



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 7th October, 2015 at 1.30 pm

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

MEMBERSHIP

Sallie Bannatyne

Olga Gailite

John Gittos (Chair)

Christine Gregory

Michael Healey

Maddy Hunter

Peter Middleton

Roderic Morgan

Andy Williams

Jackie Worthington

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

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Produced on Recycled Paper

A G E N D A

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

| Item No | Ward/Equal Opportunities | Item Not Open | | Page No |
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| 4 | | | <p>MINUTES - 2 SEPTEMBER 2015</p> <p>To confirm as a correct record, the minutes of the meeting held on Wednesday, 2 September 2015.</p> | 1 - 4 |
| 5 | | | <p>CHAIR'S UPDATE</p> <p>To receive an update from the Chair on scrutiny activity, not specifically included on this agenda, since the previous Board meeting.</p> | 5 - 6 |
| 6 | | | <p>REQUEST FOR SCRUTINY</p> <p>To consider a request for scrutiny received from a housing tenant and former Chair of Tenant Scrutiny Board, Mr Steve Ilee, regarding the treatment of older tenants during the upgrade of wiring, kitchens and bathrooms in their homes.</p> | 7 - 10 |
| 7 | | | <p>SCRUTINY INQUIRY - ENVIRONMENT OF ESTATES</p> <p>To receive a report from the Head of Scrutiny and Member Development regarding the Board's Inquiry on the Environment of Estates.</p> | 11 - 20 |
| 8 | | | <p>RECOMMENDATION TRACKING - ANNUAL TENANCY VISIT INQUIRY</p> <p>To consider a report from the Director of Environment and Housing presenting an update on the mobile working pilot.</p> | 21 - 22 |
| 9 | | | <p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday, 4 November 2015 at 1.30pm (pre-meeting for all Board Members at 1.00pm)</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> | |

TENANT SCRUTINY BOARD

WEDNESDAY, 2ND SEPTEMBER, 2015

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Jim Fergusson, Olga Gailite, Michael Healey, Maddy Hunter, Roderic Morgan, Jane Wilson and Jackie Worthington

11 Chair's Opening Remarks

The Chair welcomed everyone in attendance, particularly Jane Wilson to her first Board meeting.

12 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

13 Late Items

The Board received a copy of the draft terms of reference for the Board's inquiry on the environment of estates.

The above information was not available at the time of agenda despatch, but was subsequently made available on the Council's website (Minute No. 18 refers).

14 Apologies for Absence

Apologies for absence were submitted by Christine Gregory and Peter Middleton.

15 Minutes - 1 July 2015

RESOLVED – That the minutes of the meeting held on 1 July 2015 be approved as a correct record.

16 Matters arising from the minutes

Minute No. 8 – Tenant Scrutiny Board recommendations – Review of Annual Tenancy Visits (ATVs)

The Board was advised that a detailed update on the mobile working pilot will be provided at the October meeting.

An update on the implementation of the Board's recommendations in relation to ATVs will be provided at the January meeting.

Draft minutes to be approved at the meeting
to be held on Wednesday, 7th October, 2015

The Board also discussed the addition of a further recommendation in relation to promoting tenant insurance as part of the ATV.

RESOLVED –

- (a) That the above updates be provided at the October and January Board meetings.
- (b) That an update on promoting tenant insurance as part of the ATV be provided at the January meeting.

17 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 July meeting.

The Chair updated the Board on his recent attendance at Environment and Housing Scrutiny Board which included a discussion about the deployment of Police Community Support Officers (PCSOs) across Leeds. Board Members were advised that the Environment and Housing Scrutiny Board had requested a breakdown of PCSOs across all Wards and it was suggested that the same breakdown be provided to Tenant Scrutiny Board.

RESOLVED – That the above request for information be provided.

18 Draft terms of reference - Tenant Scrutiny Board Inquiry on Environment of Estates

The Head of Scrutiny and Member Development submitted a report which introduced the Board's first piece of work on the environment of estates.

Draft terms of reference were presented at the meeting for formal approval.

The following were in attendance for this item:

- Susan Upton, Chief Officer (Waste Management)
- Jill Wildman, Head of Housing Management
- Jason Singh, Locality Manager
- Simon Frosdick, Business Development Manager, Parks and Countryside
- Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement and Equality).

The key areas of discussion were:

- The role and commitment of the Environment and Housing Directorate in ensuring a 'one council' approach to the management of housing estates.

