



## TENANT SCRUTINY BOARD

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Meeting to be held in Civic Hall, Leeds, LS1 1UR on  
Wednesday, 21st January, 2015 at 1.30 pm

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### MEMBERSHIP

Adam Abeid

Carol Bennett

Sandra Bland

Jim Fergusson

John Gittos (Chair)

Michael Healey

Roderic Morgan

Keith Newsome

Phillip Rone

Barry Stanley (Vice Chair)

Maddie Ullah

Damien Walsh

Jackie Worthington

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

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**Agenda compiled by:**  
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LEEDS LS1 1UR  
Tel: 39 50878

**Head of Scrutiny and Member Development:**  
Peter Marrington  
Tel: 39 51151

[www.twitter.com/scrutinyleeds](http://www.twitter.com/scrutinyleeds)

# A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<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>	
2			<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>	
3			<p><b>APOLOGIES FOR ABSENCE</b></p> <p>To receive any apologies for absence.</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p><b>MINUTES - 18 DECEMBER 2014</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 18 December 2014.</p>	1 - 4
5			<p><b>ANNUAL TENANCY VISIT - INQUIRY</b></p> <p>To consider a report from the Head of Scrutiny and Member Development requesting Members to review the information contained in the evidence pack.</p>	5 - 6
6			<p><b>RECRUITMENT</b></p> <p>To consider a report from the Head of Scrutiny and Member Development regarding future recruitment to the Board.</p>	7 - 18
7			<p><b>WORK SCHEDULE</b></p> <p>To consider the Board's work schedule for the 2014/15 municipal year.</p>	19 - 20
8			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Wednesday, 18 February 2015 at 1.30pm</p> <p><b>THIRD PARTY RECORDING</b></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> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>	

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## TENANT SCRUTINY BOARD

THURSDAY, 18TH DECEMBER, 2014

**PRESENT:** John Gittos in the Chair

Carol Bennett, Roderic Morgan,  
Keith Newsome, Philip Rone,  
Barry Stanley and Maddie Ullah

### 39 Chair's Opening Remarks

The Chair welcomed all in attendance and particularly welcomed back Maddie Ullah to the Board.

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

There were no exempt items.

### 41 Late Items

There were no late items, but the following additional information was submitted to the meeting:

- Evidence pack for Scrutiny Board inquiry into Annual Tenancy Visits (ATVs)

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

### 42 Apologies for Absence

Apologies for absence were submitted by Jim Fergusson, Damien Walsh and Jackie Worthington.

### 43 Minutes - 13 November 2014

**RESOLVED** – That the minutes of the meeting held on 13 November 2014 be approved as a correct record.

### 44 Work Programme

The Head of Scrutiny and Member Development submitted a report which invited Members to consider a timetable for the Board's inquiry into ATVs.

The following timetable was proposed:

1. That the Board be asked to review the information contained in the evidence pack for the Board's inquiry into ATVs prior to the January

meeting and submit any questions they had to the Chair or Peter Marrington before 10 January 2015.

2. That at the January Board meeting a final review be undertaken of the information provided and any final outstanding questions be addressed.
3. For the February meeting, each Board Member be invited to submit at least three recommendations to put before the Board for consideration. The Board at this meeting will then collectively agree its final recommendations.
4. The final draft report to be agreed at the March meeting.

The following key points were noted:

- That Councillor Peter Gruen, Executive Member (Neighbourhoods, Planning and Personnel) had been invited to attend the February meeting. He will be invited to the first part of the meeting and will then leave when Board Members discuss their recommendations. Members may also wish to consider potential future areas for Scrutiny and seek Councillor Gruen's views on these.
- Councillor John Procter, Chair of Scrutiny Board (Housing and Regeneration) had accepted an invitation to attend the Board meeting in March to discuss the work programme.

**RESOLVED** – That the timetable for the Board's inquiry into ATV be approved.

#### **45 Board Recruitment**

The Chair invited Members to consider future Board recruitment.

The key areas of discussion were:

- Further work needed to ensure the Board was more representative of tenants from across Leeds.
- Establishing a term of office for tenants serving on the Board.
- Establishing a protocol in relation to persistent non-attendance.
- Suggestion that the start time of Board meetings be altered to accommodate a broader age range, particularly those in employment.
- Use of plain English and avoiding the use of council jargon.
- Utilising the tenant inspection programme to help inform the work of tenant scrutiny and to use tenant inspection as an information gathering tool.
- The acknowledgement of the wider tenant involvement network to gather information.
- Exploring other accessible meeting venues across the city.
- Suggestion to develop a more informal agenda coversheet design.
- Development of an information pack to support future Board recruitment. Sharon Guy, Housing Manger (Scrutiny and Customer Relations), agreed to produce a draft pack for the Board to consider.

**RESOLVED** – That the Housing Manager (Scrutiny and Customer Relations) produces a draft information pack to be presented to the January Board meeting for discussion.

**46 Planning Scrutiny for the future**

Members briefly discussed scrutiny objectives for the future, particularly the potential to undertake more than one scrutiny inquiry at the same time and the benefits of appointing a Board Member to project manage a particular inquiry and report back to the Board.

