members to meet with the performance team to discuss their requirements.

**RESOLVED** –

- (a) That the Board notes the quarter 1 performance information relating to the six Housing Leeds priorities and the Housing Leeds capital financial position, period 3 2014/15
- (b) That the Tenant Scrutiny Board provides the directorate with a wish-list of performance information to be reported back.
- (c) That the performance information requested be formally considered at the October Board meeting.

## **20 Scrutiny Inquiry - Annual Tenancy Visits - Next Steps - Session 2**

The Board discussed next steps as part of its inquiry into ATVs. It was suggested that the Board undertook visits to Housing offices to discuss ATVs with Housing Managers. The Board asked to be provided with details of

Draft minutes to be approved at the meeting  
to be held on Thursday, 16th October, 2014

Housing offices and Housing Managers, with an option for Members to undertake the visits either on their own or in a small group. The information gathered on the visits could be reported back to the October Board meeting.

**RESOLVED –**

- (a) That the further information required be provided as part of the Board's inquiry.
- (b) That the Board undertakes visits to Housing offices, identifying best practice and areas for review.
- (c) That the information gathered on the visits be reported back to the October Board meeting.

**21 Date and Time of Next Meeting**

Thursday, 16 October 2011 at 1.30pm in the Civic Hall, Leeds.

(The meeting concluded at 3.25pm)

## **EXECUTIVE BOARD**

**WEDNESDAY, 17TH SEPTEMBER, 2014**

**PRESENT:** Councillor J Blake in the Chair

Councillors A Carter, M Dobson, S Golton,  
P Gruen, R Lewis, L Mulherin, A Ogilvie  
and L Yeadon

### **55 Chair of the Meeting**

In accordance with Executive and Decision Making Procedure Rule 3.1.5, in the absence of Councillor Wakefield, who had submitted his apologies for absence from the meeting, Councillor Blake presided as Chair of the Board for the duration of the meeting.

### **56 Exempt Information - Possible Exclusion of the Press and Public**

**RESOLVED** – That, in accordance with Regulation 4 of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public be excluded from the meeting during consideration of the following parts of the agenda designated as exempt 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 public were present there would be disclosure to them of exempt information so designated as follows:-

Appendix 1 to the report entitled, 'Lease at Less Than Best Consideration: Agreement to Lease 4 Miscellaneous Properties to GIPSIL on a 21 Year Lease Agreement', referred to in Minute No. 68 is designated as exempt in accordance with paragraph 10.4(3) of Schedule 12A(3) of the Local Government Act 1972 on the grounds that the information contained within the appendix relates to the financial or business affairs of particular persons, or organisations, and of the Council. This information is not publicly available from the statutory registers of information kept in respect of certain companies and charities. It is considered that since this information is to be used as part of one to one negotiations in respect of the leases of these properties in this report, it is not in the public interest to disclose this information at this point in time. Also, it is considered that the release of such information would or would be likely to prejudice the Council's commercial interests in relation to other similar transactions of other similar properties. It is therefore considered that this element of the report should be treated as exempt under Rule 10.4.3 of the Access to Information Procedure Rules.

### **57 Late Items**

There were no formal late items of business, however, it was noted that Board Members had been provided with correspondence received from the Education Funding Agency in respect of the agenda item entitled, 'Transfer of the Former Fir Tree Primary School to the Khalsa Education Trust' (Minute No. 78 refers).

Draft minutes to be approved at the meeting  
to be held on Wednesday, 15th October, 2014

**58 Declaration of Disclosable Pecuniary Interests**

There were no Disclosable Pecuniary Interests declared at the meeting, however in relation to the agenda item entitled, 'Allotment Rental Charges', Councillor A Carter drew the Board's attention to his position as President of the Calverley Horticultural Society.

Regarding the same item, Councillor Golton drew the Board's attention to his position as Vice President of Leeds and District Allotment Gardeners' Federation. Having sought advice at the meeting, it was confirmed to Councillor Golton that his position did not preclude him from participating in the relevant item (Minute No. 70 refers).

**59 Minutes**

**RESOLVED** – That the minutes of the previous meeting held on 16<sup>th</sup> July 2014 be approved as a correct record.

**ADULT SOCIAL CARE**

**60 Safeguarding Adults Annual Report 2013/2014 and Business Plan 2014/2015**

The Director of Adult Social Services submitted a report which introduced the Leeds Safeguarding Adults Board Annual Report for 2013/2014, presented the Board's Business Plan for 2014/2015 and provided an update on the ongoing work of the Board.

Board Members were provided at the meeting with information packs which accompanied the submitted the report.

Dr Paul Kingston, Independent Chair of the Leeds Safeguarding Adults Board, was in attendance to introduce the key issues arising from the 2013/14 Annual Report, together with the Business Plan for 2014/15.

Members welcomed the report and received assurances in respect of the ongoing work and initiatives that continued to be undertaken and developed in this area of safeguarding.

In conclusion, the Board thanked the Chair together with the members of the Safeguarding Adults Board for their continued work in this field.

**RESOLVED** – That the contents of the submitted report, together with the appended 2013/14 Annual Report be noted, and that the 2014/15 work programme of the Safeguarding Adults Board be endorsed.

**CHILDREN AND FAMILIES**

**61 Leeds Safeguarding Children Board (LSCB) Annual Report 2013/2014 Evaluating the Effectiveness of Safeguarding Arrangements in Leeds**

The Independent Chair of the Leeds Safeguarding Children Board (LSCB) submitted a report which presented the LSCB Annual Report for 2013/2014.



Jane Held, Independent Chair of the Leeds Safeguarding Children Board, was in attendance to introduce the 2013/14 Annual Report and the key themes arising from it.

Members welcomed the report together with the partnership approach being taken across a number of agencies in this field.

The Chief Executive provided the Board with details of the ongoing work being undertaken to review and monitor the provision of safeguarding in Leeds, together with partnership working which continued on a regional and city regional basis.

Responding to a Member's enquiry, officers provided the Board with details regarding the actions being taken by the Council to ensure that any drivers, employed by companies who transported vulnerable individuals on the Council's behalf had been subject to the required Disclosure and Barring Service (DBS) checks.

The Board thanked the Chair together with the members of the Safeguarding Children Board for their continued work in this field.

**RESOLVED** – That the key issues from the LSCB Annual Report for 2013/2014 be noted, specifically:

- The evaluation of the effectiveness of safeguarding arrangements in Leeds;
- The challenges identified for strategic bodies in 2014/15; and
- The implications for the work of Leeds City Council.

