



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 28th September, 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:
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Neighbourhood Services
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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 style="padding-left: 40px;">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 style="padding-left: 40px;">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 - 31ST AUGUST 2016</p> <p>To confirm as a correct record, the minutes of the meeting held on 31st August 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>SCRUTINY INQUIRY - EAST LEEDS REPAIRS</p> <p>As part of the East Leeds Repairs Service inquiry, Tenant Scrutiny Board requested attendance of a Repairs Manager to attend today's meeting to provide an overview in relation to the management of the repairs service in East Leeds.</p> <p>Members will have the opportunity to ask questions about the briefing to the Repairs Manager.</p>	7 - 8
7			<p>WORK PROGRAMME 2016/17</p> <p>The purpose of this report is to highlight the work programme for the 2016/17 municipal year to Board Members</p>	9 - 12
8			<p>SHARING OF BOARD MEMBER CONTACT DETAILS</p> <p>The purpose of this report is to seek agreement to share contact details of members between the other members of the Tenant Scrutiny Board.</p>	13 - 16
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday 26th October 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, 31ST AUGUST, 2016

PRESENT: Councillor Gittos in the Chair

Sallie Bannatyne, Christine Gregory,
Michael Healey, Maddie Hunter,
Rita Ighade, Peter Middleton and Roderic
Morgan

1 Exempt Information - Possible Exclusion of the Press and Public

No items.

2 Late Items

There were no late items.

3 Apologies for Absence

Apologies were received from Olga Gailite and Jackie Worthington.

4 Minutes - 3rd August 2016

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

5 Chair's Update

The Chair explained that there was no meeting of the Environment and Housing Scrutiny Board during August, however, he has met with Sharon Guy and her team to discuss the terms of reference for the upcoming inquiry and also the lettings standard inquiry.

The Chair explained he had written a statement for the Annual Tenants Report which described the work the board has carried out over the past year. This was read out to the Board.

The Chair explained he will be absent for the next meeting and in his capacity as Chair had delegated this role to CG, and asked that members give her the support shown to him.

6 East Leeds Responsive Repairs Service Terms of Reference

The Chair presented the terms of reference for the East Leeds repairs service. It was noted there are some gaps and that these would be filled in

Draft minutes to be approved at the meeting
to be held on Wednesday, 28th September, 2016

once the Board had received evidence from the Head of Leeds Building Services. .

RESOLVED – The Board agreed with the terms of reference for the inquiry and any additions that would need to be made after evidence in today's meeting was received.

7 Scrutiny Inquiry - East Leeds Responsive Repair Service

The Chair introduced this item and Tony Butler, Head of Leeds Building Services.

TB gave a brief history of his experience and also the history of the Internal Service Provider and how it came to be. It was noted that at the point the ALMOs were merged back into the Council, there were two direct labour organisations – one doing work such as lifts, school repairs, libraries (referred to as Property Maintenance), whereas Construction Services deal with housing repairs and maintenance only. Given this meant there were two lots of overhead costs it was agreed to merge them into one Internal Service Provider from 1st August 2015.

The Chair asked about budget allocations and how this is calculated. TB explained that this is based on the stock numbers and stock condition information. As a follow up the Chair asked if this meant that poorer areas received more money for repairs and maintenance and TB confirmed this was generally the case. The Chair asked if budget information was available for the 3 areas as previously requested. It was confirmed it is available, SG to follow up.

The Chair asked if performance targets had not been met due to data inputting issues. TB explained bringing the two internal organisations together had meant there were some difficulties. TB explained Property Maintenance used a system called Total Mobile and Construction Services used Orchard Direct Works.

It was explained that Construction Services use PDA handheld devices which were liable to faults and there had been issues where work had been completed but the PDA had not picked this up. As a consequence of this a team is investigating completed work. They are also looking at sub-contractors who may complete a job early on in the month but then not invoice for the work until the end of the month which means jobs are not showing as completed within timescale when they had. This has been discussed with all sub-contractors. There is a pilot area where this is being done and that is showing improvements already.

Because of the issues with Direct Works, the contract for this is to be ended and the Internal Service Provider will use only Total Works in future.

TB explained that it is not just a technology issue that has caused problems; there are some human errors as well.

MH asked if it was possible to change to a tablet device. TB noted this is not seamless and the use of Total Mobile would be more effective at dealing with jobs. The Chair asked and it was confirmed if there was a training plan in place to help staff carry out their role effectively.

CG asked the evidence given so far suggests it is not just a system issue and could this be masking the issues? TB acknowledged staffing shortages of operatives to carry out work but there were also issues when it came to transferring location and also training issues with staff on the system.

A question was asked if all repair calls are dealt the same. TB confirmed this was the case and this is because the unique property reference number assigned to each property directs which contract a repair will go to. RI queried if the calls are dealt with the same then why is performance better in West and South Leeds? TB noted there have been issues with recruitment, especially with agency staff. Mears also have the advantage of a scheduling tool and handheld devices which LBS don't have.

A question was asked about the complaints process. TB confirmed that this is same process regardless of who the contractor is. As a follow up it was then queried how many go to the Ombudsman or a designated person and it was explained there were very few progressed to Ombudsman.

PM asked how many operatives the Internal Service Provider has. It was explained there are 396 operatives, and of this 44 are apprentices. However, it was noted that compared nationally with other internal service providers this is a large number but it should be noted that other ISPs do not do other work such as libraries, lifts, schools etc. The split of the 396 operatives is 200 on voids and day to day work and 196 on commercial works.