**47 Any Other Business**

Board Members received a brief update on the proposed visit to Wakefield District Housing to review the use of PDAs by estate officers. Carol Bennett, Keith Newsome and Maddie Ullah volunteered to attend. Guy Close, Governance Officer, agreed to report back with suggested dates and to provide Board Members with a set of proposed questions to take with them on the visit. Sharon Guy, Housing Manager (Scrutiny and Customer Relations) agreed to make the necessary transport arrangements for Board Members.

**RESOLVED** – The Board to receive an update on the proposed visit to Wakefield District Housing at the January Board meeting.

**48 Date and Time of Next Meeting**

Wednesday, 21 January 2015 at 1.30pm in the Civic Hall, Leeds.

(The meeting finished at 3.10pm)

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Report author: Peter Marrington  
Tel: 0113 39 51151

## Report of the Head of Scrutiny and Member Development

### Report to Tenant Scrutiny Board

**Date: 21 January 2015**

**Subject: Annual Tenancy Visit - Inquiry**

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 Boards December meeting it was agreed that members be asked to review the information contained in the evidence pack for the Board's inquiry into ATVs prior to today's meeting and submit any questions they had to the Chair before 10 January 2015. (Minute 44 refers)
- 1.2 It was further agreed that at today's meeting a formal review be undertaken of the answers provided to any questions raised and a final review would be taken of all the information collected as part of the ATV Review.
- 1.3 Following this review it was agreed that for the February meeting, each Board Member be invited to submit at least three recommendations to put before the Board for consideration. The Board at its February meeting will then collectively agree its final recommendations. The final draft report is to be agreed at the March meeting.

## 2.0 Recommendations

- 2.1 The Board is asked to review the information contained in the evidence pack and any outstanding questions.

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

- 3.1 None

<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 author: Peter Marrington  
Tel: 0113 39 51151

**Report of the Head of Scrutiny and Member Development**

**Report to Tenant Scrutiny Board**

**Date: 21 January 2015**

**Subject: Recruitment**

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 Boards December meeting a discussion was held on future recruitment to the Board. It was agreed that an information pack to support future Board recruitment would be drafted for the Board to consider (Minute 45 refers). This would also include a draft application form.
- 1.2 Attached is a draft for the Boards consideration.

**2.0 Recommendations**

- 2.1 The Board is requested to consider the attached draft information pack and application form and make appropriate comment.

**3.0 Background documents<sup>1</sup>**

- 3.1 None

<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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# Tenant Scrutiny Board - Involving Tenants to Improve Council Housing Services

## What is the Tenant Scrutiny Board?

Made up of Tenants and Leaseholders the Board challenges policies and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation



## How does the Tenant Scrutiny Board make a difference to Council Housing services?

### It aims to:

- keep tenants and Leaseholders at the heart of the services by finding out what they want.
- help 'quality control' the work of Housing Leeds, including being involved with reality checks and mystery shopping.
- improve the performance of day to day services, and satisfaction.
- achieve the best possible value for money.

Further details about how the board represents you and the minutes of previous meetings can be found at [www.XXXXXXXX](http://www.XXXXXXXX)

### Get Involved

To find out how you can support the Board, or apply to be a Board member email us direct at [tenant.scrutiny@leeds.gov.uk](mailto:tenant.scrutiny@leeds.gov.uk)

**Tenant Scrutiny Board**



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**Tenant Scrutiny** Board



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### Get Involved

To find out how you can support the Board, or apply to be a Board member email us direct at [tenant.scrutiny@leeds.gov.uk](mailto:tenant.scrutiny@leeds.gov.uk)





# Tenant Scrutiny Board Information Pack



## What is Tenant Scrutiny Board?

Tenant Scrutiny Board is a key part of how the Housing Service empowers local tenants to help improve local housing services and performance.

Their purpose is to monitor and advise on how housing services are delivered so that excellent services are given to tenants. They also help shape local communities by investing in environmental or community related projects.

## Why become a Tenant Scrutiny Board member?

You will have the opportunity to make a real difference to tenants and local communities. You will gain the satisfaction of being involved in decision making and feel part of a team. You will also be supported to learn new skills and gain new experiences that might be a stepping stone to new opportunities.

## What kind of person would make a good Tenant Scrutiny Board member?

An ideal panel member will:

- Be open minded;
- Be prepared to read papers and reports before a meeting;
- Be prepared to listen to different points of view;
- Ask questions if anything is unclear;
- Be prepared to contribute to meetings;
- Draw conclusions based on evidence, not on individual opinion;
- Accept collective responsibility for Tenant Scrutiny Board decisions;
- Be flexible in their approach to helping with Tenant Scrutiny Board activity, like undertaking project work and attending panel conferences;
- Be committed to their own and their Board's training and development;
- Maintain confidentiality and protect the reputation of the Board and its members;
- Tell us any private or personal interests, financial or otherwise; and
- Be prepared to have a public profile.