## **62 The Children and Families Act 2014: SEN and Disability Reforms**

The Director of Children's Services submitted a report which provided an update on the Special Educational Needs and Disabilities reforms within the Children and Families Act 2014 that came into effect on the 1st September 2014. The report highlighted the implications of the reforms on Children's Services and partners, particularly the financial impact, and identified the opportunities that the Act offered to maximise the Council's resources in order to have a positive lifelong impact, to actively engage young people at risk of disenfranchisement and prepare them for adulthood and active citizenship.

### **RESOLVED –**

- (a) That the progress made to implement the Special Educational Needs and Disabilities reforms as outlined in the Children and Families Act 2014 be noted;
- (b) That the progress made to develop and maintain high levels of engagement with partners, children, young people and families affected by the changes, be noted;
- (c) That the impact of the proposed changes on Council services and the resource implications, which will be kept under review (as detailed in sections 4.4.3 to 4.4.14 of the submitted report), be noted;
- (d) That it be noted that the Department for Education has made grant available to support the implementation;
- (e) That it be noted that the longer term financial implications, following

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to be held on Wednesday, 15th October, 2014

the implementation of the Act will not be fully known in the short term, but that these will be kept under review;

- (f) That it be noted that the lead officer for these reforms is the Head of Complex Needs, Children's Services.

### **63 Basic Need Programme**

Further to Minute No. 53, 17<sup>th</sup> July 2013, the Deputy Chief Executive, the Director of Children's Services and the Director of City Development submitted a joint report which sought approval to the proposed delegations necessary to adopt a programme approach to the delivery of school places under the basic need programme.

Members emphasised the importance of cross-departmental working on such matters and highlighted the significant scale of the programme across the city.

Responding to an enquiry regarding Member engagement in the proposed delegated decision making process, officers assured the Board that any decisions taken regarding the approval of design and cost reports as part of the Basic Need scheme would first be subject to consultation with the relevant Executive Members. Furthermore, should there be any situation whereby an unforeseen release of funds was required, then prior to any decisions being made, this would be the subject of a separate consultation exercise with Executive Members. Finally, it was noted that any officer delegated decisions in respect of Basic Need schemes would be accompanied by a standard design and cost report and would be subject to the Council's agreed delegated decision making procedures.

#### **RESOLVED –**

- (a) That the adoption of an enhanced programme approach to the management of the basic need schemes, be approved;
- (b) That additional authority to spend expenditure on the basic need programme of £28,250,000 which increases the overall approval on the schemes in the programme to £97,585,000 be approved, and that approval also be given to the fact that this additional authority to spend will include an allocation of up to £10,000,000 for the establishment of a basic need risk capital fund;
- (c) That the approval of design and cost reports for the schemes identified in Table 3 in Appendix A to the submitted report be delegated to the Director of Children's Services, and that these approvals shall be subject to the agreement of the Director of City Development and the Deputy Chief Executive in consultation with the appropriate Executive Members and that these reports will be open to scrutiny by Members as explained within the submitted report;
- (d) That the management and use of the basic need risk capital fund be delegated to the Director of Children's Services and that these decisions shall be subject to the agreement of the Director of City Development and the Deputy Chief Executive, in consultation with the

appropriate Executive Members and that decisions on with these matters will be open to scrutiny by Members as explained within the submitted report;

- (e) That the proposed governance and transparency arrangements in relation to the officer decisions for design and cost reports, together with the variations on projects, as set out within the submitted report, be approved;
- (f) That regular reports, at least every six months, be submitted to Executive Board on the progress made in delivering outcomes and on the overall programme approvals and budget;
- (g) That it be noted that the Head of Service, Strategic Development and Investment has client responsibility for the programme and that the Chief Officer, Public Private Partnerships & Procurement Unit is responsible for the delivery of projects in the programme.

**64 Outcome of consultation to increase primary school places in Leeds. Part A: Outcome of Statutory notice on proposals to expand primary provision in Guiseley and Part B: Outcome of consultation on proposals to expand primary school provision in Roundhay**

Further to Minute No. 14, 25<sup>th</sup> June 2014, the Director Children's Services submitted a report providing details of proposals brought forward to meet the Local Authority's duty to ensure sufficiency of school places. The submitted report was divided in to two sections: Part A described the outcome of statutory notices regarding proposals to expand primary school provision in Guiseley by establishing two 2 form entry primary schools from the existing three form entry Guiseley Infant and Nursery School and St Oswald's C of E Junior Schools and which sought a final decision on the proposals. Whilst Part B described proposals to increase places at Gledhow Primary School and Immaculate Heart of Mary Catholic Primary School, summarised the outcome of a consultation exercise and sought permission to publish a statutory notice in respect of Gledhow Primary School.

**RESOLVED –**

- (a) That changes to Guiseley Infant and Nursery School by increasing its capacity from 270 pupils to 420 pupils and raising the upper age limit from 7 to 11, therefore creating a primary school with an admission limit of 60 in reception, with effect from September 2015, be approved;
- (b) That changes to St Oswald's Church of England Junior School, increasing its capacity from 360 to 420 and lowering the age limit from 7 to 4, therefore creating a primary school with an admission limit of 60 in reception with effect from September 2015, be approved;
- (c) That the publication of a Statutory Notice to expand Gledhow Primary School from a capacity of 420 pupils to 630 pupils, with an increase in the admission number from 60 to 90, with effect from September 2016, be approved;
- (d) That it be noted that the proposal in respect of Immaculate Heart of Mary Catholic Primary School will not be progressed.

- (e) That it be noted that the responsible officer for the implementation of such matters is the Capacity Planning and Sufficiency Lead.

## **NEIGHBOURHOODS, PLANNING AND PERSONNEL**

### **65 Leeds Core Strategy: Inspector's Report and Adoption**

Further to Minute No. 210, 5<sup>th</sup> March 2014, the Director of City Development submitted a report which presented the contents of the Leeds Core Strategy Inspector's Final Report, and which sought authority from the Board to proceed to full Council with the recommendation that the Leeds Core Strategy be formally adopted.

Members discussed key issues arising from the submission of the Leeds Core Strategy and acknowledged that such matters would be considered in further detail at the next scheduled meeting of Council.

The Board thanked all of those who had been involved for their considerable efforts in getting the Leeds Core Strategy to its current position.

**RESOLVED** – That the Inspector's Final Report, including his recommendations and reasons be noted, and that the Executive Board recommends to Council that it adopts the Core Strategy (as submitted for examination and with modifications) pursuant to Section 23 of the Planning and Compulsory Purchase Act 2004.

