



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 9th August, 2017 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)

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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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 - 5TH JULY 2017 To confirm as a correct record, the minutes of the meeting held on 5 th July 2017	1 - 6
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.	7 - 8
6			NEXT INQUIRY DISCUSSION The Board agreed in June to invite the Chair of the Environment, Housing and Communities Scrutiny Board, Councillor Barry Anderson, to attend today's meeting. The Chair of the Environment, Housing and Communities Scrutiny Board is requested to provide any thoughts on future areas of work for the Tenant Scrutiny Board to look at in the coming municipal year.	9 - 10
7			EAST LEEDS REPAIRS FEEDBACK During the last municipal year, the Tenant Scrutiny Board undertook a substantial inquiry into East Leeds Responsive Repairs. Recommendations arising from the Inquiry were submitted to Housing Leeds for formal response. This report introduces that response from Housing Leeds around the Board recommendations and the decisions on whether to accept these.	11 - 16

Item No	Ward/Equal Opportunities	Item Not Open		Page No
8			REPAIRS AND INVESTMENT AND EAST LEEDS INQUIRY Housing Leeds has a citywide Repairs and Investment group which meets every two months. It is felt appropriate that the report and recommendations which the Board has worked on be shared with this group. The Board are requested to agree to this and discuss how best work carried out by the group be shared with this Board.	17 - 18
9			STAR SURVEY REPLY At June's Board's meeting, a request was made during the STAR survey presentation about the rate of returns for the survey by Ward. As this information was not available at the time it was agreed to provide this to the Board which is enclosed.	19 - 24
10			NEXT INQUIRY The Board is requested to discuss the topics suggested in this and previous meetings, and agree an area of work the Board should carry out this municipal year.	25 - 26
11			DATE AND TIME OF NEXT MEETING Wednesday 6 th September 2017 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>	

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TENANT SCRUTINY BOARD

WEDNESDAY, 5TH JULY, 2017

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Michael Healey, Maddie Hunter, Rita Ighade, Maureen Lillywhite, Peter Middleton and Jackie Worthington

10 Exempt Information - Possible Exclusion of the Press and Public

There were no late items.

11 Late Items

Late item introduced by the Chair around fire safety in multi storey tower blocks.

12 Apologies for Absence

Roderic Morgan.

13 Minutes - 14 June 2017

RESOLVED That the minutes of the meeting held on 14th June 2017 be approved as a correct record.

14 Chair's Update

The Chair opened the meeting and gave apologies for room change at short notice.

On Friday 23rd June the Chair, along with Peter Middleton held an interview for recruitment to the Board. The Chair introduced Maureen Lillywhite to the Board and noted she has joined the Board as a new member further to the recent recruitment.

The Chair noted as the board had instructed, he attended the VITAL meeting on 14th June at Navigation House along with Lee Ward. The Chair gave a short presentation about the work of TSB, and in line with our term of reference I asked them to forward to the Board any suggestions they have before our August meeting with regard to future inquiries. The Chair noted that the final decision rests with TSB on the inquiry chosen for the coming municipal year.

The Chair noted that since the last meeting of the Board, he had held a meeting with Sharon Guy with regard to preparing the agenda for this meeting and the year ahead for TSB, and they also have communicated by phone and email.

On 26th June, the Chair explained he attended the Environment, Housing and Communities Scrutiny Board.

The Board discussed the following items:

- Terms of reference
- New remit – Crime and Disorder
- Co-opting members as the need arises
- Work schedule for the coming year

Following the meeting the Chair met with Councillor Barry Anderson, the new chair of the Environment, Housing and Communities Scrutiny Board. Cllr Anderson has accepted an invitation to attend the August meeting along with Angela Brogden from the Governance Team.

The Chair also noted he will be asking board members at the August meeting if they are able to receive the monthly meeting agenda and any other post via email rather than it being sent to them as a hard copy. This will be a saving to the Council on postage over the full municipal year. The Chair noted that if members are not able to receive this online it will continue to go out to them as normal. We do not expect board members to have to bring in any laptops or tablets, so a hard copy of the agenda will be available at each meeting.

