



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 3rd February, 2016 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

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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 - 6 JANUARY 2016</p> <p>To confirm as a correct record, the minutes of the meeting held on 6 January 2016.</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>DISCUSSION WITH COUNCILLOR DEBRA COUPAR, EXECUTIVE BOARD MEMBER (COMMUNITIES)</p> <p>To discuss with Councillor Debra Coupar the work and ambitions of the Tenant Scrutiny Board including possible future areas of work.</p>	7 - 8
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 into the Environment of Estates.</p>	9 - 16
8			<p>RECOMMENDATION TRACKING - ATV INQUIRY</p> <p>To receive a report from the Head of Scrutiny and Member Development tracking the implementation of recommendations made by the Tenant Scrutiny Board following its Inquiry into Annual Tenancy Visits.</p>	17 - 26
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday, 2 March 2016 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, 6TH JANUARY, 2016

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Michael Healey, Maddy Hunter, Roderic Morgan and Jackie Worthington

43 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

44 Late Items

There were no late items.

45 Apologies for Absence

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

46 Minutes - 2 December 2015

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

47 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 December meeting.

The Chair advised that he had attended Scrutiny Board (Environment & Housing) on 8 December 2015, at which landfill, the Housing and Planning Bill and other housing matters were discussed.

The Chair reported that Liz Cook, Chief Officer Housing Management was leaving Leeds City Council and that Jill Wildman would be Interim Chief Officer Housing Management. The Board asked that its thanks be put on record for the support Liz had given the Board over the past couple of years and wished her every success for the future.

RESOLVED – That the above update be received and noted.

48 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. This included the questionnaire sent to tenant and resident groups, the 11 Housing Advisory Panels and 37 Service Improvement Volunteers.

Sharon Guy, Housing Manager (Customer Relations, Tenant Scrutiny, Tenant Involvement and Equality) and Lee Ward, Neighbourhood Services Officer, were in attendance to provide the Board with a verbal update on responses received so far. A fuller report was being presented at the February meeting, following the closing date for returns.

In summary, 80 responses had been received to date and the themes emerging were around, publicity and feedback on actions.

The Board also agreed to send a report to Housing Leeds detailing its initial thoughts on estate walkabouts in order to inform the harmonisation project currently being undertaken on this matter.

Also in attendance was Debra Harding, Operations Manager, Contact Centre. Debra had been invited to attend the meeting to outline to the Board the work of the Contact Centre and to answer any arising questions.

In summary the main areas of discussion were:

- The volume of calls received by the Contact Centre in relation to Housing issues.
- The difference between complaints and service requests.
- The need to get the job done right first time and who 'owns' the case once it has left the Contact Centre.
- How the Contact Centre responds to service requests from vulnerable residents.
- The training and on-going development and supervision of staff.

Concluding the discussion, the Chair outlined the next steps of the Inquiry which would include discussion with Councillor Coupar, the responsible Executive Member and Senior Housing Leeds Officers. The findings of the questionnaire would also be discussed. Initial recommendations arising from the Board's Inquiry would also be discussed.

The Chair also advised the Board that a recommendation tracking report on the Board's previous work into annual tenancy visits would also be discussed at the February meeting.

RESOLVED –

- (a) To agree the Board's statement in relation to 'estate walkabouts' and submit to Housing Leeds.
- (b) That the next steps in the Inquiry be noted.

49 Date and Time of Next Meeting

Wednesday, 3 February 2016 at 1.30pm (pre-meeting for all Board members at 1.00pm)

(The meeting concluded at 2.40pm)

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Report author: Peter Marrington
Tel: 39 51151

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 3 February 2016

Subject: Chair's Update Report – February 2016

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: 3rd February 2016

Subject: Discussion with Executive Board Member – Communities, Councillor Debra Coupar.

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 July meeting, members discussed the Board's future work programme. It was agreed that to help the Board identify possible areas for Scrutiny, Councillor Debra Coupar, Executive Board Member with responsibility for Communities would be invited to attend today's meeting. Councillor Coupar's portfolio includes Housing Leeds. Councillor Coupar is also Chair of the Housing Advisory Board.

2.0 Recommendations

2.1 The Board is requested to discuss with Councillor Coupar the work and ambitions of the Tenant Scrutiny Board including possible future areas for Scrutiny.

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.