(Under the provisions of Council Procedure Rule 16.5, both Councillor A Carter and Councillor Golton required it to be recorded that they respectively abstained from voting on the matters included within this minute)

(The Council's Executive and Decision Making Procedure Rules state that the power to Call In decisions does not extend to those made in accordance with Budget and Policy Framework Procedure Rules (B&PFPRs). As the resolution relating to this minute (above) was being made in accordance with the Council's B&PFPR's, such matters were not eligible for Call In)

### **66 The Leeds Community Infrastructure Levy: Future Date for Adoption of Charging Schedule and Approval of Associated Policies**

Further to Minute No. 102, 9<sup>th</sup> October 2013, the Director of City Development submitted a report which presented the outcome of the Examiner's report on the Leeds Community Infrastructure Levy (CIL) Draft Charging Schedule, the proposed minor modifications to the final Charging Schedule and associated policies, and also proposed a formal adoption date of 6<sup>th</sup> April 2015.

#### **RESOLVED –**

- (a) That Executive Board recommend to Full Council that the contents of the Community Infrastructure Levy Charging Schedule be approved;
- (b) That Executive Board recommend to Full Council that the Community Infrastructure Levy be formally adopted in Leeds from 6<sup>th</sup> April 2015;
- (c) That the contents of the Regulation 123 List, Exceptional

- Circumstances Policy, Instalments Policy and the Statement of Discretionary Charitable Relief, be approved;
- (d) That as required following monitoring, approval be given for the Chief Planning Officer under delegated authority to make revisions to any of the policies and procedures detailed in resolution (c) (above) going forward;
  - (e) That it be noted that the following steps will be undertaken in order to deliver the decisions of the Board:-
    - i. The Charging Schedule will be submitted to Full Council on 12<sup>th</sup> November 2014 for resolution to adopt.
    - ii. The timescales for the implementation of the decisions are, subject to the agreement of Executive Board and Full Council, that Leeds City Council will start charging the CIL from 6<sup>th</sup> April 2015.
    - iii. The Chief Planning Officer is the officer responsible for the implementation of such matters.

(The matters referred to in resolutions (a) and (b) above were not eligible for Call In, given that the approval of such matters are for the determination of full Council only)

#### **67 Quality Housing Growth and the Leeds Standard**

Further to Minute No. 20, 25<sup>th</sup> June 2014, the Director of Environment and Housing and the Director of City Development submitted a joint report which sought to provide a way forward for improving residential design throughout Leeds in order to ensure that the Council achieved both quality and quantity in the delivery of new houses in Leeds through the development of linked activities brought together to form the "Leeds Standard".

In response to a Member's enquiry, officers provided the Board with information regarding how the 'Leeds Standard' would look to improve the quality of units provided by private developers. In addition, the Board also received information on the methods by which the provision, quality and development of greenspace could be maximised in the communities.

#### **RESOLVED –**

- (a) That officers be requested to prepare clarification of the 'Neighbourhoods for Living' guidance for residential design in Leeds, focusing on external design issues such as streets, spaces and architecture, layout and character, in line with the principles outlined within the submitted report in order to enable the Council as the Local Planning Authority to influence the delivery of high quality housing growth;
- (b) That the summary/review of existing local policy and guidance under the three themes of the 'Leeds Standard': Design Quality and Liveability, Space Standards and Sustainable design and construction, be noted;
- (c) That the progress made on the delivery of the Council Housing Growth Programme, including the development of the Leeds Standard be noted, together with the next stages of the programme and

- proposed procurement approach to support the adoption of the Leeds Standard through the construction of new council housing;
- (d) That the Director of City Development be requested to consider the required resources to support this approach to the delivery of quality housing growth, together with the key planning and design issues following the Farrell Review of architecture and the built environment;
  - (e) That the proposed consultation exercise with developers, providers and others in the housing industry on the clarifications to Neighbourhoods for Living, be approved.

**68 Lease at Less Than Best Consideration - Agreement to lease 4 miscellaneous properties to GIPSIL on a 21 year lease agreement**

The Director of Environment and Housing submitted a report which sought approval to surrender the committee tenancy arrangements between GIPSIL and Leeds City Council and to formalise the use of the properties listed in exempt appendix 1 to the submitted report via standard 21 year lease agreements at less than best consideration.

Following consideration of appendix 1 to the submitted report, designated as exempt from publication under the provisions of Access to Information Procedure Rule 10.4(3), which was considered in private at the conclusion of the meeting, it was

**RESOLVED** – That the surrender of the committee tenancy arrangements between GIPSIL and Leeds City Council for the properties listed in exempt appendix 1 to the submitted report be approved, and that approval also be given to the simultaneous re-grant of 21 year lease agreements at less than best consideration on the terms to be agreed by the Director of City Development.

**CLEANER, STRONGER AND SAFER COMMUNITIES**

**69 Update on district heating and the Residual Waste Treatment PFI project**

The Director of Environment and Housing submitted a report providing an update on the progress made towards the delivery of a district heating network linked to the Recycling & Energy Recovery Facility (RERF) as part of the Residual Waste Treatment Project, and also on a range of potential benefits and options for achieving substantial cost reductions through this project. In addition, the report sought approval of the delegation of appropriate authority to the relevant Directors in order to exercise specific contractual cost saving options, to instruct Veolia to install elements of infrastructure at the RERF necessary for the export of heat from the site, subject to further technical and financial assessment, and also to explore other potential value for money opportunities.

Officers responded to Members' enquiries around the Non-Reverting Asset option as detailed within the submitted report and also regarding how the energy used as part of the District Heating Scheme could be maximised.

In conclusion, Members welcomed the report and noted the wider opportunities, particularly in respect of infrastructure provision, that the initiative could potentially help to offer in the future.