15 Next Inquiry Discussion

The Chair introduced Councillor Hamilton. Councillor Hamilton explained that she had been delegated future meetings by Councillor Coupar. Councillor Hamilton explained that she had spoken with Councillor Coupar on ideas for the Board to investigate in the coming year. Councillor Hamilton explained that tenant engagement across the city, especially around those which are under-represented such as young people, disabled would be something she would like to see investigated and how to involve them more, especially involving them digitally. One of the suggested ways to look at doing this is by doing webcasts rather than having people come to physical meetings as some people would not be interested in this.

The Chair requested clarification from Cllr. Hamilton in relation to having involved tenants that match the profile of the community. Councillor Hamilton explained that we need to involve a wider base of tenants in our engagement exercises. Jill Wildman explained this is a key priority for Housing Leeds and this links to the STAR survey which showed that tenants who were younger were more dissatisfied with the service.

The Chair also asked if this inquiry should look at the Housing Advisory Panels. Councillor Hamilton explained this would not be appropriate as it is

being looked into by Environment, Housing and Communities and would create duplication.

The Chair asked Councillor Hamilton if she received comments from her constituents in regard to the ways they can be involved in the Council. Councillor Hamilton responded by saying she did and whilst not everyone can be accommodated, i.e. some want an evening meeting or some want a daytime meeting, one of the things she has noticed is that it depends on the topic being discussed and also the venue. A critical point is that if a venue is difficult to get to, or parking is a problem people won't attend.

Jill Wildman explained that Communities Can week was very successful last year which consisted of events being held within the community. SB asked about some of the groups which have been created in the past such as YAGI, and also the disabled group. JW stressed that whilst these are good they need to expand much wider in order to gather views. MHE noted that he has seen a TARA which was based around Facebook which means tenants could discuss things at a time to suit them rather than coming to a meeting which they might not be able to attend. Councillor Hamilton explained how the Community Committees have the general topics at first and then allow people to leave if they don't want to stay for the second half of the meeting which is more formal. Councillor Hamilton noted that when something makes a difference this increases the reputation of the meeting and makes it more likely someone else would come along to it in future.

16 Next Inquiry - Discussion with Jill Wildman

Jill Wildman was introduced to the group by the Chair. JW explained that she is attending on behalf of Neil Evans. JW explained that she would like the Board to look at how tenants can be involved in the planning of the investment strategy and how money should be allocated. JW explained that currently Housing Leeds have a process for how they identify works, but often tenants would prefer that money is spent on a new kitchen rather than a new bathroom, or new windows as this would improve the energy efficiency of their home and reduce fuel bills.

The Chair asked how the Council could work this effectively, for example one tenant might want a kitchen but another might want a bathroom and clearly this wouldn't be possible. JW explained that it would be around the initial planning of the investment programme they would want tenants to be more involved with, as at present there isn't very much. In effect it is challenging the investment programme.

SB noted that in the past a programme of works was published and this was kept to, however now it seems a programme of works is published, and then the work is never done and no update is given as to if it will ever be done, SB gave an example of the lifts which were due to be replaced in her block but this has now changed and they are not but tenants were not informed of the reason and so this is disheartening. ML noted that when Annual Home Visits are carried out that this could be an opportunity to ask tenants what they feel

should be improved within their property. JW noted that opt outs often cause issues because an opt out is made and then that tenant leaves but the new tenant has no opportunity to have the improvement made.

17 LATE ITEM - Fire Safety in Multi Storey Tower Blocks

The Chair introduced Mark Grandfield who was in attendance to talk about fire safety in multi storey blocks in Leeds. MG noted that as expected this is a busy time for the Council and was in attendance here to give reassurance to Board Members.

MG noted that the cladding which was used on Grenfell Towers is not used in Leeds City Council high rise buildings. As the next step MG noted that the Council have a mature relationship with the Fire Service in West Yorkshire and the Council have asked them if what they are currently doing is fit for purpose. The Fire Service report at present the current policy is adequate regarding evacuation procedures. It is acknowledged there may be changes in the future but none have been suggested as yet. It is noted the investment on compartmentation has been effective in preventing fires from spreading and that there was a fire in a block of flats last week and this did not spread.

MG explained the Council have been undertaking fire safety surgeries at all of its high rise blocks. He further explained that daily checks continue to be carried out by cleaners and quarterly by Housing Officers.

MHE asked about fire doors and internal walls in properties which are replaced by leaseholders and concerns about them not being fire proof. MG noted that internally they are able to change walls at their own risks, but where this affects the safety of the block in these instances there would need to be a discussion with the Leaseholder as this would cause issues with the integrity of the fire safety of the block. The Board stressed there is a need for this to be checked by officers.