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Report author: Peter Marrington
Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 3rd February 2016

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 sixth session looking at the Environment of Estates. At the last meeting the Board received a verbal update on the feedback from a questionnaire sent to all tenant and resident groups, the 11 Housing Advisory Panels and 37 Service Improvement Volunteers. Attached as Appendix 1 is a fuller, written response following the deadline for receiving feedback.

- 1.2 As today’s session is the last evidence gathering session for the Inquiry members will recall that it was agreed that the Inquiry would conclude with a discussion with those Housing Leeds officers who attended the Board, in September 2015, at the beginning of the Inquiry. To this end the following officers have been invited to today’s meeting;

Jill Wildman, Interim Chief Officer Housing Management
Susan Upton, Chief Officer (Waste Management)
Jason Singh, Locality manager
Simon Frosdick, Business Development Manager, Parks and Countryside

2.0 Recommendations

2.1 The Board is requested to

- (i) receive the the combined returns for the online survey and tenants who attended involvement meetings between 14th December 2015 to 15th January 2016 in relation to estate inspection and walkabouts.

- (ii) Discuss with officers matters relating to the environment of estates
- (iii) 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.

APPENDIX 1

ESTATE INSPECTION/WALKABOUT QUESTIONNAIRE

94 people responded to the questionnaire. The results are the combined returns for the online survey and tenants who attended involvement meetings between 14th December 2015 to 15th January 2016.

Q1: Are you aware that Estate Walkabouts take place on your estate?

This single response question was answered by 94 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes - I am aware	66	70.21%
No - I am not aware	28	29.79%

Q2: If you are aware of them, how do you find out about Estate Walkabouts?

This multiple response question was answered by 65 respondents.

Response	Number of Respondents	Percentage of Respondents
Online	7	10.77%
Posters in the Housing Office	4	6.15%
Community Noticeboard / Lobby noticeboard	2	3.08%
Directly from your Housing Officer	21	32.31%
Noticeboard in High Rise Blocks	6	9.23%
Other	34	52.31%

Please tell us more:

This open response (Free text) question was answered by 28 respondents.

Response	Number of Respondents
Tenants and Resident's Association	16
HAP board	1
Community meetings	1
Not seen any notice	1
Housing Leeds magazine	1
Through general tenant involvement	4
Never met the Housing Officer	1
Sheltered Housing Warden	1
Text message	1
Word of mouth	1

Q3: Would you like to be involved in or receive more information about Estate Walkabouts?

This single response question was answered by 89 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	52	58.43%
No	37	41.57%

Q4: Are you interested in taking a more active role in your neighbourhood?**This single response question was answered by 89 respondents.**

Response	Number of Respondents	Percentage of Respondents
Yes	46	51.69%
No	43	48.31%

Q6: Have you ever taken part in an Estate Walkabout?**This single response question was answered by 63 respondents.**

Response	Number of Respondents	Percentage of Respondents
Yes	40	63.49%
No	23	36.51%

Q7: How long ago did you go on an Estate Walkabout?**This multiple response question was answered by 39 respondents.**

Response	Number of Respondents	Percentage of Respondents
Less than 2 weeks ago	3	7.69%
Between 2 - 4 weeks ago	2	5.13%
1 - 2 months ago	2	5.13%
2 - 6 months ago	9	23.08%
Over 6 months ago	23	58.97%

Q8: Do you have any comments (positive or negative) about Estate Walkabouts?**This open response (Free text) question was answered by 26 respondents.**

Response	Number of Respondents
Apart from social media they are very poorly advertised within the community, and for the last 8 years only myself, housing, ward councillor and about 1 other person has ever attended.	1
Could be better advertised	1
Didn't see how I was helping	1
Do not get feedback	5
Estates don't improve after each inspection	1
Feedback needs to have names and phone numbers of people contacted to deal with any problems and time limits to finish jobs. We have a new Housing Officer and the service is a lot better.	1
A list of all the things needed attended to should go up in the rent office and should be updated by the housing officer so the residents can see what's been done	