**RESOLVED –**

- (a) That the contents of the submitted report, including the progress made on feasibility work for a district heating scheme linked to the Recycling and Energy Recovery Facility (RERF) as part of the Project, together with the community benefits associated with the Project, be noted;
- (b) That the Director of Environment and Housing be authorised to approve the installation of initial infrastructure at the RERF which will be necessary for the delivery of a district heating scheme (as described at sections 3.1.9-3.1.12 of the submitted report), subject to his receipt of a further satisfactory technical and financial assessment and subject to the timescales detailed within section 3.1.12 of the submitted report;
- (c) That approval be given for the implementation of the Non Reverting Asset option in relation to the Project (as described at sections 3.2.2-3.2.11 of the submitted report), in order that the Director of Environment & Housing can take the decision subject to DEFRA approval and subject to the Deputy Chief Executive determining that there are no accounting treatment issues following consultation with the Council's external auditors by the Extended Commissioning Date currently anticipated to be 25<sup>th</sup> March 2016, although subject to programme;
- (d) That following the agreement of resolution (c) above, it be noted that the Director of City Development will arrange for disposal of the RERF site for an additional 15 years at the appropriate time and in accordance with the Asset Management functions in the officer delegation scheme;
- (e) That approval be given to an injection into the City Council's Capital Programme together with the associated authority to spend £30,000,000 as a Capital Contribution to the Project (as described at sections 3.2.12-3.2.18 of the submitted report) by the Actual Full Payment Date (currently expected to be 8<sup>th</sup> July 2016, although subject to programme change and subject to DEFRA approval);
- (f) That the necessary authority be delegated to the Deputy Chief Executive in order to negotiate and agree to further proposals with Veolia for an increased Capital Contribution of up to an additional £12,000,000, should this (in the Deputy Chief Executive's opinion) represent value for money, this will be subject to DEFRA approval and also subject to the Deputy Chief Executive determining that there are no accounting treatment issues following consultation with the Council's external auditors by the Extended Commissioning Date, currently anticipated to be 25<sup>th</sup> March 2016, subject to programme;
- (g) That subject to resolution (f) above being actioned, approval be given to an injection into the capital programme and the associated authority to spend of up to £12,000,000;
- (h) That apart from those matters expressly set out in the resolutions above, it be noted that the Director of Environment and Housing will take any necessary action associated with the implementation of the

above options in accordance with the timescales and Waste Management Function.

## 70 Allotment Rental Charges

Further to Minute No. 63, 4<sup>th</sup> September 2013, the Director of Environment and Housing submitted a report which sought approval for a fresh decision on allotment rental charges following the outcome of a judicial review.

As part of the consideration of this matter, Members received information on the context and background to the recommended way forward, as detailed within the submitted report. In response, a concern was raised and a request was made for further dialogue to be undertaken with all relevant parties, prior to any final decisions being taken. Having noted the concern raised, at the conclusion of the debate it was

**RESOLVED** – That the following be approved, without prejudice to the Council's position that the decision made on 4th September 2013 was not unlawful and should not have been quashed:-

- (a) A phased rental increase commencing in autumn 2015, as set out in the following table, which starts for a full size plot in year 1 as £19.50 more per year (or £0.37 extra each week) to £33.50 more at the end of year three (which equates to £0.64 per week).

	2015/16			2016/17			2017/18		
Rental	Con- cession	Con- cession Pensioner	Full	Con- cession	Con- cession Pensioner	Full	Con- cession	Con- cession Pensioner	Full
Full plot (250sq m)	£29.00	£46.40	£58.00	£32.50	£52.00	£65.00	£36.00	£57.60	£72.00
Half plot (125sq m)	£14.50	£23.20	£20.00	£16.25	£26.00	£32.50	£18.00	£28.80	£36.00
Quarter plot (62.5sq m)	£7.25	£11.60	£14.50	£8.00	£13.00	£16.25	£9.00	£14.40	£18.00

- (b) That a side letter be issued to each allotment association to confirm the implementation of the provisions for concessions and that the reduction in the proportion of rental income that may be retained by the association should be deferred until the proposed new rental charges take effect;
- (c) That those sites managed by associations who fail to sign lease agreements on or before 15th October 2014 will automatically become directly managed by the Council and the Council will then offer a 12 month agreement to each plot holder on each site;



- (d) That following the Court ruling, it be noted that allotment rental charges in 2014/15 will be on the same basis as the previous year (2013/14), including the level of concessions;
- (e) That it be noted that the Chief Officer Parks and Countryside will be responsible for implementing the recommendations in the timescales indicated.

(Under the provisions of Council Procedure Rule 16.5, both Councillor A Carter and Councillor Golton required it to be recorded that they respectively voted against the matters included within this minute)

## **71 The Future of Middleton Park Golf Course and Gotts Park Golf Course**

The Director of Environment and Housing submitted a report which set out proposals to cease providing golf at Middleton Park Golf Course and Gotts Park Golf Course. The report provided the background to the submitted proposals along with a summary of consultation undertaken, together with responses to the alternative options proposed and issues raised as part of such consultation.

In considering the key aspects of the submitted report, emphasis was placed upon the need to ensure that Gotts Park Golf Club was provided with the appropriate opportunity to successfully manage Gotts Park Golf Course, should they confirm that they wish to lead on the management of the course. Furthermore, it was agreed that in the event that Gotts Park Golf Club did not come forward to lead on the management of the golf course, then prior to any final decisions being made, the Director of Environment and Housing submit a further report to Executive Board in order to provide the Board with the opportunity to consider the most appropriate way forward.

Correspondence with Wade's Charity, which reflected the need for their agreement to the proposals, was referred to during the discussion. With regard to the proposals relating to the future of Middleton Park, it was emphasised that the outline ideas for conversion of the course to park land were a basis for consultation and that the final form would be agreed in partnership with the local community, local Members and community groups to ensure that the future use of the park could be maximised for the benefit of the area.

### **RESOLVED –**

- (a) That approval be given for the Council to cease to provide golf at Middleton Park on 31<sup>st</sup> October 2014;
- (b) That in the event that Gotts Parks Golf Club confirm that they wish to lead on managing the course, then this be approved in principle, subject to the Council entering into an agreement reviewable annually. With an annual grant of no more than the maintenance costs of semi natural parkland, currently £20,000, being made payable by the Council to the operator subject to meeting the terms of the agreement.

The agreement should limit the Council's future liability in the event that the venture is unsuccessful;

- (c) That in the event that Gotts Park Golf Club does not come forward, then the Director of Environment and Housing submit a further report to Executive Board in order to provide the Board with the opportunity to consider the most appropriate way forward;
- (d) That approval be given to invest £74,000 in the space currently occupied by Middleton Park Golf Club, with the investment to be shaped in consultation with local Members, Friends of Middleton Park, Wades and the local community, and that the ongoing costs of maintenance be limited to the costs of maintaining semi natural parkland, which is equivalent to £20,000 at current prices;
- (e) That the necessary authority be delegated to the Director of Environment and Housing, in consultation with the Executive Member for Cleaner, Stronger and Safer Communities in order to conduct the consultations referred to in the resolutions above, and also to conclude negotiations, and then to implement the above resolutions, having regard to the outcome of the consultations.

## **FINANCE AND INEQUALITY**

### **72 Financial Health Monitoring 2014/2015 - Month 4**

The Deputy Chief Executive submitted a report presenting the Council's projected financial position for 2014/15 after four months of the financial year.

#### **RESOLVED –**

- (a) That the projected financial position of the authority after four months of 2014/15, as detailed within the submitted report be noted;
- (b) That the creation of an earmarked reserve using general fund reserves, as detailed in paragraph 3.3.5.1 of the submitted report, be approved, and that the release of the reserve be delegated to the Deputy Chief Executive.
- (c) That the release of reserves, as detailed in paragraph 3.3.5.2 of the submitted report, be noted.