MH asked if there were any efficiencies to be made between services. TB explained LBS are a non-profit making organisation with any profits that are made returned to the Council.

It was then queried why not do everything in house? TB explained that Leeds is too large for one organisation to deal with. However the ISP may look to take on further work as time goes on, which will occur when contracts naturally expire but this is a decision that would have to be taken at a later date.

TB explained he has a three year improvement project plan. First year is to focus on harmonising terms and conditions of employees as there were differences between the two organisations upon merging. Delivery of training to up skill operatives to become multi skilled and ensure van stocks at appropriate levels so that jobs can be done first time rather than have to make repeat visits, which should improve customer service. It was queried why this is a three year plan and it was explained this is a complex project.

It was queried what work in East Leeds is contracted out and how much work is done in house. TB explained some of the main ones are specialist work such as; gas works, roofing, asbestos removal (though testing is done in-house), drainage. A question was asked if it would be cheaper to move some of these back in house. TB explained these are often specialist services and it reduces the risk to the Council by sub-contracting them out. An example was given about asbestos and if LBS did the removal then LBS would require a licence to do this which would have cost implications and so it is easier for the Council to contract this work out. In response to the amount of work done in house – this is around 90%.

A question was asked about repairs in multi storey blocks and costs of maintaining them. It was acknowledged that repairs to these types of properties are different to a house for example and they can be more expensive. SB asked about the approach to deal with serious leaks in high rise blocks.

The Chair asked other than software and technology what could be improved in repairs.

TB explained access is key – getting a repair done first time and ensuring that operatives have the right stocks on their van can help with this. Also trying to avoid two trades going to a job would help with performance as often this is where there are issues, and multi skilled operatives can help with this.

Right descriptions for jobs and looking at potentially introducing a repairs handbook so that tenants can do this more accurately when reporting repairs.

TB confirmed that both Mears and the Internal Service Provider compare best practice and performance with each other to ensure continuous improvement.

8 Date and Time of Next Meeting

Wednesday 28th September 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)



Report author: Sharon Guy
Tel: 07891 273581

Report of **Scrutiny Officer**

Report to **Tenant Scrutiny Board**

Date: **28th September 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:

- 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: Sharon Guy
Tel: 07891 273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 28 September 2016

Subject: Scrutiny Inquiry – East Leeds Responsive Repair Service

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, Tenant Scrutiny Board agreed that its inquiry for the coming municipal year would be East Leeds Repairs Service.
- 1.2 The Board received a briefing and offered questions to the Head of Leeds Building Services at the last meeting and as part of the inquiry requested attendance of a Repairs Manager to attend today's meeting to provide an 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 Repairs Manager.
- 2.2 The Board is asked to discuss any matters arising with the Repairs Manager 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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Report author: Sharon Guy
Tel: 07891 273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 28th September 2016

Subject: 2016/17 Work Programme

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 highlight the work programme for the 2016/17 municipal year to Board Members.

2 Main issues

- 2.1 Whilst Tenant Scrutiny Board have meetings already diarised, the following document allows members to see what is planned as future agenda items to enable proactive planning and discussions for future meetings.
- 2.2 This programme of work has been created with the Chair to ensure all work areas which have been agreed are carried out and is presented at this meeting to make all members of the Board aware.

3. Recommendations

- 3.1 Members are asked to note the content of this report and offer any comments around the work programme.

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.

Tenant Scrutiny Board Work Schedule for 2016/17 Municipal Year

	SCHEDULE OF MEETINGS/SITE VISITS DURING 2016/17										
AREAS OF REVIEW	June	July	Aug	Sept	Oct	Nov	Dec	Jan No Mtg	Feb	March	April
Lettings Policy	X										
Review of Administrative Arrangements					X						
LLP Review Sign Off					X						
East Leeds Repairs Inquiry			X Head of Service attending	X Manager attending	X Planners attending				X Head of Service attending Survey results	X Discuss report recs	X Sign off final report
Contact Centre visit (East Leeds) Contact Centre (Council)							X				
UPDATES											
Election of Chair										X	
Recommendation Tracking Annual Home Visits including							X				
Update on Mobile Working							X				
Recommendation Tracking Environment of Estates						X					

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Report author: Sharon Guy
Tel: 07891 273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 28th September 2016

Subject: Sharing of Board Member Contact Details

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 seek agreement to share contact details of members between the other members of the Tenant Scrutiny Board.

2 Main issues

- 2.1 Invariably, scrutiny activity takes place outside of the formal monthly Tenant Scrutiny Board meetings. By members being able to contact each other outside of the regular cycle of meetings, which can allow more effective working.
- 2.2 The purpose of this report is therefore to seek member agreement to share their email, telephone and/or mobile contact details with each other. This information will not be share more widely.
- 2.3 Members absent for this item will be written to requesting their consent or not.
- 2.4 Where a member leaves the Board, their consent will be automatically withdrawn and we will re-issue the document with amendments.

3. Recommendations

- 3.1 Members are asked to:
- Note the content of the report and give consent or not, signing the agreement below with your decision
 - Give agreement for the Scrutiny Officer to write to members not present in the meeting to seek their consent or not.

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.

TENANT SCRUTINY BOARD – 28TH SEPTEMBER 2016

I, _____ consent / do not consent to the sharing of my telephone and email address (if applicable) with the other members (including any future new members) of the Tenant Scrutiny Board until further notice.

SIGNED _____

DATE _____

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