



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 31st August, 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

Rita Ighade

Peter Middleton

Roderic Morgan

Jackie Worthington

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

Agenda compiled by:
Lee Ward
Neighbourhood Services
Tel: 0113 37 83195

Housing Manager
(Tenant Scrutiny and Customer
Relations): Sharon Guy
Tel: 0113 37 83194

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			MINUTES - 3RD AUGUST 2016 To confirm as a correct record, the minutes of the meeting held on 3 rd August 2016.	1 - 4
5			CHAIR'S UPDATE To receive an update from the Chair on scrutiny activity, not specifically included on this agenda, since the previous Board meeting.	5 - 6
6			EAST LEEDS RESPONSIVE REPAIRS SERVICE TERMS OF REFERENCE At the Boards meeting of 3 rd August 2016, Tenant Scrutiny Board agreed that work would be on the East Leeds Responsive Repairs Service. Terms of reference for the Inquiry will be tabled at the meeting for formal approval by the Board.	7 - 12
7			SCRUTINY INQUIRY - EAST LEEDS RESPONSIVE REPAIR SERVICE Tony Butler, Head of Leeds Building Services will present to the Board an overview of the repairs service in East Leeds as the first part of the inquiry into the repairs service. Members will have the opportunity to ask questions about the briefing to the Head of Leeds Building Services.	13 - 14
8			DATE AND TIME OF NEXT MEETING Wednesday 28 th September 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)	

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, 3RD AUGUST, 2016

PRESENT: John Gittos in the Chair

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

19 Exempt Information - Possible Exclusion of the Press and Public

No items.

20 Late Items

There were no late items.

21 Apologies for Absence

There were no apologies for absences.

22 Minutes - 29th June 2016

RESOLVED – That the minutes of the meeting held on 29 June 2016 be approved as a correct record.

23 Chair's Update

The Chair has held two meetings with Sharon Guy to plan today's meeting and the associated agenda.

The Chair explained he had attended Environment and Housing Scrutiny Board on 7th July and advised there was a report submitted about tackling domestic violence. Details of progress made was given in relation to implementing the recommendations arising from the Scrutiny inquiry as well as an update of the work taken forward as part of the Domestic Violence Breakthrough Project.

A report from Safer Leeds was also presented, the key areas of discussion were; there had not been a significant increase in reporting of hate crime across the city since Brexit, although careful monitoring was still required. Concern was also raised about gaps in recruitment of PCSOs, particularly in terms of deployment of resources across Ward. Members were advised there were currently between 32-38 PCSO vacancies.

The Board received a report on performance which the Chair explained was similar to that they received at their June meeting. Of relevance to Tenant

Draft minutes to be approved at the meeting
to be held on Wednesday, 31st August, 2016

Scrutiny was an update on changes to the in-house repairs service to resolve issues, which included revised reporting mechanisms, development of new performance indicators and a more robust service improvement plan.

The Chair also advised Board Members the report on Environment of Estates will be presented to Environment and Housing Scrutiny Board on 22nd September 2016. Further to that report, the Chair advised the Board would undertake a further two estate walkabouts, to monitor progress on recommendations made.

24 Response to Estate Inquiry from member of the public

The Chair directed Board members to the response letter within the pack. The Chair noted that by coincidence he had met the individual at another meeting, and briefly discussed with him details of the response.

RESOLVED: The inquiry from the member of the public is recorded as resolved.

25 Lettings Review Draft Consultation Report

The Chair stressed this piece of work takes the form of a report for consideration rather than a full inquiry with recommendations. The Chair asked members to consider the draft feedback in the report pack and offer comments about this.

The following points were noted by the Board to include within the draft report:-

- Recognise the need for tenancy visits prior to letting.
- Allocating properties to people with a local connection.
- Lettings Policy to tenants over 40 years ago. Board members raised a potential issue with equality.
- New builds – the Board gave a view that tenants leaving designated clearance sites, should be given the opportunity to return if they wish to and they are suitable property types.

Concerns were raised about applicants seeking rehousing where there had been previous issues with anti-social behaviour. It was explained there is provision within the Council's Allocation Policy to assess eligibility from applicants based on past tenant history, including anti-social behaviour.

RESOLVED The Chair requested the draft report is brought back to the September 27th meeting with relevant amendments for sign off. The Chair reminded the Board that it would also need to consider the impact of the Housing and Planning Act.

26 Future Work Programme

The Chair introduced this item by noting the key objective of the Board is to consider value for money. The Chair noted he had not received any alternative work suggestions from members and so the following would be discussed which were identified by the Director of Environment and Housing.

- Adaptations
- East Leeds repairs
- Lettings and Voids (particular emphasis on the Lettings Standards)

It was noted of the three, the one which would have the most impact on finances would be the repair service in East Leeds. The Chair noted this area was one which was under performing. The Chair explained the Board would need to consider why performance is better in other areas of Leeds which are served by an external contractor.

The Chair noted that adaptations have a £3.5 million budget. Major adaptation jobs are not performing as well as minor adaptations. It has since been identified that the Housing Officer has discretion on smaller jobs to raise orders without going through the whole adaptation referral process. Members discussed an issue around adaptations being removed instead of rehousing someone in the property who would require them. It was noted whilst this may happen that it was likely to be exceptional circumstances.

Lettings and Voids were also discussed by the Board. The Chair noted that the key issues was about the Lettable Standard. The Director of Environment of Housing indicated he would welcome a tenants' perspective.