### **73 Customer Access Programme - Improving Customer Service Delivery and Achieving Efficiencies**

Further to Minute No. 260, 16<sup>th</sup> May 2012, the Assistant Chief Executive (Citizens and Communities) submitted a report providing an update on the delivery of Phase 1 of the Transactional Web Services project. In addition, the report sought approval of a £4,866,000 injection into the Capital Programme, whilst it also sought authority for the Assistant Chief Executive (Citizens and Communities) to spend in order to deliver the second phase of the Transactional Web Services project.

**RESOLVED –**

- (a) That the progress made on the delivery of Phase 1 of the Transactional Web Services project, be noted;
- (b) That an injection of £4,866,000 into the Capital Programme be approved and that the Assistant Chief Executive (Citizens and Communities) be provided with the necessary authority to spend in order to deliver the second phase of the Transactional Web Services project, as detailed within the submitted report.

**74 Leeds City Council Social Care and Health Capital Fund**

The Deputy Chief Executive, the Director of Adult Social Services and the Director of Children's Services submitted a joint report which provided information on the proposal to create a specific Capital fund of £25,000,000 in order to support the City's ambitious plans to be the Best City in the country for Health and Wellbeing.

Responding to a Member's enquiry, officers provided the Board with an update on the evaluation work being undertaken around the most effective way to secure additional Intermediate Care beds across the city.

The Board emphasised the importance of partnership working across all relevant agencies when considering the most effective ways in which to meet the needs of residents throughout Leeds.

**RESOLVED –**

- (a) That the creation of a £25,000,000 Capital Fund in support of health and social care initiatives, be approved;
- (b) That the schemes put forward so far and the benefits predicted for those schemes to deliver, be noted;
- (c) That approval be given to the release of a 'pump priming' fund of £100,000 in the first instance, to support business case development in relation to the schemes most likely to be brought forward quickly (More Independent Living Opportunities for People with Learning Disabilities (Building) & Investment in Technology Solutions - IT Hardware (Support Systems)), which is in addition to the £50,000 already committed by Leeds CCG's for the PPPU evaluation of options in relation to Intermediate Care beds;
- (d) That further reports be submitted to the Board in future which seek agreement to commit capital as each scheme becomes ready.

**75 Regulation of the High Cost Short Term Credit Market by the Financial Conduct Authority**

Further to Minute No. 48, 16<sup>th</sup> July 2014, the Assistant Chief Executive (Citizens and Communities) submitted a report providing details of the actions taken by the Financial Conduct Authority (FCA) to regulate the High Cost Short Term Credit (HCSTC) industry since 1<sup>st</sup> April 2014, together with details of their consultation on the proposed cap on the total cost of high cost credit.

Members welcomed the positive action which had been taken by the FCA and noted the Council's response to the FCAs associated consultation exercise, as appended to the submitted report.

In terms of future communications by the Council regarding the regulation of the high cost short terms credit market, emphasis was placed upon the need to highlight the stark figures around borrowing charges, as detailed within the submitted report.

**RESOLVED –**

- (a) That the contents of the submitted report, particularly Leeds City Council's response to the FCA consultation, as set out in Appendix 1 to the submitted report, be noted;
- (b) That the Chief Executive be requested to write to all Leeds MPs asking them to consider Leeds City Council's response to the FCA consultation, as set out in appendix 1 to the submitted report, and urge them to take up the issues raised within the Council's response.

**TRANSPORT AND THE ECONOMY**

**76 Beckhill Neighbourhood Framework**

Further to Minute No. 8, 25<sup>th</sup> June 2014, the Director of City Development submitted a report providing an overview of the work undertaken to prepare a Neighbourhood Framework for the Beckhills area. The submitted report presented the proposed final version of the document for the purposes of approval, whilst agreement was sought on the phased approach to the delivery of improvements across the locality.

In response to a Member's enquiry, officers undertook to provide the Member in question with further information on how the Framework would inform the views of Plans Panel when determining planning matters in the area.

The Board discussed the ways in which an expression of interest for the possible establishment of a Neighbourhood Framework could be made. In addition, Members also discussed the funding sources which had been used in respect of the Beckhills Neighbourhood Framework. In conclusion, invitations were extended to any neighbourhoods that wished to submit an expression of interest in establishing a Neighbourhood Framework in the future.

**RESOLVED -**

- (a) That the contents of the submitted report be noted;
- (b) That the Beckhill Neighbourhood Framework be approved as informal planning guidance to support the area's regeneration;
- (c) That support be given on the approach to prioritisation, phasing and funding the delivery improvements to the Beckhill area, as set out in paragraphs 3.9 – 3.12 of the submitted report, which is to be led by the Chief Asset Management and Regeneration Officer.

**77 Temporary Financial Assistance Measures: Kirkgate Market**

Further to Minute No. 227, 2<sup>nd</sup> April 2014, the Director of City Development submitted a report which sought approval for a package of support for traders during the period of construction works to refurbish and improve Kirkgate Market.

Responding to a Member's enquiry, the Board was provided with assurances around the levels of contact and consultation undertaken with the Friends of Kirkgate Market group, both generally and specifically in respect of the proposals detailed within the submitted report.

**RESOLVED –**

- (a) That the injection of, and authority to spend £395,800 in respect of the financial assistance at Kirkgate Market, be approved;
- (b) That the injection of, and authority to spend £100,000 in respect of the upgrade of stalls to aid the temporary relocation of the Fish and Game row tenants, be approved;
- (c) That as Kirkgate Market is a Grade 1 listed building, it be noted that the proposed works to the existing Butchers Row in order to facilitate the temporary decant have been discussed with the Local Planning Authority and English Heritage who are supportive of the proposals;
- (d) That it be noted that the Chief Economic Development Officer will be responsible for the implementation of such matters.

**78 Transfer of the former Fir Tree Primary School, Lingfield Drive, Leeds to the Khalsa Education Trust**

Further to Minute No. 30, 16<sup>th</sup> July 2014, the Director of City Development and the Director of Children's Services submitted a joint report presenting information and background to the use, and potential disposal of the site previously used for Fir Tree Primary School, Alwoodley. The report provided details of the options open to the Council in respect of this matter.

It was noted that at the commencement of the meeting, Board Members had been provided with correspondence received from Education Funding Agency (EFA) in respect of the submitted report.

