



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Thursday, 13th November, 2014 at 1.30 pm

MEMBERSHIP

Adam Abeid

Carol Bennett

Sandra Bland

Jim Fergusson

John Gittos

Michael Healey

Roderic Morgan

Keith Newsome

Phillip Rone

Barry Stanley (Vice Chair)

Damien Walsh

Jackie Worthington

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

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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>APPOINTMENT OF CHAIR</p> <p>To receive a report from the Head of Scrutiny and Member Development outlining arrangements to agree the appointment of Chair for the remainder of the 2014/15 municipal year.</p>	1 - 2
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</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>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p>No exempt items have been identified.</p>	
3			<p>LATE ITEMS</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>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	
5			<p>MINUTES - 16 OCTOBER 2014</p> <p>To confirm as a correct record, the minutes of the meeting held on 16 October 2014.</p>	3 - 6
6			<p>MANAGEMENT OF INQUIRIES AND COLLECTION OF INFORMATION</p> <p>To receive a report from the Head of Scrutiny and Member Development presenting information in relation to arrangements around gathering information, the management of inquiries and the attendance of officers at meetings.</p>	7 - 14
7			<p>PERFORMANCE INFORMATION</p> <p>To receive a report from the Head of Scrutiny and Member Development presenting responses to a series of questions and requests for information requested at the October Board meeting.</p>	15 - 16
8			<p>DATE AND TIME OF NEXT MEETING</p> <p>Thursday, 18 December 2014 at 1.30pm in the Civic Hall, Leeds.</p>	

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



Report author: Peter Marrington

Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 13 November 2014

Subject: Appointment of Chair

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

1.0 Summary of main issues

- 1.1 At the October Board meeting, Members were informed that Steve Illee had resigned as Chair and Member of Tenant Scrutiny Board. The Board's Vice Chair, Barry Stanley was appointed Chair for the duration of the meeting. At the meeting Board Members were advised that a report would be submitted to the November meeting outlining arrangements to agree the appointment of a replacement Chair for the remainder of the 2014/15 municipal year.
- 1.2 The Board is invited at today's meeting to receive nominations for the position of Chair for the remainder of the 2014/15 municipal year. Should the Board receive more than one nomination then a vote will be taken to agree the appointment.

2.0 Recommendations

- 2.1 The Board is requested to agree the appointment of Chair for the remainder of the 2014/15 municipal year.

3.0 Background documents¹

- 3.1 None

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

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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.
- 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.)



Report author: Peter Marrington
Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 13 November 2014

Subject: Management of Inquiries and Collection of Information

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

1.0 Summary of main issues

- 1.1 At the October Board meeting, it was agreed that at today's meeting the Board would discuss arrangements around gathering information, the management of inquiries and the attendance of officers at meetings.
- 1.1 Attached are the Board's procedure rules as agreed by the Board in June 2014. These procedure rules outline the powers available to the Board.

2.0 Recommendations

- 2.1 The Board is recommended to consider, how, within its procedure rules and available support arrangements, it wishes to gather information, manage inquiries and request officer presence.

3.0 Background documents¹

- 3.1 None

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

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TENANT SCRUTINY BOARD¹ - PROCEDURE RULES

1.0 FREQUENCY AND PLACE OF MEETINGS OF THE SCRUTINY BOARDS

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

2.0 QUORUM / SUBSTITUTE MEMBERS

- 2.1 The quorum for the Scrutiny Board shall be 50% of membership plus 1
- 2.2 Substitute members will not be allowed

3.0 NOTICES OF MEETINGS

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

4.0 ADMISSION TO MEETINGS

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

¹ All references to Scrutiny Board relate to Tenant Scrutiny Board

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

5.0 MINUTES

- 5.1 All meetings of each Tenant Scrutiny Board shall be minuted.
- 5.2 Oral evidence given to a Tenant Scrutiny Board may be recorded via tape recording as shall appear to the Tenant Scrutiny Board to be appropriate.

6.0 RIGHTS OF TENANT SCRUTINY BOARD MEMBERS TO DOCUMENTS

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

7.0 AGENDA ITEMS

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

8.0 WORK PROGRAMMING

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

9.0 REQUESTS FOR SCRUTINY

9.1 Reviews requested by a member of the Tenant Scrutiny Board

Any member of the Tenant Scrutiny Board may propose that a review be undertaken into a relevant matter. The Board will then consider whether to

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

undertake the review. In doing so, it shall take into account the wishes of all members of that Board.

9.2 Requests for reviews from other sources

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

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

10.0 SELECTING SCRUTINY INQUIRIES

10.1 Before deciding to undertake a scrutiny Inquiry, the Tenant Scrutiny Board must

- consider how the proposed Inquiry falls within its terms of reference and
- consider the current workload of the Tenant Scrutiny Board and the available resources required to carry out the work.

