

## TENANT SCRUTINY BOARD

WEDNESDAY, 6TH APRIL, 2016

**PRESENT:** John Gittos in the Chair

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

### 59 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

### 60 Late Items

There were no late items.

### 61 Apologies for Absence

An apology for absence was submitted by Jackie Worthington.

### 62 Minutes - 3 February 2016

**RESOLVED** – That the minutes of the meeting held on 3 February 2016 be approved as a correct record.

### 63 Inquiry - Environment of Estates - Draft Scrutiny Report

The Head of Scrutiny and Member Development submitted a report presenting the Board's draft Inquiry report following its Inquiry into environment of estates.

Prior to discussion on the Board's Inquiry report the Chair invited Judith Wray, Housing Manager, to outline to the Board the work she was currently leading on with regards the harmonisation of estate walkabouts.

In summary the key areas of discussion were:

- The implementation of the Board's recommendations from the Inquiry report as they relate to walkabouts.
- Revisions to various procedures for Housing Officers undertaking walkabouts.
- Improved publicity of walkabouts.
- Revised and improved escalation procedures.
- That the new arrangements would come into place late April 2016.

Following this discussion, the Board unanimously agreed their Inquiry report on Environment of Estates. This would now be sent to Housing Leeds for a co-ordinated response prior to it being presented by the Chair to the Housing Advisory Board.

Closing the discussion, the Chair thanked Board Members for their hard work in producing this Inquiry report

**RESOLVED –** To agree the Board’s Inquiry report on Environment of estates and to submit to Housing Leeds for formal response.

#### **64 Mobile Working for Housing Management Officers**

The Head of Scrutiny and Member Development submitted a report providing an update on mobile working for Housing Management Officers. This followed recommendations made by this Board during its Inquiry into Home Visits.

Lee Ward, Neighbourhood Services Officer, provided a verbal summary of the report and answered Board member questions.

In summary the main areas of discussion were:

- The decision, for technical reasons, to move away from tablet based devices to laptops.
- The use of MiFi units to provide a reliable signal.
- That the centralised income team dealing with universal credit will be using them.

**RESOLVED –**

- (a) To note the contents of the report and progress made to roll out mobile working across Housing Management.
- (b) To note the move from tablet based devices to small laptops.

#### **65 Administrative Support Arrangements for Tenant Scrutiny Board**

The Head of Scrutiny and Member Development submitted a report detailing the revised arrangements for administrative support for Tenant Scrutiny Board commencing May 2016.

The Board noted that support will be provided by the Tenant & Community Involvement Section within Housing Leeds.

Noting the new arrangements the Board reiterated the need for Tenant Scrutiny Board to maintain its independence and its ability to fulfil its terms of reference. The Head of Scrutiny and Member Development and the Housing Manager, Customer Relations, Tenant Scrutiny, Tenant Involvement, Equality & Diversity gave assurance that the Board would retain its independence.

**RESOLVED –**

- (a) To note the changes in offer support provided by Leeds City Council to Tenant Scrutiny Board.
- (b) To review in six months whether the new support arrangements are providing the appropriate support and independence expected.

**66 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 March.

The Chair advised that he had held meetings with officers from Housing Leeds in relation to the Board's final Inquiry report and estate walkabouts. He also advised that he had attended Scrutiny Board (Environment & Housing) on 22 March 2016, at which PCSOs, right to buy, empty homes, private rental sector, lettings and temporary accommodation were discussed. The Chair also reported that he provided an update on the Board's Inquiry into Environment of Estates.

Closing the meeting the Chair was joined by Board members and the former Chair, Steve Ilee in thanking the Head of Scrutiny and Member Development for his work in relation to Tenant Scrutiny Board.

**RESOLVED –**

- (a) That the update be received and noted.
- (b) That the Head of Scrutiny and Member Development be thanked for his work in relation to Tenant Scrutiny Board.

**67 Date and Time of Next Meeting**

Wednesday, 1 June 2016 at 1.30pm (pre-meeting for all Board members at 1.00pm)

(The meeting concluded at 2.25pm)