

TENANT SCRUTINY BOARD

WEDNESDAY, 7TH OCTOBER, 2015

PRESENT: John Gittos in the Chair

Olga Gailite, Christine Gregory, Maddy Hunter, Peter Middleton and Jackie Worthington

20 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

21 Late Items

The following supplementary information was submitted at the meeting:

- Revised schedule for estate walkabouts (minute no. 26 refers)
- Mobile working update (minute no. 27 refers)

The above information was not available at the time of agenda despatch, but was subsequently made available on the Council's website.

22 Apologies for Absence

Apologies for absence were submitted by Sallie Bannatyne, Michael Healey and Roderic Morgan.

23 Minutes - 2 September 2015

RESOLVED – That the minutes of the meeting held on 2 September 2015 be approved as a correct record.

24 Chair's update

The Head of Scrutiny and Member Development submitted a report which provided the Chair of Tenant Scrutiny Board with an opportunity to update Board Members on some of the areas of work and activity since the September meeting.

The Board was advised that Jim Fergusson was taking a break from tenant scrutiny activity due to recent health issues. In addition, Jane Wilson had submitted her resignation, also due to recent health issues.

It was reported that an article was being published in the next Housing Leeds newsletter to publicise the work of tenant scrutiny.

Board Members were informed that Housing Leeds had started to arrange quarterly meetings with the Environmental Estates Team (Locality Team) to review plans and review joint working processes. It was suggested that a Board Member be invited to attend future meetings and report back to the Board.

The Chair provided a brief update on his attendance at Environment and Housing Scrutiny Board. It was reported that the meeting included a discussion on estate management, locality working and keeping estates clean and tidy.

RESOLVED – That Peter Middleton be appointed as the Board's representative to attend future quarterly meetings involving Housing Leeds and the Environmental Estates Team.

25 Request for Scrutiny

The Head of Scrutiny and Member Development submitted a report which presented a request for scrutiny which had been received from a housing tenant and former Chair of Tenant Scrutiny Board, Mr Steve Ilee. The request related to the treatment of older tenants during the upgrade of wiring, kitchens and bathrooms in their homes.

The following were in attendance for this item:

- Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement and Equality).

Appended to the report was a copy of Mr Ilee's request for scrutiny.

The Board considered the request for scrutiny and in doing so discussed forwarding the concerns directly to the Chief Officer (Housing Management) for immediate action.

RESOLVED –

- (a) That the issues identified in the request for scrutiny be forwarded to the Chief Officer (Housing Management) for immediate action.
- (b) That an update report on the Director's response to Mr Ilee be brought to a future meeting.

26 Scrutiny Inquiry - Environment of Estates

The Head of Scrutiny and Member Development submitted a report which presented information as part of the Board's inquiry on the Environment of Estates.

The following information was appended to the report:

- A copy of the agreed terms of reference

- Details of 6 estate walkabouts covering a variety of different property types
- Health and safety guidelines regarding estate inspections.

The following representatives were in attendance:

- Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement and Equality)
- Sgt. Jon Glennon, Safer Leeds / West Yorkshire Police.

The Chair invited Sgt. Jon Glennon to provide the Board with an overview of the work undertaken by PCSOs, particularly in terms of their role regarding estate management.

The main areas of discussion were:

- The role of PCSOs as being the eyes and ears of the community. There were 247 PCSOs across Leeds – 165 of these were part funded by LCC. Other partners, e.g. METRO and White Rose also part funded PCSOs.
- The deployment of PCSOs and the type of issues they get concerns with.
- Potential development of a team focussed on social housing. Further details to be provided in due course.

The Chair then invited questions from Board Members and the key areas of discussion were:

- Confirmation that PCSOs had responsibility for specific areas and that information regarding PCSOs and the areas they covered could be accessed via the Neighbourhood Policing Team (NPT) website.
- Whether PCSOs on estates were in place long enough to become familiar to tenants, or whether turnover of placements prevented that relationship being established.
- A suggestion that the contact details of PCSOs be posted through residents' letterboxes. Sgt. Jon Glennon agreed to report back with a response regarding this.
- Confirmation about reporting arrangements, attendance at PACT meetings and drop-in sessions.
- Arrangements for forthcoming estate walkabouts. Estate walkabouts planned for parts of Armley, Bramley, Moortown and Beeston and Holbeck, including a mix of property types, e.g. houses, multi storey flats, sheltered properties and bungalows.
- The potential involvement of PCSOs on estate walkabouts to identify any issues.

RESOLVED –

- (a) That further details be provided about the development of a team focussed on social housing.

(b) That the arrangements for estate walkabouts be approved.

27 Recommendation Tracking - Annual Tenancy Visit Inquiry

The Head of Scrutiny and Member Development submitted a report which presented an update on the mobile working pilot as part of the Board's inquiry on Annual Tenancy Visits (ATVs).

The following officers were in attendance:

- Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement and Equality)
- Gerard Tinsdale, Area Manager, Environment and Housing.

The Board noted that the pilot was working well, demonstrating increased effectiveness for Housing Officers. The Board was advised that some training needs had been identified to support Housing Officers make best use of the mobile devices and some minor IT issues remained. The Board sought clarification regarding the potential roll-out of mobile devices to sheltered housing wardens.

RESOLVED –

- (a) That the Board receives clarification regarding the potential roll-out of mobile devices to sheltered housing wardens.
- (b) That a further update regarding mobile devices be provided in 6 months' time.

28 Date and Time of Next Meeting

Wednesday, 4 November 2015 at 1.30pm (pre-meeting for all Board Members at 1.00pm)

(The meeting concluded at 3.10pm)