- Clarification that the level of grass cutting was set to a city wide standard and took into account the overall ground infrastructure. Details of land that had been mapped for maintenance, including when it was last cut and a schedule for future visits was available to view on the contractor's website, Continental Landscapes <http://www.continental-landscapes.co.uk/websites/leeds/>
- The need for greater communication and engagement with tenants and a suggestion that the Tenant Scrutiny Board could help in identifying how to conduct that communication. Board Members were advised that multi-disciplinary teams were being established to undertake estate walkabouts and more accurately reflect local aspirations.
- The need to continue to look at improving 'systems' across service areas.
- The need to improve the general awareness of tenants and officers in relation to waste.
- Clarification regarding support arrangements available to local organisations to help improve the environment of estates.
- The role of PCSOs as being the eyes and ears on estates.
- A suggestion that a Safer Leeds representative be invited to attend the October Board meeting to discuss the role of PCSOs
- Development of a partnership approach in relation to environment standards.
- A suggestion that the Board undertakes 3 estate walkabouts focussed on a diverse range of estates.
- Consideration of further sources of information that the Board may wish to receive, particularly, Area Action Plans and the Annual Standards Plan.

RESOLVED –

- (a) That the Board approves the draft terms of reference for the Board's inquiry on the environment of estates
- (b) The 3 estates be identified which could act as examples throughout the inquiry including hosting walkabouts for Board Members.
- (c) That a Safer Leeds representative be invited to attend the October Board meeting in relation to the role of PCSOs.

19 Date and Time of Next Meeting

Wednesday, 7 October 2015 at 1.30pm (Pre-meeting for all Board Members at 1.00pm)

(The meeting concluded at 3.10pm)

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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: 7 October 2015

Subject: Chair's Update Report – October 2015

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| 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.

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 papers¹

4.1 None used

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.

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 7 October 2015

Subject: Request for Scrutiny

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|--|---|
| Are specific electoral Wards affected? If relevant, name(s) of Ward(s): | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
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| 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 |

Summary of main issues

1. A request for Scrutiny has been received from a housing tenant and former Chair of Tenant Scrutiny Board, Mr Steve Ilee.
2. The request is regarding the treatment of older tenants during the upgrade of wiring, kitchens and bathrooms in their homes. A copy of Mr Ilee's request is attached as appendix 1.
3. The decision whether or not to further investigate matters raised by a request for scrutiny is the sole responsibility of the Tenant Scrutiny Board. As such, any decision in this regard is final and there is no right of appeal.
4. When considering the request for Scrutiny, the Tenant Scrutiny Board may wish to consider:
 - If further information is required before considering whether further scrutiny should be undertaken;
 - If a similar or related issue is already being examined by Scrutiny or has been considered by Scrutiny recently;
 - If the matter raised is of sufficient significance and has the potential for scrutiny to produce realistic recommendations that could be implemented and lead to tangible improvements;
 - The impact on the Board's current workload;
 - The time available to undertake further scrutiny;
 - The level of resources required to carry out further scrutiny;

- Whether an Inquiry should be undertaken.

Recommendations

8. The Scrutiny Board is asked to:

- (i) Consider the request for Scrutiny.
- (ii) Determine if it wishes to undertake further scrutiny of this matter.

Background papers¹

9. None used

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.

Hi Peter,

I trust you are well.

As a concerned tenant could I ask the board to look at the treatment of older tenants during the upgrade of wiring, kitchens and bathrooms in their homes.

I hear horror stories of people being left without basic facilities for unacceptable periods which is difficult for any tenant but for tenants with early dementia and mobility issues the handling of the laudable process of upgrades is being tarnished.

Regards

Stephen Ilee

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Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 7 October 2015

Subject: Scrutiny Inquiry - Environment of Estates

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| 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 Board's meeting in July, Members agreed that their inquiry this year would be on the Environment of Estates. A copy of the agreed terms of reference is attached as Appendix 1.
- 1.2 At the September meeting, Members requested that 3 estates be identified which could act as examples throughout the inquiry, including hosting walkabouts for Board Members. Details of 6 estate walkabouts covering a variety of different property types are attached as Appendix 2. The Board is invited to allocate Members to attend the various planned walkabouts. Also attached as Appendix 3 are some health and safety guidelines regarding estate inspections.
- 1.3 The Board requested at the September meeting that a representative of Safer Leeds be invited to attend the October meeting. Safer Leeds have confirmed that Sgt Jon Glennon will be in attendance for this meeting.

2.0 Recommendations

- 2.1 The Board is requested to
 - (i) Allocate Members to attend the various planned walkabouts
 - (ii) Note the health and safety guidelines (Appendix 3 refers) regarding estate inspections
 - (iii) Discuss with officers matters relating to the environment of estates
 - (iv) Agree the next steps.

