

TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 21st December, 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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A G E N D A

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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>	

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4			MINUTES - 30TH NOVEMBER 2016 To confirm as a correct record, the minutes of the meeting held on 30 th November 2016	
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.	1 - 2
6			UPDATE ON ANNUAL HOME VISITS INQUIRY The Boards inquiry in 2014/15 municipal year focused on Annual Home Visits. The Board is requested to receive the update on Annual Home Visit recommendations and raise any questions with the manager in attendance for this item.	3 - 10
7			MOBILE WORKING UPDATE The Board requested a further update on mobile working and its rollout. This report gives an update to the Board on the work so far.	11 - 14
8			CONTACT CENTRE CALLS AND LEEDS BUILDING SERVICES The Board previously made a request to observe calls at the Contact Centre in respect of their on-going inquiry into Leeds Building Services. As this visit was unable to take place, the Board have asked to meet with a Manager and a Customer Services Officer from the Contact Centre to discuss their work.	
9			SCRUTINY CONFERENCE UPDATE This item is to update the Board on a Scrutiny Conference visit taken by some members on 6th December. Members will give a verbal update at the meeting.	15 - 18

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10			<p>DATE AND TIME OF NEXT MEETING</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>	