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## TENANT SCRUTINY BOARD

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Meeting to be held in Civic Hall, Leeds, LS1 1UR on  
Wednesday, 2nd September, 2015 at 1.30 pm

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

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### MEMBERSHIP

Sallie Bannatyne

Jim Fergusson

Olga Gailite

John Gittos

Christine Gregory

Michael Healey

Maddy Hunter

Peter Middleton

Roderic Morgan

Andy Williams

Jane Wilson

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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**Scrutiny Support Unit**  
**Tel: 39 50878**

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

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# 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 style="padding-left: 40px;"><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 style="padding-left: 40px;"><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 - 1 JULY 2015</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 1 July 2015.</p>	1 - 6
5			<p><b>CHAIR'S UPDATE</b></p> <p>To receive an update from the Chair on scrutiny activity, not specifically included on this agenda, since the previous Board meeting in July.</p>	7 - 8
6			<p><b>DRAFT TERMS OF REFERENCE - TENANT SCRUTINY BOARD INQUIRY ON ENVIRONMENT OF ESTATES</b></p> <p>To approve the terms of reference for a proposed scrutiny inquiry on environment of estates.</p>	9 - 10
7			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Wednesday, 7 October 2015 at 1.30pm (pre meeting for all Board Members at 1.00pm)</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> <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>	

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## TENANT SCRUTINY BOARD

WEDNESDAY, 1ST JULY, 2015

**PRESENT:** John Gittos in the Chair

Sallie Bannatyne, Jim Fergusson, Olga Gailite, Christine Gregory, Michael Healey, Maddy Hunter, Roderic Morgan, Andy Williams and Jackie Worthington

### 1 Election of Chair

**RESOLVED** – That John Gittos be appointed Chair of Tenant Scrutiny Board for the 2015/16 municipal year.

### 2 Chair's Opening Remarks

The Chair welcomed all in attendance to the first meeting of the 2015/16 municipal year, particularly newly appointed Board Members, Sallie Bannatyne, Olga Gailite, Christine Gregory and Andy Williams.

The Board discussed the possible introduction of a standing item on future agendas entitled 'Chair's update'. The purpose of this item was to keep the Board up to date about key activities that had taken place since the last meeting and which didn't feature elsewhere on the agenda.

The Board also briefly discussed the possibility of scheduling a pre meeting for all future Board meetings to commence 30 minutes prior to the main meeting.

#### **RESOLVED –**

- (a) That a standing item entitled 'Chair's update' be introduced as a standing item on all future agendas.
- (b) That a pre meeting be scheduled for all future Board meetings to commence 30 minutes prior to the main meeting.

### 3 Late items

There were no late items.

### 4 Apologies for Absence

An apology for absence was submitted by Peter Middleton.

The Board was informed that Barry Stanley had resigned as a Member of Tenant Scrutiny Board. The Board asked to place on record its thanks to Barry for his hard work, support and positive contribution to the work of tenant scrutiny.

## **5 Minutes - 18 February and 19 March 2015**

**RESOLVED** – That the minutes of the meetings held on 18 February and 19 March 2015 be approved as a correct record.

## **6 Matters arising from the minutes**

The Board was advised that Councillor Peter Gruen was no longer the Executive Member responsible for housing. This was now the responsibility of Councillor Debra Coupar, Executive Member (Communities). It was suggested that Councillor Debra Coupar be invited to attend a future Board meeting to discuss the work of tenant scrutiny.

It was also suggested that Councillor John Procter, Chair of Scrutiny Board (Environment and Housing), be invited to attend a future Board meeting.

**RESOLVED** – That Councillor Debra Coupar, Executive Member (Communities) and Councillor John Procter, Chair of Scrutiny Board (Environment and Housing) be invited to attend a future Board meeting to discuss the work of tenant scrutiny.

## **7 Terms of Reference and Procedure Rules**

The Head of Scrutiny and Member Development submitted a report which presented the terms of reference and procedure rules for Tenant Scrutiny Board.

**RESOLVED** – That the terms of reference and procedure rules for Tenant Scrutiny Board, be noted.

## **8 Tenant Scrutiny Board recommendations - Review of Annual Tenancy Visits**

The Head of Scrutiny and Member Development submitted a report which provided an update regarding the Board's inquiry into Annual Tenancy Visits (ATVs).

Appended to the report was a copy of the report to Housing Advisory Board on recent changes made to ATV policy and procedure following the Board's inquiry.

The following were in attendance for this item:

- Liz Cook, Chief Officer (Housing Management)
- Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement & Equality).

The Board was thanked for undertaking the inquiry, particularly its positive contribution to service improvement and delivering better outcomes for tenants. Board Members were advised that 8 out of the 10 recommendations had been agreed with the department and would be implemented. It was advised that progress made against the recommendations would be tracked by the Board.

The key areas of discussion were:

- Greater emphasis on tenant satisfaction – a training programme had been developed focussed on the purpose and benefits of the AHV.
- The role of Sheltered Support officers.
- An update on the mobile working pilot. It was suggested that a detailed update be provided to a future meeting.

