

## TENANT SCRUTINY BOARD

THURSDAY, 16TH OCTOBER, 2014

**PRESENT:** Barry Stanley in the Chair

Adam Abeid, Jim Fergusson, John Gittos,  
Michael Healey, Roderic Morgan,  
Keith Newsome, Phillip Rone,  
Damien Walsh and Jackie Worthington

### 22 Appointment of Chair

Members were informed that Steve Ilee had resigned as Chair and Member of Tenant Scrutiny Board. The Board wished to place on record its thanks to Steve for his hard work and positive contribution to tenant scrutiny.

The Board was advised that a report was being submitted to the November meeting outlining arrangements to elect a Chair for the remainder of the municipal year.

**RESOLVED** – That Vice Chair, Barry Stanley, be appointed Chair of the Tenant Scrutiny Board for the duration of this meeting.

### 23 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

### 24 Late Items

The Chair agreed to accept the following late information:

- Agenda item 7, Performance Template (Minute No. 29 refers)

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

### 25 Apologies for Absence

An apology for absence was submitted by Carol Bennett.

### 26 Minutes - 24 September 2014

**RESOLVED** – That subject to an amendment under minute no. 21, to read that the date of the next meeting was Thursday, 16 October 2014, not 2011, the minutes of the meeting held on 24 September 2014, be approved as a correct record.

## 27 Scrutiny Inquiry - Annual Tenancy Visits

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

Appended to the report was a written response to questions asked by Members at the September meeting plus various charts in relation to the information gathered.

The following officers were in attendance:

- Amanda Britton, Service Manager (Tenant and Community Involvement)
- Sharon Guy, Housing Manager (Scrutiny and Customer Relations)
- Lee Ward, Neighbourhood Services Officer (Tenant Scrutiny).

The key areas of discussion were:

- Clarification whether Housing Managers had been contacted by officers about potential visits by Board Members to discuss ATVs. It was advised that Housing Managers had been informed about the visits.
- The question as to whether all housing staff had been formally told to positively respond to Tenant Scrutiny Board questions was raised by a Board Member. Officers responded that whilst a formal instruction had not gone out to all housing staff, it was explicit in the Board's Procedure Rules.
- Confirmation that Housing Advisory Board (HAB) received a report in 2013 to agree the principles of the ATV verification form. The Board was advised that there was no requirement for any minor operational revisions to be reported back to HAB for approval.
- A request that the Board agrees an internal protocol for information gathering and the project management of inquiries.
- A suggestion that the Board arranged an informal meeting to discuss any issues associated with the visits and to report back its findings.

### **RESOLVED –**

- (a) That the issues raised be incorporated in the draft report of the Scrutiny Board's Inquiry.
- (b) That the Board agrees an internal protocol for information gathering and project management of inquiries to be considered as a separate agenda item at the November meeting.
- (c) That the Board arranges an informal meeting to discuss any issues associated with the visits and report back its findings.

## **28 Tenant Inspectors and Tenant Involvement update**

The Head of Scrutiny and Member Development submitted a report presenting an update in relation to tenant inspectors and tenant involvement.

The following were in attendance for this item:

- Amanda Britton, Service Manager (Tenant and Community Involvement)
- Sharon Guy, Housing Manager (Scrutiny and Customer Relations)
- Lee Ward, Neighbourhood Services Officer (Tenant Scrutiny).

The main areas of discussion were:

- An update on progress in relation to redevelopment of the tenant and community involvement service, including key housing management contacts and details about the service structure.
- The future role of tenant inspectors, particularly in light of the ALMOs returning to LCC and the redevelopment of tenant and community involvement teams.
- Identifying training needs for tenant inspectors and the potential development of a 'buddying' system.
- The need to ensure consistency of approach across the city.
- The importance of consulting with staff regarding any proposed changes.

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

## **29 Performance Template**

The Head of Scrutiny and Member Development submitted a report which presented a draft template of performance information for consideration by the Board.

The main areas of discussion were:

- The Board welcomed the submission of the performance template.
- Clarification why no target had been included in relation to percentage of decent council homes, rent loss from voids and complaints satisfaction.
- Clarification why no data for August had been included in relation to complaints satisfaction.
- Clarification why no target had been included for independent living satisfaction and an explanation regarding the source of the data.
- A request for further information in relation to the percentage of complaints responded to within 10 working days and whether the data related to acknowledgement of the complaint or resolution.
- A request for further information in relation to Annual Tenancy Visits to support the Board's ongoing inquiry work.

**RESOLVED –**

- (a) That the performance template be approved.
- (b) That the information contained in the performance template be reported back to the Board on a quarterly basis.
- (c) That the above requests for information and clarification be provided to the Board.

**30 Date and Time of Next Meeting**

Thursday, 13 November 2014 at 1.30pm in the Civic Hall, Leeds.

(The meeting concluded at 3.05pm.)