RESOLVED – MG agreed that this should be looked at.

The Chair asked if any blocks currently have sprinklers installed. MG confirmed that work was in progress to install sprinkler systems in sheltered housing blocks, 6 of 8 blocks have been completed to date.

SB asked about entanglement and referred to an incident which occurred, resulting in the deaths of some fire fighters. MG noted that work is being carried out to ensure all wires are strapped appropriately but noted it may not be obvious when this work has been completed, however MG was happy to provide information on this to provide reassurance.

The Chair asked about parking, especially overnight where cars are blocking access for the fire service should they need to attend in the case of fire. MG noted this is not an easy fix and that there is now work to look at the environment around blocks.

MG noted that although the Council have been seen to work on their own blocks, they have been offering advice through Building Control to private owners of high rise blocks.

The Chair, on behalf of Tenant Scrutiny Board thanked the Council for their work since 14th June on high rise safety.

18 Date and Time of Next Meeting

Wednesday 9th August 2017 at 1:30pm
(pre meeting for all Board Members at 1:00pm)

THE MEETING CLOSED AT 3:00PM

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Leeds
CITY COUNCIL

Report author: Sharon Guy
Tel: 07891 273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 9 August 2017

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 Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 9 August 2017

Subject: Tenant Scrutiny Board's Next Inquiry Discussion

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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?	<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 its meeting in June, the Board agreed to invite the Chair of the Environment, Housing and Communities Scrutiny Board, Councillor Barry Anderson, to attend today's meeting.
- 1.2 The Chair of the Environment, Housing and Communities Scrutiny Board is requested to provide any thoughts on future areas of work for the Tenant Scrutiny Board to look at in the coming municipal year.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to discuss any future areas for the Board to look at which the Chair for Environment, Housing and Communities Scrutiny Board has suggested.

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 Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 9 August 2017

Subject: East Leeds Repairs Response to Recommendations

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 During the last municipal year, the Tenant Scrutiny Board undertook a substantial inquiry into East Leeds Responsive Repairs. Recommendations arising from the Inquiry were submitted to Housing Leeds for formal response.
- 1.2 This report introduces that response from Housing Leeds around the Board recommendations and the decisions on whether to accept these.

2.0 RECOMMENDATIONS

- 2.1 To consider the response from Housing Leeds to the recommendations made by the Tenant Scrutiny Board following its inquiry into East Leeds Responsive Repairs.

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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EAST LEEDS REPAIRS RECOMMENDATIONS FROM TENANT SCRUTINY BOARD WITH FEEDBACK

Desired Outcome – To reassure tenants that Housing Leeds aim is to get it right first time

Recommendation 1 – That Housing Leeds provide dedicated repairs training for new staff as part of their induction and regularly review training needs of existing staff. In addition, that Housing Leeds supports the Contact Centre's training programme.

Comments - Recommendation Accepted

We will review training needs to ensure that all staff involved in the repairs process are appropriately trained. This will include standard training for new staff as part of the induction process.

Specific damp related training is being delivered to staff in-order to ensure that reports of dampness are dealt with as effectively as possible. This will include a programme of collocating technical staff within the Contact Centre in-order to train out a consistent approach to diagnosing damp related repairs.

Desired Outcome – Increased service improvements, efficiencies and opportunities for savings

Recommendation 2 – Implement and roll out the Total Works system.

Comments - Recommendation Accepted

Desired Outcome – Optimum use of operative time and ability to create additional appointment slots and reduce waiting time for repair appointments

Recommendation 3 – Implement new working practices through Total Works, in relation to creating additional appointments, by reducing waiting times and increased tenant satisfaction. We also request that this Board be provided with an update on progress.

Comments – Recommendation Accepted

New working procedures are being designed alongside the roll out of Total Mobile which will remove the inefficient and ineffective parts of existing processes. This will improve the customer experience and address key issues such as waiting times and communication when follow on visits are required.

A progress update will be presented to the Board as the Total Mobile roll out programme progresses.

Desired Outcome – Improve customer satisfaction

Recommendation 4 – Improve customer satisfaction by using and act on learning from complaints. Improve the process and communication where follow on work is required including follow up work after accessing out of hours service. Take ownership of complaints and enquires and see through to conclusion.

Comments – Recommendation Accepted

Key procedural improvements will be addressed through Recommendation 3.