#### **RESOLVED –**

- (a) That the Board notes the response from Housing Leeds to the recommendations made by the Tenant Scrutiny Board following its inquiry into ATVs
- (b) That the Board receives a detailed update on the mobile working pilot.

(Maddy Hunter joined the meeting at 1.50pm during the consideration of this item.)

#### **9 Work Programme - Discussion with Chief Officer (Housing Management)**

The Head of Scrutiny and Member Development submitted a report which introduced, Liz Cook, Chief Officer (Housing Management) to share her views on potential areas of work for Tenant Scrutiny Board for the 2015/16 municipal year.

The following information was appended to the report:

- Performance information (May 2015/16)
- STAR Survey 2014/15 – Headline Findings.

The following were in attendance for this item:

- Liz Cook, Chief Officer (Housing Management)
- Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement & Equality)
- Frank Perrins, Research and Satisfaction and Business Partner.

Liz Cook, Chief Officer (Housing Management), identified the following key areas as potential areas for scrutiny:

- Development of an environmental standard and the quality of housing estates and reviewing whether schemes had been effectively delivered.

- Rent collection – potential further changes to the welfare programme including universal credit and the impact on council rent collection target (98%).
- Support measures in place for tenants in response to universal credit, under occupancy charge, removal of housing benefit for under 25 year olds and reduction in benefit cap.
- Prevention of homelessness.
- Empty homes and voids – it was noted that some work had already been undertaken by the former Scrutiny Board (Housing and Regeneration) regarding development of a community lettings policy.
- Housing repairs, particularly in terms of getting repairs right first time, reducing costs and improving tenant experience.
- Delivery of capital programme.

The following projects were also highlighted:

- Review of high rise properties, particularly, different management arrangements required for different blocs.
- Review of sheltered housing and greater consistency of approach needed across the city.

Board Members were invited to share their ideas on potential areas for scrutiny as follows:

- The impact of Housing Leeds restructure on tenant satisfaction, especially in terms of tenants not knowing who to contact.
- Review of contact centre arrangements.
- Prevention of homelessness.
- High rise properties, including whether they were safe for young children and improvements to communal areas.
- Cross tenure adaptations.
- Community lettings.
- The impact of changes to the welfare programme and associated support measures.

**RESOLVED** – That the above issues form the basis of a discussion around the Board's work programme.

## **10 Dates of Future Meetings**

It was suggested that an informal meeting be arranged to take place in August 2015 to consider the Board's work schedule for 2015/16.

**RESOLVED** –

- (a) That an informal meeting be arranged to take place in August 2015 to consider the Board's work schedule for 2015/16.
- (b) That the Board notes the following meeting dates for the 2015/16 municipal year:



- Wednesday, 2 September 2015
- Wednesday, 7 October 2015
- Wednesday, 4 November 2015
- Wednesday, 2 December 2015
- Wednesday, 6 January 2016
- Wednesday, 3 February 2016
- Wednesday, 2 March 2016
- Wednesday, 6 April 2016

(All meetings to take place at Leeds Civic Hall at 1.30pm)

(The meeting concluded at 3.05pm)

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Report author: Guy Close

Tel: 39 50878

## Report of Head of Scrutiny and Member Development

### Report to Tenant Scrutiny Board

**Date: 2 September 2015**

**Subject: Chairs Update Report – September 2015**

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 outline some of the areas of work and activity of the Chair of the Scrutiny Board since the Scrutiny Board meeting in July 2015.

### 2 Main issues

2.1 Invariably, scrutiny activity often takes place outside of the formal monthly Tenant Scrutiny Board meetings. Such activity can take the form of specific activity and actions of the Chair of the Tenant Scrutiny Board.

2.2 The purpose of this report is to provide an opportunity to formally update the Tenant Scrutiny Board on activity since the last meeting, including any specific outcomes. It also provides an opportunity for members of the Tenant Scrutiny Board to identify and agree any further scrutiny activity that may be necessary.

2.3 The Chair and Head of Scrutiny and Member Development will provide a verbal update at the meeting, as required.

### 3. Recommendations

3.1 Members are asked to:

- a) Note the content of this report and the verbal update provided at the meeting.
- b) Identify any specific matters that may require further scrutiny input/ activity.

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

#### 4.1 None used

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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.



Report author: Peter Marrington  
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## Report of the Head of Scrutiny and Member Development

### Report to Tenant Scrutiny Board

**Date: 2<sup>nd</sup> September 2015**

**Subject: Scrutiny Inquiry - Environment of Estates**

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 informal meeting of 12<sup>th</sup> August 2015, the Tenant Scrutiny Board agreed that its first piece of work would be on the environment of estates. Terms of reference for the Inquiry will be tabled at the meeting for formal approval.
- 1.2 The Board agreed that whilst terms of reference would be formally agreed in September it would not want to delay commencement of the Inquiry and therefore requested that the appropriate officer(s) from Housing Leeds City Council attend today's meeting to outline current policies and operational practices in relation to the environmental management of estates.

## 2.0 Recommendations

- 2.1 The Board is requested to
  - (i) Agree terms of reference for the inquiry
  - (ii) Discuss with officers matters relating to the environment of estates
  - (iii) Agree the next steps.

## 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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