

## **TENANT SCRUTINY BOARD**

**WEDNESDAY, 18TH FEBRUARY, 2015**

**PRESENT:** John Gittos in the Chair

Jim Fergusson, Michael Healey, Roderic Morgan, Keith Newsome, Barry Stanley and Jackie Worthington

### **59 Late Items**

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

- Answers to additional questions
- Notes from visit to Wakefield District Housing
- Examples of other Tenant Scrutiny Board reports.

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

### **60 Apologies for Absence**

Apologies for absence were submitted by Carol Bennett, Sandra Bland, Maddie Ullah and Damien Walsh.

### **61 Minutes - 21 January 2015**

**RESOLVED** – That the minutes of the meeting held on 21 January 2015 be approved as a correct record.

### **62 Discussion with Executive Board Member - Neighbourhoods, Planning and Personnel, Councillor Peter Gruen**

The Board welcomed to the meeting, Councillor Peter Gruen, Executive Board Member (Neighbourhoods, Planning and Personnel) to discuss the work and ambitions of the Tenant Scrutiny Board and possible future areas for Scrutiny.

Potential future areas for scrutiny were discussed:

- The role of the Board in reviewing the tenant engagement strategy.
- Potential review of tenant engagement across Leeds.

The Chair invited questions and the key areas of discussion were:

- The responsibilities of tenants.

- An enhanced role for housing management and less emphasis on choice based lettings.
- Development of a core tenant group to identify common issues.
- Greater emphasis on getting to know tenants.
- A suggestion that Councillor Gruen be invited to attend a future Board meeting.

The Chair thanked Councillor Gruen for his attendance at the meeting.

#### **RESOLVED –**

- (a) That the above potential future areas for scrutiny be noted
- (b) That Councillor Gruen be invited to attend a future Board meeting.

### **63 Performance Report**

The Head of Scrutiny and Member Development submitted a report which presented the Board's quarterly performance report.

The following were in attendance for this item:

- Nik Carter, Senior Data Quality and Data Analyst
- Emma Kamillo-Price, Programme Management Officer.

The main areas of discussion were:

- A request that the performance table be updated to include monthly performance information to be reported to the Board on a quarterly basis.
- In addition, a request that the performance table be updated to include figures as well as percentages.
- Confirmation that the STAR survey had been despatched to 13,000 tenants and 3,434 responses had been received (this equated to a 27% response rate).
- An update that submission of the STAR survey had been postponed to enable the inclusion of high level action plans. The STAR survey was due to be presented to Housing Advisory Board in April 2015.
- Clarification sought how information and data presented in the STAR survey was being used to inform service reviews.
- A request for information regarding the service review of independent living satisfaction.
- Issues associated with delays to major adaptations.

#### **RESOLVED –**

- (a) That the Board's quarterly performance report be noted.
- (b) That the performance table be updated to include monthly performance information to be provided to the Board on a quarterly basis.
- (c) That the performance table includes figures as well as percentages.

(d) That the above requests for information be provided.

#### **64 Report Writing and Report Style**

The Head of Scrutiny and Member Development submitted a report which invited the Board to consider how it wished to produce its report on Annual Tenancy Visits (ATVs) and in what style.

Examples of tenant reports from other areas (together with the style used by Leeds Scrutiny Boards) had been circulated to Board Members in advance of the meeting.

**RESOLVED –** That the Board approves the style used by Leeds Scrutiny Boards when producing inquiry reports.

#### **65 Recruitment**

The Head of Scrutiny and Member Development submitted a report which presented information to support future Board recruitment.

The following information was appended to the report:

- Tenant Scrutiny Board Information Pack
- Tenant Scrutiny Board Membership Application Form
- Tenant Scrutiny Board Information Flyer.

The following were in attendance for this item:

- Sharon Guy, Housing Manager (Scrutiny and Customer Relations)
- David Rickus, Housing Manager (Scrutiny and Information).

The key areas of discussion were:

- An outline of the support arrangements available in promoting the work of tenant scrutiny, particularly through the development of social media.
- Positive feedback received from tenants interested in becoming involved with tenant activities.
- A suggestion that an informal meeting be arranged to discuss the recruitment process and associated timescales.
- Utilising grant funding to support the development of training activities.
- A suggestion that a copy of the Tenant Scrutiny Board flyer be included in the next tenant newsletter.

#### **RESOLVED –**

- (a) That the Board approves the use of the information pack, membership application form and information flyer to support future Board recruitment.
- (b) That an informal meeting be arranged to discuss the recruitment process and associated timescales.

- (c) That a copy of the Tenant Scrutiny Board flyer be included in the next tenant newsletter.

## **66 Annual Tenancy Visit - Inquiry - Recommendations**

The Head of Scrutiny and Member Development submitted a report which asked the Board to consider draft recommendations that had been submitted for consideration at today's meeting.

The Board discussed a broad range of recommendations submitted by Board Members to be incorporated into a first draft report for further discussion.

It was suggested that an informal meeting be arranged to consider the draft inquiry report and recommendations.

**RESOLVED** – That an informal meeting be arranged to take place on Thursday, 5 March at 1.30 pm to consider the draft inquiry report and recommendations.

## **67 Any Other Business**

Barry Stanley advised that he was resigning as Vice-Chair of Tenant Scrutiny Board, to take effect immediately after today's meeting. Barry advised that he would continue to serve as a Board Member. Members thanked Barry for his hard work and support as Vice-Chair. The Board was advised that there was no statutory requirement for the Board to appoint a Vice-Chair.

Board Members briefly discussed the benefits of introducing a pre-meeting for all future meetings to commence 30 minutes prior to the main Board meeting.

**RESOLVED** – That the Board introduces a pre-meeting for all future meetings to commence 30 minutes prior to the main Board meeting.

## **68 Date and Time of Next Meeting**

Thursday, 19 March 2015 at 1.30pm

(The meeting concluded at 4.20pm)