10.2 Where any Scrutiny Board decides that there shall be an Inquiry, the Scrutiny Board shall

- consult with the relevant Director and Executive Member.
- agree the Terms of Reference of the Inquiry;
- agree the period within which the Inquiry's Report is to be completed;
- compile a preliminary list of witnesses from whom the Tenant Scrutiny Board require evidence; and
- compile a preliminary list of documents which the Tenant Scrutiny Board requires to be produced.

11.0 REPORTS AND RECOMMENDATIONS

11.1 At the conclusion of a review the Tenant Scrutiny Board shall, where it considers it to be appropriate, produce a written report summarising the evidence that it has taken and set out its recommendations.

11.2 Where the Tenant Scrutiny Board is considering making specific recommendations it shall invite advice from the appropriate Director(s) prior to it finalising its recommendations. The detail of that advice shall be reported to the tenant Scrutiny Board and considered before the report is finalised.

11.3 The review report shall include:

- an explanation of the matter reviewed or scrutinised;
- a list of the participants involved in the Inquiry (save where the Board considers that a name of a witness should be withheld for reasons of confidentiality) ;
- a list of all documentation that has been considered by the Board; and

- any conclusions and recommendations on the matter reviewed or scrutinised.

11.4 Where any member of the Tenant Scrutiny Board does not agree with the content of the Board's Report, they may produce a Minority Report setting out their findings and recommendations. The Minority Report will be an appendix to the Tenant Scrutiny Board's Report.

12.0 RESPONSES TO REPORTS AND RECOMMENDATIONS

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

13.0 WITNESSES – GENERAL PRINCIPLES

13.1 Where the Tenant Scrutiny Board wishes to take evidence from a witness, the Scrutiny Officer shall notify the witness of:-

- the date upon which their evidence is to be taken;
- the matters upon which evidence is sought;
- any documents that the Tenant Scrutiny Board wishes to have produced; and
- the date upon which the Board requires any written evidence from the witness.

13.2 Those assisting the Scrutiny Board by giving evidence shall be treated with respect and courtesy.

14.0 MEMBERS AND OFFICERS GIVING ACCOUNT/ INFORMATION

14.1 The Tenant Scrutiny Board may require any Executive Member, or Member in relation to a matter where the Member has exercised functions, the Chief Executive and/or any senior officer to attend before it to answer questions and provide information about:

- any particular decisions or series of decisions;
- the extent to which actions taken implement Council policy

14.2 It is the duty of those officers and Members to attend and to answer questions.

14.3 The Chair of the Tenant Scrutiny Board will inform the Scrutiny Officer if the Scrutiny Board requires any Member (including an Executive Member) or officer to attend a Scrutiny Board under this provision. The Scrutiny Officer shall inform the Member or officer of this, giving at least 7 working days' notice of the meeting at which he/she is required to attend.

14.4 The notice will state:

- the nature of the item on which he/she is required to attend to give account; and
- whether the Tenant Scrutiny Board requires him/her to produce any documents or reports.

14.5 Where the Scrutiny Board requires the person to produce a report, then the Scrutiny Officer will give the Member or officer concerned sufficient notice to prepare it.

14.6 The Chair of the Tenant Scrutiny Board will inform the Scrutiny Officer where a Scrutiny Board requires a Director to attend the Tenant Scrutiny Board in person.

14.7 Directors may be accompanied by any other officer the Director feels appropriate.

14.8 Where the Tenant Scrutiny Board does not require a Director to attend in person, he/she will be responsible for ensuring that an officer of sufficient knowledge and requisite seniority attends. Any such witness may be accompanied by such adviser(s) as he/she considers necessary.

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

15.0 ATTENDANCE BY OTHERS

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

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Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 13 November 2014

Subject: Performance information

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

1.0 Summary of main issues

1.1 At the October Board meeting, Board Members asked the following questions:

- Why is there no percentage target for Decent Council Homes?
- Why is there no percentage target for rent loss from voids?
- Why is there no percentage target for complaints satisfaction and no date for August?
- Why is there no target for independent living satisfaction and clarification regarding the source of the data?
- Clarification regarding the percentage of complaints responded to within 10 working days, i.e. is that acknowledgement of the complaint or resolution?

1.2 To support the Board's ongoing inquiry work, Board Members also requested information and data in relation to Annual Tenancy Visits.

1.3 A copy of the responses to the above questions and requests for information will be provided to the Board in advance of the meeting.

2.0 Recommendations

2.1 The Board is recommended to note the responses provided in relation to the questions and requests for information set out above.

3.0 Background documents¹

3.1 None

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