Have now moved from the area but recently went back and again mattresses were being dumped when the area was supposed to be cleaned up.	1
How will you know what the residents feel about the place where they live unless you have somebody that lives in the area	1
Housing Officer cut it short because she was cold	1
I am not fit to do walkabouts now	1
Nothing done about overgrown gardens or action on other matters in walkabout	2
If the rain had stopped and more people had turned up. But it was still VERY productive and the Council officer did her best under the circumstances. She forgot the paperwork but it would have got soaked in the rain anyway	1
Manager would be rushed (short of time to do them) Points found would be discussed at TARA meeting and followed up	1
Many households are very untidy around the front door area. Some look like a scrapyard, maybe a letter to remind people to keep it looking nicer. How are postmen supposed to get to the door amazes me!	1
Never met the current housing officer	1
Notice things that need addressing to keep standards up to par. Hedges, public rights of way, ginnels etc, that need to be tidied up or repaired	1
They are very useful. The personal approach with members of the Council and local Councillor is more effective	1
Things are picked up but not always dealt with	1
Need to set clear standards for the environment of all estates in Leeds. Send a compliment, (thanks) letters for perfectly clean gardens and warning letters to tenants with overgrown and messy gardens and also to those who fly tip	1
Very good way to bring issues to the attention of the Housing Officer	1
Went on two walkabouts within 3 months of each other and of the understanding that they take part every 3 months, however, was then told that the process was changing, I haven't been asked to take part since, this was well over 12 months ago	1
Yes lots to point out about back of Malvern Grove the green belt where I regularly collect 3 bags of litter. The owners of the back gardens throw rubbish and bottles plus large trees and garden bags there I want to show you I love my home and want to save it from filth and rubbish	1

Q9: Do you think additional Housing Leeds Officers or other representatives should attend with residents on Estate Walkabouts?

This single response question was answered by 39 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	28	71.79%
No	11	28.21%

Q10: If yes, are there any particular people who should attend?

This open response (Free text) question was answered by 20 respondents.

A member of the Locality Team
Someone from the community
Councillors
Garden Maintenance Contractor
Heads of all departments

Highways department
Housing Manager
People with disabilities
Parks & Countryside
Cleaning Manager/Supervisor
Highways

Q11: You told us you have not been on an Estate Walkabout. Please tell us why.
This multiple response question was answered by 23 respondents.

Response	Number of Respondents	Percentage of Respondents
The times are not convenient	6	26.09%
Not given enough notice	6	26.09%
Concerned about being seen as 'interfering' in other people's lives	1	4.35%
Not interested in doing them	1	4.35%
Other	15	65.22%

Q11: Please Specify

This open response (Free text) question was answered by 11 respondents.

Response	Number of Respondents
Away from area at relevant times	1
Did not know that they were happening	3
I work full time	1
Poor health	2
Not been approached	1
Tenant Association goes round with Officers	3

Q12: Are you aware of Housing Leeds Estate Standards?

This single response question was answered by 88 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	38	43.18%
No	50	56.82%

Q13: Do you have any comments (positive or negative) about Estate Standards?

This open response (Free text) question was answered by 31 respondents.

Responses

Cannot give comments if I do not know the Estate Standards. So these need to be publicised more.
Could do with litter pickers coming round and street cleaning, never see them
Grass cutting is very bad the mess is bad and some are very rude
I am only briefly aware of estate inspections through posters
Estate inspections not publicised enough with residents and resident groups. The gardens on York

Road have been overgrown with bushes for years now. The bins are always overflowing onto the street. Despite complaints about litter problem on Haslewood Court, lasting solutions have not yet been found by officers responsible. Most importantly, tenants/residents were not consulted before installing the waste bin collection point on Haslewood Court. These bins are not fit for purpose and should be removed. The daily sight of rubbish makes me and my family unhappy living on the street. The collection point is not adequately signposted as it suggests it is for public use. If this is the case, then three bins are not enough to cater for public rubbish for two weeks! Please help raise the standard of our estate!

I think that tenants should be fined if they do not abide by the rules of the housing (i.e. rubbish left where its stated not to)

I think the contractors undertaking work on behalf of LCC should be scrutinised more closely. Very often work is so shoddy it has to be done a couple of times - this is costing LCC and residents or Leeds too much money for 2nd call outs

It is obvious the tenancy agreement is no longer viable as no-one adheres to it except older residents who take pride in their neighbourhood

Keep us informed

More is needed to improve the estate, i.e. gardens, outside verandas, cleansing, fence painting, roadside dirt and weeds ours is a disgrace

More litter and bulky items need to be moved more frequently than they are currently

No feedback from relevant service. We have a great Housing Officer who struggles to get information from services.