In discussing the matter, Members considered a range of issues, including:-

- The recent correspondence which had been received from the EFA and the extent to which it provided any further clarity on the current position;
- The clarification which was still required on whether the Government's legal powers would enable a 'scheme' to be served upon the Council which compelled it to transfer the freehold of the site to the Khalsa Education Trust, and the need for further dialogue to be held between the Department for Education's (DfE's) legal representatives and the Council,

- The level of contact and discussion which had taken place between the Council and the DfE on this issue to date, the nature of such contact and the associated timeframe in which this had taken place;
- The need to ensure that in order to progress this matter, a collaborative approach was adopted by all relevant parties;
- With regard to education provision in the area, the extent to which this specific site would best meet the needs of the local community.

At the conclusion of the discussion on the submitted report, it was formally moved by Councillor A Carter and seconded by Councillor Golton that the former Fir Tree Primary School site be transferred on a leasehold basis to the Khalsa Education Trust. On being put to the vote, this motion was lost, and it was

**RESOLVED** – That further information and clarification be sought from the Department for Education in respect of those matters considered during the meeting, specifically as to whether the Government’s legal powers enabled a ‘scheme’ to be served on the Council which would compel it to transfer the freehold of the site in question to the Khalsa Education Trust.

(Under the provisions of Council Procedure Rule 16.5, both Councillor A Carter and Councillor Golton required it to be recorded that they respectively voted against the matters included within this minute)

**DATE OF PUBLICATION:** FRIDAY, 19<sup>TH</sup> SEPTEMBER 2014

**LAST DATE FOR CALL IN OF ELIGIBLE DECISIONS:** FRIDAY, 26<sup>TH</sup> SEPTEMBER 2014 AT 5.00 P.M.

(Scrutiny Support will notify Directors of any items called in by 12.00noon on Monday, 29<sup>th</sup> September 2014)

## **EXECUTIVE BOARD**

**WEDNESDAY, 15TH OCTOBER, 2014**

**PRESENT:** Councillor K Wakefield in the Chair

Councillors J Blake, M Dobson,  
S Golton, P Gruen, R Lewis, L Mulherin,  
A Ogilvie and L Yeadon

**SUBSTITUTE MEMBER:** Councillor J Procter

**79 Substitute Member**

Under the terms of Executive and Decision Making Procedure Rule 3.1.6, Councillor J Procter was invited to attend the meeting on behalf of Councillor A Carter.

**80 Exempt Information - Possible Exclusion of the Press and Public**

**RESOLVED** – That, in accordance with Regulation 4 of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public be excluded from the meeting during consideration of the following parts of the agenda designated as exempt 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 public were present there would be disclosure to them of exempt information so designated as follows:-

Appendix A to the report entitled, 'Leeds City Region Green Deal and ECO Scheme', referred to in Minute No. 86 is designated as exempt in accordance with paragraph 10.4(3) of Schedule 12A(3) of the Local Government Act 1972 on the grounds that the information contained within the appendix is commercially sensitive and is extracted from bids received by the Council. The publication of such information would prejudice the commercial interests of the bidders involved, and it would also damage the Council's interests, as it would decrease bidders' confidence in the Council's procurement processes. It is therefore determined that in all circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**81 Late Items**

There were no late items as such, however, prior to the meeting an updated version of exempt Appendix A to agenda item 7 entitled, 'Leeds City Region Green Deal and ECO Scheme' had been circulated to Board members for their consideration (Minute No. 86 refers).

**82 Declaration of Disclosable Pecuniary Interests**

There were no declarations of Disclosable Pecuniary Interests made during the meeting.

**83 Minutes**

**RESOLVED** – That the minutes of the previous meeting held on 17<sup>th</sup> September 2014 be approved as a correct record.

**TRANSPORT AND THE ECONOMY**

**84 Leeds Bradford International Airport**

The Director of City Development submitted a report setting out the main principles for the development of the Council's policy relating to the growth of Leeds Bradford International Airport (LBIA). The report considered the Council's approach towards enhancing the positive role of LBIA in supporting economic and jobs growth and providing international connections. Additionally, the report presented the framework for the planned growth and improvement of the airport and its wider supporting infrastructure; together with the Council's intentions around developing a unified approach across site allocations, transport and economic development.

Emphasis was placed upon the integral role played by the airport in ensuring the future economic competitiveness of both the local and regional economy, whilst the support which existed for improvements to the airport's accessibility and connectivity was highlighted.

Responding to an enquiry, the Board received an update regarding the development of the Surface Access Strategy and the wider work being undertaken around the improvement of road access to the airport.

**RESOLVED** – That in the context of the White Paper Motion approved at the meeting of Council on 26<sup>th</sup> March 2014, and the growth potential of LBIA as outlined by the Department for Transport (DfT):-

- (a) That the main policy principles relating to the growth of LBIA, as set out at section 5.1 of the submitted report be agreed;
- (b) That officers be requested to work with LBIA in order to support them in the timely completion of the Airport Masterplan and Surface Access Strategy work, to inform the development of the Council's policy position;
- (c) That officers be requested to develop work on the proposals for surface access, working closely with LBIA, DfT and the West Yorkshire Combined Authority;
- (d) That Development Plans Panel be requested to take account of the submitted report in preparing land proposals through the Site Allocations Plan process for land use in the area surrounding LBIA;
- (e) That officers be requested to develop proposals for the sustainable growth and enhancement of the economic and employment role of LBIA, working closely with the Local Enterprise Partnership (LEP); and



- (f) That the Director of City Development be instructed to co-ordinate the work set out in the resolutions above and to submit a progress report on such matters to Executive Board in mid-2015.

## **NEIGHBOURHOODS, PLANNING AND PERSONNEL**

### **85 Update on Response to Leeds Students' Unions Deputation of March 2014**

The Deputy Chief Executive submitted a report responding to the deputation presented to full Council on 26<sup>th</sup> March 2014 by representatives of Leeds University Union, Leeds Beckett Students' Union and Leeds Trinity Students' Union regarding "Student Representation at Policy Making Level".

By way of an introduction to the submitted report, the Executive Member for Neighbourhoods, Planning and Personnel provided an update on the continuing actions being taken to ensure increased student involvement in policy making in Leeds. Furthermore, the Executive Member made a specific request to the relevant officers to ensure the establishment of appropriate students' union representation/input on the Communities Partnership Board and also the Housing Forum.

**RESOLVED** – That the contents of the submitted report be noted.

## **CLEANER, STRONGER AND SAFER COMMUNITIES**

### **86 Leeds City Region Green Deal and ECO scheme**

Further to Minute No. 39, 16<sup>th</sup> July 2014, the Director of Environment and Housing submitted a report which provided the Board with information on the progress made to date on the procurement of the Leeds City Region (LCR) Green Deal and Energy Companies' Obligation (ECO) scheme and which sought approval to call off from the Framework Agreement. In addition, the submitted report also detailed the benefits of the scheme in order to assist with the decision making in respect of call-off.