It was suggested by the Chair that the Board could do this as a mini review, to consider if properties are meeting this standard before being let. Ideally this could be a small working group of some members of the Board.

Following discussion, the Chair undertook a vote on the suggestions put forward for consideration. It was resolved that the next inquiry would be the repair service in east Leeds. With a smaller inquiry going on at the same time on Lettings and Voids.

RESOLVED – Members voted unanimously 9-0 to agree the main inquiry would be on repair service in east Leeds. The Chair abstained from the vote.

RESOLVED – Members voted unanimously 9-0 to undertake a smaller inquiry on Lettable Standard. The Chair abstained from the vote.

The Lettable Standard inquiry would be led by Christine Gregory with Peter Middleton, Jackie Worthington and Maddie Hunter taking part in this work.

RESOLVED – The Chair would work with Officers to draw up Terms of Reference for the next inquiry, which will then be presented to the Board at the next meeting.

27 Annual Report, Promotional Video of Tenant Scrutiny Board

Draft minutes to be approved at the meeting
to be held on Wednesday, 31st August, 2016

Lee Ward, Scrutiny Officer presented a report asking Board members their views on taking part in a promotional video for the Housing Leeds Annual Report. It was explained there has not been a final decision on doing this promotional video but wanted views on whether it was something the Board would be interested in and if so what they might like to discuss.

RESOLVED – The Board agreed to this idea but would like a photo taken of all members in the meeting and then a discussion with one or two Board members.

28 Date and Time of Next Meeting

Wednesday 31st August 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)



Leeds
CITY COUNCIL

Report author: Sharon Guy

Tel: 07891 273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 31st August 2016

Subject: Chair's Update Report

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 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 Scrutiny Officer will provide a verbal update at the meeting, as required.

3. Recommendations

- 3.1 Members are asked to:
- Note the content of this report and the verbal update provided at the meeting.
 - 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: Sharon Guy
Tel: 07891273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 31st August 2016

Subject: East Leeds Responsive Repairs Service Terms of Reference

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 Boards meeting of 3rd August 2016, the Tenant Scrutiny Board agreed that their work for the municipal year would be on the East Leeds Responsive Repairs Service. Terms of reference for the Inquiry are to be tabled at the meeting for formal approval.
- 1.2 Whilst terms of reference would be formally agreed in August it would not want to delay commencement of the Inquiry and therefore the appropriate officer(s) from Housing Leeds attend today's meeting to outline current policies and operational practices in relation to the Responsive Repairs Service in East Leeds.

2.0 Recommendations

- 2.1 The Board is requested to
 - (i) Agree terms of reference for the inquiry
 - (ii) Discuss with officers matters relating to East Leeds Responsive Repairs Service
 - (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.

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TENANT SCRUTINY BOARD
EAST (LEEDS) REPAIRS INQUIRY
TERMS OF REFERENCE

1.0 Introduction

- 1.1 At its meeting on 3 August 2016, the Tenant Scrutiny Board considered its work programme for the 2016/17 municipal year. It was agreed that the Board's work should be on the responsive repair service in East Leeds.
- 1.2 The Board chose this topic, following discussion with the Director of Environments and Housing. It was reported this area was one which was under performing and also it has the largest impact on both Housing Leeds and the Councils finances. The Board need to consider why performance is better in other areas of Leeds which are served by an external contractor.

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 and processes
 - Consultation with tenants (questionnaire)
 - 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.
- 3.2 Some potential initial measures of success are:
- Saving Housing Leeds and the Council money without lowering standards
 - Improved tenant satisfaction
 - Improved repairs performance
 - Reduced complaint levels.

- 3.3 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 August 2016 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, to visit the call centre.

6.2 Session one – 31st August 2016

- Overview, including, remit, purpose and desired outcomes of the Inquiry
- Initial discussion with Head of Leeds Building Services, who will provide an outline of the service.

6.3 Session two – 28th September 2016

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

- Discussion with Repairs Manager who contribute to the repairs process
- Review of any evidence obtained from working groups/visits etc.

6.4 Session three – 26th October 2016

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

- Discussion with Work Planners in East Leeds
- Review of any evidence obtained from working groups/visits etc.

6.5 Session four – 30th November 2016

- Discussion of findings from the Contact Centre visit.
- Meet with Contact Centre manager

6.6 Session five – 21st December 2016

- Drafting and agreeing final report.

6.7 Session six – 1st February 2017

- Meet with Head of Leeds Building Services.

6.8 Session seven – 1st March 2017

- Drafting and agreeing final report.

7.0 Witnesses

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

- Officers of Housing Leeds
- Head of Service
- Responsive Repairs Manager
- Repair Planners
- East Leeds Local Ward Members
- Tenants and Resident Groups in East Leeds

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.



Report author: Sharon Guy

Tel: 07891 273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 31 August 2016

Subject: Scrutiny Inquiry – East Leeds Responsive Repair Service

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

1.0 Summary of main issues

- 1.1 At the Boards' meeting of 3rd August 2016, Tenant Scrutiny Board agreed that its inquiry for the coming municipal year would be East Leeds Repairs Service.
- 1.2 The Board requested attendance of a Head of Service to attend today's meeting to provide a strategic overview in relation to the management of the repairs service in East Leeds.

2.0 Recommendations

- 2.1 The Board is requested to receive a briefing from the Head of Leeds Building Services.
- 2.2 The Board is asked to discuss any matters arising with the Head of Leeds Building Services as appropriate to the Inquiry being undertaken.

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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