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.

TENANT SCRUTINY BOARD
ENVIRONMENT OF ESTATES
TERMS OF REFERENCE

1.0 Introduction

- 1.1 At its meeting on 1 July 2015 and at its informal meeting on 12 August 2015, the Tenant Scrutiny Board considered its work programme for the 2015/16 municipal year. It was agreed that the Board's first piece of work should be on the environment of estates.
- 1.2 The Board chose this topic as there was a strong belief that good housing and the welfare of tenants was not just about decent buildings but the 'whole environment' in which tenants lived. It was acknowledged that often the reputation of an area was determined by factors other than the state of the house. These included landscaping, gardens etc.

2.0 Scope of the Inquiry

- 2.1 The purpose of the Inquiry is to make an assessment of and, where appropriate, make recommendations on the following areas:
- Current policies
 - Tenant involvement
 - Co-ordination of services and agencies
 - Developing and delivering standards
 - Performance measuring
 - Customer satisfaction.

3.0 Desired Outcomes and Measures of Success

- 3.1 It is important to consider how the Board will deem if its Inquiry has been successful in making a difference to tenants. Some measures of success may become apparent as the Inquiry progresses and discussions take place.
- 3.3 Some potential initial measures of success are:
- Improved tenant satisfaction
 - Lower complaint levels.
- 3.4 Following the Inquiry the Board will publish its report which will identify clear desired outcomes. These will be reflected in the recommendations made.

4.0 Comments of the relevant Director and Executive Member

- 4.1 In line with Scrutiny Board Procedure Rule 12.2, where the Board undertakes an Inquiry the Board shall consult with any relevant Director and Executive Member on the terms of reference.

5.0 Timetable for the Inquiry

- 5.1 The Inquiry will commence in September 2015 and a final report will be published on completion of the Inquiry.
- 5.2 The length of the Inquiry and range of evidence to be collected is subject to change by agreement of the Board.

6.0 Submission of evidence

- 6.1 The Board may decide to hold working groups between formal Board meetings to gather information, for example, interviewing tenants and local housing officers. Visits may also be taken to estates.

6.2 Session one – 2 September 2015

- Overview, including, remit, purpose and desired outcomes of the Inquiry
- Initial discussion with housing officers, understanding who does what
- What the STAR survey is telling us.

6.3 Session two – 7 October 2015

(The content of this session two will be dependent on whether other meetings / working groups took place)

- Discussion with key service heads who contribute to estate environment
- Review of any evidence obtained from working groups / visits etc.

6.4 Session three – 4 November 2015

(The content of this session will be dependent on whether other meetings / working groups took place)

- Discussion with key service heads who contribute to estate environment
- Review of any evidence obtained from working groups / visits etc.

6.5 Session four – 2 December 2015

(The content of this session will be dependent on whether other meetings / working groups took place)

- Discussion with key service heads who contribute to estate environment
- Review of any evidence obtained from working groups / visits etc.

6.6 **Session five – 6 January 2016**

- Drafting and agreeing final report.

7.0 **Witnesses**

7.1 The following witnesses have been identified as possible contributors to the Inquiry:

- Housing officers
- Local Ward Members
- Locality Improvement Teams
- Tenant involvement groups
- Tenants
- Service improvement volunteers
- Agencies (Police, Highways, Parks and Countryside, Locality and Anti-social behaviour team).

8.0 **Equality and Diversity / Cohesion and Integration**

8.1 The Equality Improvement Priorities 2011 to 2015 have been developed to ensure our legal duties are met under the Equality Act 2010. The priorities will help the council to achieve its ambition to be the best City in the UK and ensure that as a city work takes place to reduce disadvantage, discrimination and inequalities of opportunity.

8.2 Equality and diversity will be a consideration throughout the Scrutiny Inquiry and due regard will be given to equality through the use of evidence, written and verbal, outcomes from consultation and engagement activities.

8.3 Where an impact has been identified this will be reflected in the final inquiry report, post inquiry. Where a Scrutiny Board recommendation is agreed the individual, organisation or group responsible for implementation or delivery should give due regard to equality and diversity, conducting impact assessments where it is deemed appropriate.

9.0 **Post Inquiry Report monitoring arrangements**

9.1 Following the completion of the Scrutiny Inquiry and the publication of the final inquiry report and recommendations, the implementation of the agreed recommendations will be monitored.

- 9.2 The monitoring will be undertaken by the Board which will be done at regular intervals appropriate to the content of the recommendation.
- 9.3 The final inquiry report will include information on how the implementation of recommendations will be monitored.