Improvements to the complaint / members enquiry process will be made to ensure a more joined up approach across Housing Leeds teams. Procedures will be reviewed and revised

to ensure clarity of responsibility for teams and individuals and include a robust approach to capturing learning outcomes and developing them into service improvements.

Desired Outcome – Improve ease of finding information and getting it right first time

Recommendation 5 – That Leeds Building Services, work with the Contact Centre, HUBs and local housing offices to ensure staff know how to identify key properties types such as heating type, to enable more accurate repair reporting. Ensure staff are adequately trained and information is readily available on systems to enable accurate reporting in relation to dual communal heating systems, for example; gas boiler but with electrical components in individual flats, to ensure the correct trade is allocated. Provide portable heating for tenants when repair is not possible.

Comments – Recommendation Accepted

Access to information on property types and components will be included as part of the repairs training for staff. In addition, local training will be developed to better inform area based teams about local issues such as district heating schemes and common problems affecting non-traditional housing stock.

The replacement housing management system, Civica, will provide better links between the repair ordering system and asset management data which will mean better, more accessible property information is available for frontline staff.

Desired Outcome – Administration of repairs ordered is carried out effectively

Recommendation 6 – Administration on repairs performance is improved – so that orders are closed down in a timely manner on systems, including sub-contractor orders. This will ensure that performance reporting is not adversely affected.

Comments. – Recommendation Accepted

Desired Outcome – Improve tenant access to repair service

Recommendation 7 – Make repair raising more accessible online. Whilst this is currently available, it is not actively promoted or widely utilised. Ensure that systems are user friendly, use Plain English and make use of photographs. Utilise involved tenants to critique the service and ensure all follow up enquiries are dealt with promptly.

Comments. – Recommendation Partially Accepted

The current online repair system is widely used. Over 12,000 repairs were reported online last year.

A new online repair ordering tool will be implemented through the ongoing Civica project which is replacing the current housing management systems. The new system will have improved functionality such as enabling tenants to book repair appointments 24 hours a day and posting photographs of faults. Tenants will be involved in the set-up of the new system via the 'Repairs and Investment Tenant Group'.

Desired Outcome – Improve Officer knowledge, get it right first time

Recommendation 8 – That there is a named contact at Leeds Building Service for new and existing staff to reference complex repair enquiries, including support with communal repairs.

Comments – Recommendation Accepted

We feel that giving a specific named contact will lead to problems during absences, change of roles etc. Leeds Building Services will provide a dedicated phone line for staff to ring to progress complex repair issues. Calls will be handled by a team of experienced members of staff who will have direct access to management support.

Desired Outcome – Manage operative capacity

Recommendation 9 – Where a trade has a shortfall in operative numbers, Leeds Building Services consider apprenticeships in these trades and continues to work to upskill operatives in multi skilled trades.

Comments – Recommendation Accepted

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Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 9 August 2017

Subject: Repairs and Investment Group and Feedback of the East Leeds 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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Board's last inquiry focused around East Leeds repairs.
- 1.2 Housing Leeds has a citywide Repairs and Investment group which meets every two months. It is felt appropriate that the report and recommendations which the Board has worked on be shared with this group.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to agree to share the report with the Repairs and Investment Group and agree how any work which the Repairs and Investment Group carry out which relates to the East Leeds inquiry be shared with Tenant Scrutiny Board.

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 of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 9 August 2017

Subject: STAR Survey

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 meeting in June, a request was made during the STAR survey presentation about the rate of returns for the survey by Ward and also some of the results for high rise properties. As this information was not available at the time it was agreed to provide this to the Board.
- 1.2 The returns for the STAR survey by Ward are presented in the appendix attached.
- 1.3 The responses data for STAR for high rise properties is shown against the city average for comparison, along with commentary.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive the information provided at Appendix A.

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.

