



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 2nd December, 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

Jackie Worthington

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

Agenda compiled by:
Guy Close
Scrutiny Support Unit
Tel: 39 50878

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

www.twitter.com/scrutinyleeds

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
4			<p>MINUTES - 4 NOVEMBER 2015</p> <p>To confirm as a correct record, the minutes of the meeting held on 4 November 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>SCRUTINY INQUIRY - ENVIRONMENT OF ESTATES</p> <p>To receive a report from the Head of Scrutiny and Member Development regarding the Board's Inquiry into the Environment of Estates.</p>	7 - 8
7			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday, 6 January 2016 at 1.30pm (pre-meeting for all Board Members at 1.00pm)</p> <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>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No

TENANT SCRUTINY BOARD

WEDNESDAY, 4TH NOVEMBER, 2015

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Christine Gregory, Michael Healey, Maddy Hunter, Peter Middleton, Roderic Morgan and Jackie Worthington

29 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

30 Late Items

There were no late items.

31 Apologies for Absence

There were no apologies for absence.

32 Minutes - 7 October 2015

RESOLVED – That the minutes of the meeting held on 7 October 2015 be approved as a correct record.

33 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 October meeting.

The Board was advised that Housing Leeds had met with Mr Ilee following his request for scrutiny in relation to contractors working in sheltered accommodation. A number of recommendations for changes in practices had resulted from these discussions. The Board was advised that Mr Ilee would be written to by Housing Leeds and that he would be asked if that correspondence could be shared with the Board.

The Board was also advised that Guy Close would no longer be supporting the Board. The Board Members asked that their thanks be sent to Guy for his hard work over the past year.

Finally, Board members were provided with a written update on mobile working.

RESOLVED – That the above update be received.

34 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:

- Written reports produced by Board Members detailing their findings following recent estate walkabouts.

The following officers were in attendance:

- David Longthorpe – Head of Housing Management
- Judith Wray – Housing Manager
- Lynn Richards – Housing Manager
- Baldev Dass – Housing Manager
- Gloria Thompson – Housing Manager
- Rebecca Smith – Housing Manager
- Akhwan Ali – Housing Manager
- Ann Marie Carney – Housing Manger
- Sam Costigan – Housing Manager
- Peter Wajdner – Team Leader
- Christopher Capitano – Team Leader
- Sharon Guy – Housing Manager (Customer relations, Tenant Scrutiny, Tenant Involvement and Equality)
- Lee Ward – Neighbourhood Services Officer.

By way of introduction, the Chair reminded attending officers the reasons behind the Board's current inquiry and the desired outcomes. The Chair also outlined the draft timetable for completing the review.

An initial general discussion took place, focusing on the following areas:

- The current housing management structure and the role of individual post holders
- The current exercise being undertaken by Housing Leeds to 'harmonise' policy and procedures following the demise of ALMOs
- The acknowledgement that estate walkabouts had not yet been through that harmonisation process, and that this was a project being led by Judith Wray
- The need to include as part of this review of walkabouts a review of paperwork and associated processes, the way in which tenants are involved and how actions identified by walkabouts are progressed
- The need to involve tenants in this review

Following on from this general discussion, the Board discussed in turn the walkabouts undertaken by Board Members. Those who attended the walkabouts provided a verbal report and asked the appropriate housing officer specific questions in relation to that walkabout and estate. A number of common themes emerged from these discussions. Those being:

- The lack of tenant involvement in walkabouts
- The role of local ward members in the walkabouts
- A discussion on the best people to attend walkabouts. There was a general consensus that there would be no added value for a PCSO to attend, but a close relationship with housing officers was required. There was further consensus that whilst desirable, it was unrealistic to have a member of the locality team on the walkabouts due to limited resources. This therefore should be compensated by a close working relationship between the locality team and housing office.
- A general consensus that one of the biggest issues on estates was the management of waste and general issues around litter. A discussion took place on the pros and cons of communal waste areas. A discussion also took place on whether estates needed bespoke waste collection arrangements.
- The management of gardens and the understanding tenants have of their responsibilities under their tenancy agreement.
- Whether the (Middleton) model of tool banks could be rolled out to other areas to encourage good garden maintenance
- How owner occupiers on estates are integrated into the activities and community of estates
- The role of tenants in 'mapping'
- The use of tenant surgeries in some areas and where this model could be rolled out to other estates
- The general need for agencies to manage tenants expectations by being clear as to what services and be provided and in what time scales.

Concluding the discussion, the Chair outlined the next steps of the inquiry which would include, in December, a discussion with relevant local ward councillors and in January discussions with tenants.

RESOLVED –

- I. That the officers be thanked for their attendance and hospitality during the estate walkabouts
- II. That further information be received regarding the project to harmonise estate walkabouts
- III. That the next steps in the inquiry be noted.

35 Date and Time of Next Meeting

Wednesday, 2 December 2015 at 1.30pm
(pre-meeting for all Board Members at 1.00pm)

(The meeting concluded at 4.05pm)

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 2 December 2015

Subject: Chair's Update Report – December 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.

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 author: Peter Marrington

Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 2 December 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 This is the Board's fourth session looking at the Environment of Estates. At the last meeting it was agreed that the Board would invite representative ward councillors from the areas in which the Board undertook estate walkabouts. I.e., Armley, Bramley, Moortown and Beeston and Holbeck wards.

1.2 The Chair also requested that *all* Councillors be asked whether they undertook walkabouts, whether they found them valuable and what other methods they used to understand issues on estates. Key facts arising from the responses include

- 32 Ward Councillors representing 25 out of the 33 wards responded
- 100% of Councillors had attended a walkabout , 98% in the last 12 months
- All stated that the process was useful
- Positive comments included
 - Ideal way to develop relationships with housing officers
 - Important for tenants to see that councillors and officers are interested and care
 - Important to see estates for oneself
 - Good way of identifying other 'personal' issues

- Good way to share perspectives and establish good practice
- Provides the opportunity for ward Councillors to set clear expectations and to set standards for the environment
- Provides opportunities to monitor the consistency in performance of housing officers
- Provides the opportunity to gather the intelligence needed to target resources

- Negative comments included;

- lack of notice over times
- diary clashes
- poor communication over pending visits

1.3 Some ward Councillors fed back that they received the reports of walkabouts even if they had not attended. Others stated that the walkabout should be used to identify and compliment those tenants who kept a tidy and pleasant environment and to start enforcement action on those in breach of their tenancies. A recurring theme was the importance of ensuring that actions agreed happened in a timely manner and the importance of 'joined up working' between the different agencies and council departments.

1.4 All ward Councillors stated that the estate walkabout was only one of a number of ways in which they gained knowledge and an understanding of their estates. Other methods cited included; street surgeries, casework, attendance at tenant/community group meetings, private walkabouts, correspondence and membership on HAP.

2.0 Recommendations

2.1 The Board is requested to

- (i) Discuss with Ward Members present matters relating to the environment of estates and estate walkabouts
- (ii) 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.