6 WALKABOUTS FOR TENANT SCRUTINY BOARD TO VISIT WHICH COVER VARIETY OF DIFFERENT PROPERTY TYPES

| Area | Areas Covered on Walkabout | Next Walkabout | Meeting Place | Property Types on Walkabout | Time |
|-------------------|---|----------------|---|--|------|
| Armley | Cedars and surrounding area | 08/10/2015 | Top of Ley Lane by car park (o/s 68) | Miscellaneous | 10am |
| Bramley | Church Hills, Britannia's and Stanningley Ct. | 13/10/2015 | Stanningley Primary | Houses Low rise flats Sheltered bungalows | 10am |
| Bramley | Fairfields (Patch 7 ones only) | 21/10/2015 | Fairfield Crescent (High Numbers end) | Houses Low rise flats Sheltered Bungalows | 10am |
| Moortown | Brackenwoods, Larkhills, Lincombes | 08/10/2015 | Outside Lidgett shops | Houses Low rise flats | 1pm |
| Moortown | Leafields | 21/10/2015 | Junction of Leafield Close / Stonegate Road | Multi Storey Flats Low rise flats Houses | 10am |
| Beeston & Holbeck | Cottingley (3) | 13/10/2015 | Cottingley Drive | Houses Low rise flats Sheltered flats | 10am |
| Beeston & Holbeck | Cottingley (2) | 13/10/2015 | Cottingley Heights Main Entrance | Houses Multi Storey Flats Sheltered properties | 10am |

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Estate Inspections

Residents, partners and Ward Members are welcome to attend estate inspections. We want attendee's to enjoy the inspection but ask that you observe the following guidelines to keep all attendees safe and well during the inspection.

Risk assessment

- A risk assessment will be undertaken on the day by the Housing Officer.
- Adverse weather - frost, ice, snow and heavy fog. The Housing Officer will make an assessment on the day if the inspection needs to be cancelled.
- Wear identification
- Wear appropriate clothing and footwear
- Needle sticks, please don't touch or pick up
- Please stay with the Housing Officer at all times
- Cleaning, please note in some properties cleaning may be in progress, please take care and observe appropriate signage
- Please don't approach or encourage animals, such as dogs
- Please ensure you avoid uneven surfaces and hilly terrain.

On the day – what will happen

- Please arrive at pre-arranged meeting place at the specified time
- Upon arrival the Housing Officer will give a brief outline to the group on the purpose of the inspections and what you should look for; also:
- A copy of the last inspection form
- A copy of a blank inspection form to note new items
- A map of the area / patch to help everyone focus on the main issues, this should include, shrubbery borders and greens space
- Housing Officer should have mobile phone for health and safety purposes but also to report any urgent issues identified.

After the inspection

A copy of the typed up inspection form should be forward to all attendee's for information.

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Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 7 October 2015

Subject: Recommendation Tracking – ATV Inquiry

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| Are specific electoral Wards affected? If relevant, name(s) of Ward(s): | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
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| 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 Introduction

1.1 In March 2015 Tenant Scrutiny Board agreed its final Inquiry report into Annual Tenancy Visits (ATVs).

1.2 Recommendation 9 of the Board’s report stated;

That the Director of Environment and Housing supports the business case for funding to introduce mobile technology in housing management (subject to a successful pilot) We also request that this Board be provided with an update on the pilot outlining the financial and operation viability of the technology.

1.3 Gerard Tinsdale, Area Manager, Inner West, has been invited to attend today’s meeting to provide the Board with an update. A brief summary is detailed below by way of background.

- The Pilot is working well demonstrating increased efficiencies for Housing Officers. This has resulted in better utilisation of time enabling them to focus attention on; listening to, and responding to, tenant views and issues.
- The tablets are used in a number of ways to improve services for customers, providing accurate up to date information, enabling a response at first point of contact. The tablets have been effectively used at local housing surgeries and enable staff to book and confirm repair appointments directly with tenants at a time convenient to them. This is the current functionality we have and we are looking to expand this as the pilot develops.
- There are some minor ‘IT’ issues to resolve with the devices, predominantly around network connectivity and the number of loggings required to access applications.

However, good progress has been made to address this issue, staff now have access to all applications required, with the exception of Map Explorer. We are working closely with IT to provide a solution.

- An evaluation of the pilot will be presented to the Chief Officer and senior leadership team on 14 October 2015.
- It is still hoped that we will be in a position to roll-out a mobile solution to Housing Officers before the end of this financial year.

2. Recommendations

2.1 Members are asked to note the update following discussions with officers.

3. Background papers¹

3.1 None used.

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.