STAR SURVEY RESPONSE RATE BY WARD

Ward	Response rate
Adel & Wharfedale	25%
Alwoodley	23%
Ardsley & Robin Hood	20%
Armley	19%
Beeston & Holbeck	19%
BITMO	18%
Bramley & Stanningley	20%
Burmantofts & Richmond Hill	18%
Calverley & Farsley	28%
Chapel Allerton	18%
City & Hunslet	17%
Crossgates & Whinmoor	16%
Farnley & Wortley	19%
Garforth & Swillington	21%
Gipton & Harehills	20%
Guiseley & Rawdon	28%
Harewood	27%
Headingley	17%
Horsforth	18%
Hyde Park & Woodhouse	18%
Killingbeck & Seacroft	21%
Kippax & Methley	21%
Kirkstall	19%
Middleton Park	23%
Moortown	24%
Morley North	25%
Morley South	24%
Otley & Yeadon	25%
Pudsey	25%
Rothwell	18%
Roundhay	25%
Temple Newsam	22%
Weetwood	18%
Wetherby	26%

STAR Survey 2016 - results by Property Type

Indicator	High Rise	City
Key Services		
Overall satisfaction with services provided	71%	76%
Satisfaction with overall quality of your home	69%	71%
Satisfaction with your neighbourhood as a place to live	63%	72%
Satisfaction that your rent provides value for money	71%	77%
Satisfaction that your service charge provides value for money	59%	64%
Satisfaction that your landlord listens to your views and acts upon them	55%	55%
Satisfaction with repairs and maintenance	67%	70%
Services in general		
Satisfaction with the way your landlord deals with ASB	52%	55%
Satisfaction with the way your landlord deals with complaints	48%	54%
Satisfaction with the way your landlord deals with enquiries	65%	71%
Satisfaction with the way your landlord deals with moving or swapping your home	34%	41%
Satisfaction that your landlord treats you fairly	71%	72%
Agree that landlord provides an effective and efficient service	61%	68%
Agree that landlord has a good reputation in your area	53%	57%
Agree that landlord has friendly and approachable staff	79%	78%
Agree that you trust your landlord	63%	63%
Agree that it is useful to have an annual visit to discuss my tenancy	69%	69%
Contact and communication		
Interested in getting involved with your landlord to help improve services	24%	20%
Interested in getting involved with improving your local environment	24%	22%
Landlord good at keeping you informed about things that might affect you	67%	64%
Use the internet (at home or via smartphone)	59%	59%
Contacted landlord in the last 12 months with query other than to pay rent or service charges	71%	73%
The following refer only to respondents who said they had contacted their landlord in the last 12 months		
Percentage reporting was easy to get hold of the right person	65%	59%
Percentage reporting query answered within a reasonable time	70%	71%
Satisfaction with the final outcome of query	59%	60%
Agree that landlord made it easy to handle your issue	63%	63%
Your home		
Heating and insulation is good at keeping your home warm in the winter	44%	63%
Percentage of tenants who had a repair in the last 12 months	73%	76%
The following refer only to respondents who said they had a repair in the last 12 months		
Satisfaction with ease of reporting your repair	84%	84%
Satisfaction with the accuracy of the repair ordered	81%	75%
Satisfaction with the overall quality of work	78%	75%
Satisfaction that the repair was done 'right first time'	70%	67%
Satisfaction with the speed of the repair	75%	72%
Anti-social behaviour		

Percentage who have experienced anti-social behaviour in the last 12 months	32%	28%
Percentage who reported this anti-social behaviour	72%	68%
Your rent and income		
Satisfaction with advice and support on claiming housing and other welfare benefits	75%	72%
Satisfaction with advice and support on managing finances and paying rent/service charges	69%	66%
Percentage for whom welfare reform has had a large impact	25%	26%
Describe their current financial position as fairly or very difficult	18%	19%
Neighbourhood and community		
Satisfaction with overall appearance of neighbourhood	61%	66%
Agree neighbourhood's overall appearance is mainly the responsibility of local residents	64%	67%
Satisfaction with grounds maintenance, such as grass cutting	79%	69%

Top 5 major problems in the area	
The survey used a 3 point scale asking respondents whether an issue is a 'Major problem', 'Minor problem' or 'Not a problem'. The percentage shows how many respondents considered an issue a 'Major problem' in their area.	
High rise	City wide
Rubbish or Litter 39%	Car parking 35%
Car Parking 38%	Rubbish or litter 29%
Drug Use or Dealing 31%	Dog fouling 28%
Noisy Neighbours 31%	Noisy neighbours 20%
Dog Mess 24%	Drug use or dealing 20%
Tenant priorities	
Tenants were asked to choose three priorities. The figures show the percentage of all respondents answering the question who chose that priority.	
High rise	City wide
Repairs and maintenance 67%	Repairs and maintenance 75%
Quality of the home 58%	Quality of the home 62%
Dealing with ASB 41%	Neighbourhood 37%
Listening /acting on views 37%	Dealing with ASB 33%
Keeping residents informed 35%	Value for money of rent 31%
Neighbourhood 34%	Keeping residents informed 28%
Value for money of rent 31%	Listening/acting on views 27%
Advice on benefits / rent 16%	Advice on benefits / rent 16%

Commentary on STAR 2016 findings by property type

The spreadsheet details the findings for respondents living in different property types. Where responses show satisfaction or agreement of 4% variation to the city average, then the above average are highlighted in green, and the lower satisfaction in red.