No, but I have concerns about slum landlords who buy council houses and then rent then and do nothing to keep up standards. Laws are needed to protect all

Not adhered to. Private houses are at fault too. Not just council tenants

Our Sheltered Housing estate is usually kept up with and it is quite well maintained

Some properties have little or no regard to the standards, spoiling the look of the area

The grass is not cut or edged properly. Litter often thrown about people do not report things like water on outside walls of flats, lights out in some blocks

The standards of estates seems to have dropped again, they are, unfortunately, becoming run down and in danger of creating that stigma attached to council estates

They are a good thing and lead to everyone feeling prouder of where they live

Walkabouts should be more frequent

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Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 3rd February 2016

Subject: Recommendation Tracking – ATV Inquiry

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 Introduction

- 1.1 In March 2015 Tenant Scrutiny Board agreed its final Inquiry report into Annual Tenancy Visits (ATVs).
- 1.2 Recommendations made by a Scrutiny Board are monitored, usually on a six monthly basis. With that in mind, Appendix 1 provides an update on the implementation of agreed recommendations from the last monitoring report, which Board members took in July 2015.
- 1.3 The Scrutiny recommendation tracking system allows the Scrutiny Board to consider the position status of its recommendations in terms of their on-going relevance and the progress made in implementing the recommendations based on a standard set of criteria. (shown below)
 - 1 - Stop monitoring or determine whether any further action is required
 - 2 - Achieved
 - 3 - Not fully implemented (Obstacle)
 - 4 - Not fully implemented (Progress made acceptable. Continue monitoring)
 - 5 - Not fully implemented (Progress made not acceptable. Continue monitoring)
 - 6 - Not for review this session

2. Recommendations

- 2.1 Members are asked to:
 - Agree those recommendations which no longer require monitoring;

- Identify any recommendations where progress is unsatisfactory and determine the action the Board wishes to take as a result.

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.

Position Status Categories

- 1 - Stop monitoring or determine whether any further action is required
- 2 - Achieved
- 3 - Not fully implemented (Obstacle)
- 4 - Not fully implemented (Progress made acceptable. Continue monitoring)
- 5 - Not fully implemented (Progress made not acceptable. Continue monitoring)
- 6 - Not for review this session

Desired Outcome – To reassure tenants that the primary purpose of home visits is to build good tenant/landlord relations

Recommendation 1 – That the confused purpose of the ATV be clarified to clearly show that the primary purpose of the ATV is to get to know tenants and understand their needs *not* to detect tenancy fraud.

Position July 2015

Agreed, but tenancy verification will still have a secondary role in the ATV.

Current position: There has been no change since July 2015. The Annual Home Visit process was revised April 2015, following recommendations made by Tenant Scrutiny Board. Tenancy verification remains an element of the visit; however, there has been a shift in focus to deliver a more customer focused visit which is tailored to meet individual need. The updated staff guidance notes confirm the primary purpose of the visit is about:

- Getting to know our tenants
- Understanding tenant needs
- Promote tenancy sustainment
- Improve customer satisfaction
- Tenancy verification
- Identify support needs, including introduction of Universal Credit

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To reassure tenants that the primary purpose of home visits is to build good tenant/landlord relations

Recommendation 2 – That the ‘tarnished’ image of the ATV be improved with a change of name. The phrase ‘*Home Environment Review*’ is suggested as an umbrella term to capture information about the built environment and social environment.

Position July 2015

Agree with the proposal to change the name – but feel that ‘Home Environment Review’ is officer type language, and so we would recommend ‘Annual Home Visit’.

Current position: The position has not changed since July 2015. The process was reviewed April 2015; this included a change of name. The new process was launched and widely publicised to staff in April 2015 using our weekly staff news bulletin.

Training is now delivered to all new staff at induction, which outlines the purpose of the visit, and how to undertake a quality visit. Area Managers undertake quality assurance checks to ensure quality standards. The Senior Leadership Team receives regular updates on progress, including learning from visit outcomes to drive service improvement.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – Better use of officer time and improving tenant/landlord relations

Recommendation 3 – That visits be by appointment in the first instance where possible

Position July 2015

Agreed, where appropriate, but not in cases where tenancy fraud is suspected

Current position: The position has not changed since July 2015. The revised process confirms visits are undertaken by appointment, unless there are concerns around tenancy fraud. We also offer flexible early morning / evening appointments for tenants who work dependent on staff availability.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – Focussing resources on tenants most in need of support

Recommendation 4 – That housing managers have local discretion to extend the period between visits to two years for those tenants they feel are not at risk.

Position July 2015

We feel strongly that an annual visit to each tenant is important – shows our commitment to all tenants, communicating on new issues, preventing escalation of issues, so we would like to continue with all of these annually.