An updated version of exempt Appendix A to the submitted report had been circulated to Board Members prior to the meeting for their consideration.

The Executive Member for Cleaner, Stronger and Safer Communities highlighted the range of potential benefits which would be realised by the initiative detailed within the report, whilst also highlighting how the collaborative procurement process had provided a good example of the Leeds City Region and Local Authorities effectively working in partnership in order to deliver large scale projects for the benefit of the community.

Following consideration of the updated Appendix A to the submitted report, designated as exempt from publication under the provisions of Access to Information Procedure Rule 10.4 (3), which was considered in private at the conclusion of the meeting it was

**RESOLVED –**

- (a) That the participation of Leeds City Council in the Leeds City Region Green Deal and ECO scheme, including support for the Framework and commitment to use the Call-Off Contract be approved in principle;
- (b) That the necessary authority be delegated to the Director of Environment and Housing in order to agree the commercial terms of the Call-Off Contract and to sign the Contract;
- (c) That the necessary authority be delegated to the Director of Environment and Housing in order to take operational decisions, including attendance at the Home Energy Project Board (HEPB);
- (d) That the progress being made in respect of this matter be monitored through the HEPB and that annual progress reports be submitted to the Executive Board for consideration.

**DIGITAL AND CREATIVE TECHNOLOGIES, CULTURE AND SKILLS**

**87 Review of Library Opening Hours**

The Director of City Development submitted a report outlining the outcomes arising from the period of consultation and analysis which had taken place as part of the review of library opening hours. In addition, the report sought approval to implement the resulting proposed hours, with the aim of delivering identified savings, whilst also ensuring that the service was provided in the most efficient manner to meet customers' needs.

Members welcomed the comprehensive consultation exercise which had been undertaken on this matter, the outcomes from which had been reflected within the proposals detailed within the submitted report. In addition, emphasis was placed upon the difficult decisions which needed to be taken in respect of library provision, however it was highlighted that the proposals under consideration aimed to ensure that a sustainable and innovative service continued in Leeds which was responsive to changing local circumstances.

On behalf of the Board, the Executive Member for Digital and Creative Technologies, Culture and Skills thanked all of those who had been involved in the delivery of the consultation and analysis exercise, which had been integral to the proposals detailed within the submitted report.

**RESOLVED –**

- (a) That the changes to library opening hours, as identified in Appendix 1 to the submitted report, be approved with effect from Monday, 1st December 2014;
- (b) That it be noted that the Head of the Library and Information Service will be responsible for the implementation of such matters.

## **ADULT SOCIAL CARE**

### **88 Out of the Shadows: Time to Shine**

The Director of Adult Social Services and the Director of Public Health submitted a joint report providing a briefing on the vision of the 'Time to Shine' project, the aim of which was to reduce loneliness and isolation by breaking down barriers and building strong communities. In addition, the report described the project's strategy for making better use of existing assets, whilst also changing society's attitudes and behaviours towards older people.

On behalf of the Board, the Executive Members for Adult Social Care and Health and Wellbeing welcomed the grant which had been awarded to the city of Leeds and respectively paid tribute to the Leeds Older People's Forum for the work that the organisation had undertaken as part of the successful bid submission process.

#### **RESOLVED –**

- (a) That the Leeds Older People's Forum and its partners be congratulated on the success of their bid;
- (b) That the aims, vision and strategy of the 'Time to Shine' project be noted and endorsed;
- (c) That further annual updates on the progress of the project be received by the Executive Board over the next six years;
- (d) That it be noted that the lead officer for ensuring updates are submitted to Executive Board is the Deputy Director, Adult Social Care.

### **89 Director of Adult Social Services - Sandie Keene**

On behalf of the Board, the Chair paid tribute to and thanked the Director of Adult Social Services, Sandie Keene, for her services to the Council, as this would be the final Executive Board meeting in which she would be in attendance prior to her retirement.

## **FINANCE AND INEQUALITY**

### **90 Discretionary Housing Payments**

The Assistant Chief Executive (Citizens and Communities) submitted a report providing an update on Discretionary Housing Payment (DHP) expenditure and the actions which were being taken to both meet the needs of vulnerable tenants and also manage the scheme's expenditure within the available budget.

In addition, it was noted that the report also sought the Board's approval to submit an application to the Department for Communities and Local Government (DCLG) to utilise Housing Revenue Account funding up to a maximum of £250,000, in order to help deal with DHP awards for Housing Leeds tenants with severe disabilities living in significantly adapted properties.

In considering the report, Members discussed a number of matters which related to the current national policies affecting vulnerable tenants and the impact of such policies upon the demand for DHPs.

**RESOLVED –**

- (a) That the pressures on the DHP fund and the actions being taken to deal with the pressures, be noted;
- (b) That the application to the DCLG to use Housing Revenue Account funding up to a maximum of £250,000 to help deal with DHP awards for Housing Leeds tenants with severe disabilities living in significantly adapted properties, be approved;
- (c) That a report be received in the new year from the Assistant Chief Executive (Citizens and Communities) on a proposed DHP scheme for 2015/16, following Department for Work and Pensions (DWP) confirmation of DHP funding.

**91 Medium Term Financial Strategy 2015/16 - 2016/17**

The Deputy Chief Executive submitted a report which set out the principles and assumptions underlying the proposed financial strategy covering the years 2015/16 to 2016/17. It was noted that the financial strategy would provide the framework for the preparation of the 2015/16 initial budget proposals which were scheduled to be presented to Executive Board in December 2014.

In considering the proposed medium term financial strategy, the Board discussed the national context specifically in respect of the cumulative funding reductions which had been experienced by the Council to date, together with the indicative financial settlement proposals for 2015/16. Members also gave consideration to a range of issues relating to the Government's current funding model for Local Authorities and looking to the future, highlighted the unprecedented financial challenge that the Council faced.

**RESOLVED –** That the Medium Term Financial Strategy for 2015/16 - 2016/17 be approved, and that the assumptions and principles outlined in the submitted report be used as a basis for the detailed preparation of the Initial Budget Proposals for 2015/16.

**92 Financial Health Monitoring 2014/15: Month 5**

The Deputy Chief Executive submitted a report presenting the Council's projected financial position for 2014/15 after five months of the financial year.

The Deputy Chief Executive provided an update to the Board and indicated that the draft month 6 figures showed a further deterioration in the Council's financial position by approximately £1,000,000.