Respondents living in houses have been presented in two comparison groups – one depending on whether they live in semi/detached house or a terraced house, and secondly whether the house is traditional or non-traditional. It is the same cohort of respondents being analysed for both groups.

High Rise

Key indicators in STAR showing **higher satisfaction** in high rise compared to city wide findings:

- Satisfaction with grounds maintenance, such as grass cutting +10% on the city figure at 79%.
- Higher percentage interested in getting involved 24% compared to 20%
- Percentage reporting was easy to get hold of the right person 65% compared to 59% city wide
- Higher level of satisfaction with different elements of last repair, particularly accuracy of repair ordered (+6%) but also speed, overall quality and Right First Time (+3% on the city figure)
- Higher satisfaction with advice and support questions (+3% on the citywide figures)
- Landlord good at keeping you informed about things that might affect you, 67% in high rise, (+3% on the citywide figures)

Key indicators in STAR showing **lower satisfaction** in high rise compared to city wide findings:

There are more indicators with lower satisfaction from high rise tenants compared to the city wide findings. In addition the difference between the level of satisfaction of high rise respondents and the level of satisfaction of the city wide respondents is more than 5% in a number of indicators.

- Heating and insulation is good at keeping your home warm in the winter, 44% (-19% compared to 63% citywide)
- Satisfaction with the neighbourhood as a place to live 63% (-9% compared to city 72%), and Satisfaction with overall appearance of neighbourhood 61% (-5% compared to city 66%)
- Satisfaction with the way the landlord deals with moving and swapping home 34% (-7% compared to city 41%)
- Satisfaction that the landlord provides an effective and efficient service 61% (-7% compared to city 68%)
- Satisfaction that your rent provides value for money 71% (-6% compared to city 77%)
- Satisfaction with the way your landlord deals with complaints 48% (-6% compared to city 54%)
- Satisfaction with the way your landlord deals with enquiries 65% (-6% compared to city 71%)
- Overall satisfaction is 71% (-5% compared to 76% citywide)
- Higher percentage who have experienced anti-social behaviour in the last 12 months, at 32% (compared to 28% citywide)

Tenant priorities: Respondents living in high rise blocks showed the same top two priorities as city wide (Repairs and Maintenance, and the overall quality of the home) but the third priority was dealing with anti-social behaviour. They also gave higher priority to listening and acting on view, and keeping residents informed.

In addition, the findings showed that a lot of issues are important to high rise tenants with almost a third of tenants or more saying that 7 of the 8 issues are a priority.

Neighbourhood issues: The top 5 major issues for high rise tenants reflect a different order to the city wide findings with a higher percentage of high rise tenants reporting an issue as a major issue. Rubbish or litter is the highest major issue, followed by car parking. Drug use and noisy neighbours are also major issues for almost a third of high rise tenants.

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Report author: Sharon Guy
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Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 9 August 2017

Subject: Tenant Scrutiny Board's Next 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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Board have met with, during the last two meetings, the Executive Member for Communities, Chair of Environment, Housing and Communities Scrutiny Board and the Chief Officer (Housing Management).
- 1.2 The Chair also met in June with VITAL (Voice of Involved Tenants Across Leeds) and asked for their ideas.
- 1.3 The Board throughout this process have been provided with topics for future scrutiny inquiries. Topics which have been suggested are:-
 - How to increase tenant engagement with under-represented groups
 - Increasing the involvement of tenants in the Investment Strategy
 - Chair of Environment, Housing and Communities Scrutiny Board thoughts (*not available until the meeting date*)
 - How Anti-Social Behaviour is managed and how expectations of those involved in ASB cases are managed
 - High rise
- 1.4 Members are reminded that whilst these topics have been suggested, the Board may agree to work on something which is not included on the list above.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to discuss the topics suggested and agree an area of work the Board should carry out this municipal year.

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.