Current position: The position has not changed since July 2015. The revised process confirms that every tenant will be visited at least once a year; vulnerable tenants may be visited more frequently with their consent, to support tenancy sustainment. We feel this approach underpins our aim of getting to know and understanding our tenants needs and improve customer satisfaction.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – More effective use of officer time

Recommendation 5 – That housing officers work smarter with other agencies in terms of planning visits and gaining access.

Position July 2015

Agreed

Current position: The position has not changed since July 2015. The revised process allows staff to maximise opportunities for combining visits such as; the annual gas service and repair appointments to achieve optimum levels of efficiency. The Housing Officer is directed to undertake a quality, comprehensive visit which captures all of our tenants needs at the one visit, which avoids duplication of visits.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To reach tenants not already contacted through ATVs

Recommendation 6 – That 'Action Days' be used to target areas in the city where landlord/tenant contact is low

Position July 2015

Agreed

Current position: The position has not changed since July 2015. We routinely arrange multi agency action days to drive environmental and community safety improvements. These are arranged and promoted in advance to local residents, partners and tenant and resident groups, this approach gives a high visible presence. We also take a coordinated approach and target tenants where contact is traditionally low.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – Reduction in duplication of effort

Recommendation 7 – That those living in sheltered accommodation be removed from the formal visiting arrangements

Position July 2015

Agreed that the ATV needs to be done differently for sheltered tenants who are receiving support, and can look to combine with reviews of support plans.

Current position: The position has not changed since July 2015. We combine the Annual Home Visit with our on-going support review plans. We feel this approach is beneficial to tenants as it allows a quality conversation and comprehensive visit, where staff are able to discuss ways to get involved and promote ways to engage with local activities which help combat social isolation.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – Increased and better targeted and managed contact with tenants

Recommendation 8 – That Housing Leeds reviews alternative contact methods for identified groups

Position July 2015

Similar to comments on recommendation 4

Current position: The position has not changed since July 2015. We offer flexible early morning / evening appointments for tenants who work, and combine visits where possible to avoid duplicate visits. We undertake joint visits with support providers and advocates for vulnerable tenants. Additionally, we provide periodic updates in the tenant's newsletter to promote the purpose and benefits of Annual Home Visits.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – Increased service efficiencies and opportunities for savings

Recommendation 9 – 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.

Position July 2015

Pilot underway to implement mobile working.

Current position: The position has not changed since July 2015. An update on mobile technology was presented to Tenant Scrutiny Board at Octobers' meeting.

Following evaluation it has been established that tablets have not been as successful as we would have liked due to running an updated version of the Windows operating system. Therefore, we have now purchased three small laptops

which are currently being tested by Housing Officers.

The new hardware will still give officers access to all housing management applications and therefore still provide the benefits discussed with Tenant Scrutiny Board.

We will provide an update to Tenant Scrutiny Board once additional information is available.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

Desired Outcome – To ensure data collected is correct to improve service outcomes

Recommendation 10 – That the data collected be reviewed as part of the development programme for the introduction of mobile technology and an evaluation be undertaken about how the information collected is shared and translates into service improvement.

Position July 2015

Agreed

Current position: The position has not changed since July 2015. The six Housing Leeds priorities were agreed by Housing Advisory Board at their meeting on 20th May 2015. Getting to know our tenants through the Annual Home Visit process is priority 5. We provide quarterly performance information in the form of a dashboard giving a range of performance and other contextual information, together with supporting commentary to Housing Advisory Board.

Following the Tenant Scrutiny Board Inquiry on Annual Home Visits, the service has improved the way that it records the outcome of visits, which allows greater intelligence of the visit outcomes. The main points that are coming out of the visits are as follows:

A number of our tenants don't have a bank account that allows direct debits. This may be an issue for those tenants as Universal Credit is implemented.

A number of tenants have told us that they need additional support with budgeting and are not confident that they could make a claim on line. Additionally, a number of tenants have indicated they would struggle receiving their benefits on a monthly basis.

This information taken at the Annual Home Visit indicates the scale of additional support our tenants will need during the transition to Universal Credit, but will help us to deliver more targeted support to tenants during the transition period. We have recently appointed 16 additional Housing Officers as part of our Enhanced Income Management Service to provide targeted support to those tenants impacted by Welfare Reform and the introduction

of Universal Credit in Leeds.

Following feedback from a number of customer forums, it is also intended to include a question about tenant insurance at the next process review.

Position Status (categories 1 – 6) *This is to be formally agreed by the Scrutiny Board*

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