## What is expected of me?

Board members have the following responsibilities:

Visit: [www.leeds.gov.uk/scrutiny](http://www.leeds.gov.uk/scrutiny)  
Email: [tenant.scrutiny@leeds.gov.uk](mailto:tenant.scrutiny@leeds.gov.uk)  
Phone: 0113 395 1151

- To actively listen to tenants and link with all other forms of tenant, resident and community involvement.
- To scrutinise local service delivery against KPS's (Key Performance Indicators).

### **What else do you need to know?**

The role is voluntary; however, we will pay all reasonable expenses – it's important that panel members are not out of pocket for the time they give.

Board meetings are held every month, which you will be expected to attend. However, the role also includes preparing for meetings by taking the time to read information sent to you, plus there will be other activities relating to Tenant Scrutiny that you will be invited to take part in.

We will make reasonable adjustments to help you to fulfil the role if you have any specific requirements.

We are keen to make sure the diversity of the area is reflected in Board membership, especially younger tenants and those from black and minority ethnic backgrounds.

Board members can serve for up to four years. A full description of how the Tenant Scrutiny Board manages their membership is described in the 'terms of reference' (available from [www.leeds.gov.uk/scrutiny](http://www.leeds.gov.uk/scrutiny) or on request).

We will support tenants, and offer training and development opportunities to help all members to work well in the role.

We have the right to end your membership if you breach the terms of your tenancy.

You must sign a code of conduct that sets out the behaviour expected of all panel members. We have the right to end your panel membership if you breach this code of conduct.

### **How can I apply?**

If after reading this, you would like to be considered for Tenant Scrutiny Board membership please complete an application form and return it to:

Scrutiny and Member Development  
Civic Hall  
4<sup>th</sup> Floor West  
Leeds City Council  
Leeds LS1 1UR

Or email [tenant.scrutiny@leeds.gov.uk](mailto:tenant.scrutiny@leeds.gov.uk)

A copy of the application form and other useful information is also available on [www.leeds.gov.uk/scrutiny](http://www.leeds.gov.uk/scrutiny) including the Terms of Reference for Tenant Scrutiny Boards.

Visit: [www.leeds.gov.uk/scrutiny](http://www.leeds.gov.uk/scrutiny)  
Email: [tenant.scrutiny@leeds.gov.uk](mailto:tenant.scrutiny@leeds.gov.uk)  
Phone: 0113 395 1151

Applicants are encouraged to explain how you meet the '*what makes a good Tenant Scrutiny Board member*' and '*what is expected of me*' questions above in the application form.

Eligible applicants will be interviewed by both existing Board member(s) and a Council Officer. The interview questions will be based around the information in this pack.

For any queries or an informal chat or if you would like to attend and observe a panel meeting before submitting an application, please call Guy Close on 0113 395 1151.

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# Housing Leeds Service User Groups

## Membership application form

### CONFIDENTIAL

The information you provide on this form will only be used for recruitment & selection to Housing Leeds services groups.



**Please complete all sections of this form and return in the freepost envelope provided. Alternatively return it to your local Housing Office.**

### About You

Name:

Address for Correspondence:

Postcode:

Contact Telephone number No:

Email:

Are you

LCC Tenant

or

Leaseholder

### Please indicate which Service Group(s) you would like to be considered for

High Rise Group

Rainbow Roofs – LGBT Group

Disabled Tenants

Young Tenants

Sheltered Housing Tenants

“Involved Tenants” -mystery shoppers and consultation

Tenant Scrutiny Board

### Please tell us why you are interested in joining the group(s) that you have indicated above. (Continue on an additional sheet if necessary)

*‘what makes a good Tenant Scrutiny Board member’*

**Please tell us what skills and experience you can bring to the role of Service User Group Member. E.G what experience have you had of working with communities?**

*'what is expected of me'*

**If you are selected for an interview, are there any days or times when it would be difficult for you to attend?**

**Declaration: I understand that public funds must be protected and so the information I have provided on this form may be used to prevent and detect fraud. The information may also be shared, for the same purposes, with other organisations which handle public funds.**

**I can confirm that, to the best of my knowledge, the information provided on this form is correct.**

**Signature:**

**Date:**

**Report of Head of Scrutiny and Member Development**

**Report to Tenant Scrutiny Board**

**Date: 21 January 2015**

**Subject: Work Schedule**

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 Purpose of this report**

1.1 The purpose of this report is to consider the Scrutiny Board’s work schedule for the remaining of the municipal year.

**2 Main issues**

2.1 As noted at the last meeting, Councillor Peter Gruen, Executive Member (Neighbourhoods, Planning and Personnel) has been invited to attend the February meeting. He will be invited to the first part of the meeting and will then leave when Board Members discuss their ATV recommendations. It was agreed that Members may also wish to consider potential future areas for Scrutiny and seek Councillor Gruen’s views on these.

2.2 Councillor John Procter, Chair of Scrutiny Board (Housing and Regeneration) has accepted an invitation to attend the Board meeting in March to discuss the work programme. The Board at this meeting will also agree its final report into ATVs

**3. Recommendations**

3.1 Members are asked to note the Boards’ work programme.

**4. Background papers<sup>1</sup>**

<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

4.1 None used

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published works.