**RESOLVED –** That the projected financial position of the authority after five months of 2014/15, as detailed within the submitted report, be noted.

**93 Citizens@Leeds: Delivering Community Hubs Across the City**

Further to Minute No. 47, 16<sup>th</sup> July 2014, the Assistant Chief Executive (Citizens and Communities) submitted a report which set out proposals aimed at the delivery of a sustainable network of Community Hubs across the city. The report outlined the high-level basis upon which a city-wide network of Community Hubs could be developed; building upon the successes and learning from the three pathfinder hubs agreed by Executive Board in November 2013.

Members welcomed the proposals detailed within the submitted report, particularly with regard to their integrated and innovative nature.

**RESOLVED –**

- (a) That the adoption of a city-wide community hub model which sees a network based approach, developed in partnership with Community Committee's and local Ward Councillors, and supported by a city centre community hub, be approved;
- (b) That the proposal to bring together all existing community based one stop centres, libraries and housing management offices, to be managed as a single set of 'front of house' services, in order to enable the development of a city-wide network of community hubs, be approved;
- (c) That the proposal to create a single 'front of house team' in order to provide the community hub workforce, be approved, with the team being made up from all existing 'front-of-house' staff based in customer services, libraries, housing Leeds and jobs and skills;
- (d) That the Assistant Chief Executive (Citizens and Communities) be authorised to progress the detailed design of the proposed city-wide community hub network and associated workforce arrangements, as set out within Section 5 of the submitted report;
- (e) That an update report be submitted to Executive Board in March 2015 providing an update on the progress being made and the development of a detailed business case to support delivery of the aspirations, as outlined within the submitted report.

**HEALTH AND WELLBEING**

**94 Due North: Report of the Inquiry on Health Equity for the North**

The Director of Public Health submitted a report which outlined the key recommendations arising from the report entitled 'Due North', a document which reported the findings from the inquiry undertaken in relation to health equity for the North. In addition, the report sought agreement on ways to implement those recommendations through the Leeds City Region.

Members discussed the detail of the Executive Summary from the 'Due North' report, which had been compiled by the Inquiry Panel on Health Equity for the North of England, specifically around the nature of the associated recommendations, the narrative used and also the findings in respect of young people.

**RESOLVED –**

- (a) That the findings and recommendations of the 'Due North' report be supported;
- (b) That the Board's influence be used in the Leeds City Region and the Combined Authority in order to progress the recommendations of the 'Due North' report and to help achieve the ambitions of the city;
- (c) That the Health and Wellbeing Board be requested to review the recommendations and to identify opportunities for further progress at both city wide and local level.

**TRANSPORT AND THE ECONOMY**

**95 Asset Management Plan**

The Director of City Development submitted a report which sought approval of the Asset Management Plan for the period 2014 - 2017, as presented within Appendix 1 to the submitted report.

Councillor Groves, as Chair of the Scrutiny Board (Sustainable Economy and Culture) presented the key findings of the Scrutiny Board arising from its prior consideration of the draft Asset Management Plan. The Scrutiny Board's comments were detailed within Appendix 2 to the submitted report.

The work which was being undertaken in line with the Government's 'One Public Estate' programme was noted, together with the progress which was being made with other public sector partners as part of this initiative.

**RESOLVED –**

- (a) That the Asset Management Plan be approved;
- (b) That it be noted that the implementation timescale for the plan is 2014-2017; and
- (c) That it be noted that the Head of Asset Management is responsible for implementation of the plan.

**96 Chief Asset Management and Regeneration Officer - Christine Addison**

On behalf of the Board, the Chair paid tribute to and thanked the Chief Asset Management and Regeneration Officer, Christine Addison, for her services to the Council, as this would be the final Executive Board meeting in which she would be in attendance prior to her leaving the Council for a new position.

## **CHILDREN AND FAMILIES**

### **97 Domestic Violence and Abuse Programme Update**

The Director of Children's Services, the Director of Environment and Housing and the Director of Public Health submitted a joint report providing an update on the progress made in tackling domestic violence and abuse, both in terms of response to Scrutiny Board findings and in the wider programme of work aimed at addressing Domestic Violence and Abuse in Leeds. In addition, the report also sought support for the approach being adopted to tackle such matters in Leeds.

Councillor Anderson, as Chair of the Scrutiny Board (Safer and Stronger Communities) presented the key findings and recommendations of the Scrutiny Board following its Inquiry into this matter. A summary of the Scrutiny Board's desired outcomes and recommendations were detailed within Appendix A to the submitted report.

Members welcomed the submitted report and paid tribute to the members of the Scrutiny Board (Safer and Stronger Communities) for the considerable work which they had undertaken on this wide ranging Inquiry. In considering the report, specific emphasis was placed upon the vital importance of a cross-departmental and multi-agency approach when tackling the issues arising in this area.

#### **RESOLVED –**

- (a) That the actions being taken across the Council and by partners to tackle Domestic Violence and Abuse be noted, and that the direction of travel being taken, be agreed;
- (b) That the recommendations of the Scrutiny Board (Safer and Stronger Communities), as detailed within Appendix A to the submitted report, be received and endorsed.

### **98 Information on the annual admissions round for September 2014 entry and upcoming consultation for 2016 policy.**

The Director of Children's Services submitted a report which provided statistical information on the annual admissions round for entry to Reception and Year 7 for September 2014. The report highlighted that the rising birth rate had been impacting upon entry to Reception particularly since 2009 and the impact on entry to year 7 was now affecting some areas of the city. In addition, the report further considered the potential effect of the latest government consultation on changes to the Admissions Code, and the potential for changes within the Leeds City Council Admissions Policy.

#### **RESOLVED – That the following be noted:-**

- The numbers of applications for both phases of education, the percentage of successful first preferences for secondary admissions was 86% (up from 84% last year) and for Reception admissions was 85% (same as last year).

- The percentage of parents receiving one of their top three preferences was 96% for secondary and 94% for primary, compared to 94% for each last year.
- The percentage of parents getting none of their preferences and made an alternative offer instead was 3.2% in secondary (6.5% last year) and 5% in primary (same as last year)
- The contents of the government consultation on changes to the admissions code for 2016.
- The work with key partners in order to provide a package of measures to support families to ensure their applications are made appropriately and in a timely fashion.

**DATE OF PUBLICATION:** FRIDAY, 17<sup>TH</sup> OCTOBER 2014

**LAST DATE FOR CALL IN  
OF ELIGIBLE DECISIONS:** FRIDAY, 24<sup>TH</sup> OCTOBER 2014 AT  
5.00P.M.

(Scrutiny Support will notify Directors of any items called in by 12.00noon on Monday, 27<sup>th</sup> October 2014)