



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 11th October, 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

Maureen Lillywhite

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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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 - 9TH AUGUST 2017</p> <p>To confirm as a correct record, the minutes of the meeting held on 9th August 2017.</p>	1 - 6
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>	7 - 8
6			<p>DISCUSSION WITH SENIOR MANAGERS</p> <p>To start the inquiry, a senior manager from the Anti-Social Behaviour Team and also a senior manager from Housing Leeds have been invited to attend today's meeting. Members are asked to receive the information provided and ask any questions they have.</p>	9 - 10
7			<p>DRAFT TERMS OF REFERENCE</p> <p>Members of the Board are requested to discuss and agree the terms of reference for the next inquiry.</p>	11 - 16
8			<p>DRAFT WORK PROGRAMME</p> <p>The Board are asked to discuss and agree their work programme for the coming municipal year using the draft work programme provided.</p> <p>The work programme also includes other actions which require follow up, such as recommendations from the previous municipal years inquiry.</p>	17 - 18
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday 15th November 2017 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, 9TH AUGUST, 2017

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Maddie Hunter, Peter Middleton, Roderic Morgan and Jackie Worthington

19 Exempt Information - Possible Exclusion of the Press and Public

None

20 Late Items

There were no late items.

21 Apologies for Absence

Michael Healey, Rita Ighade, Maureen Lillywhite

22 Minutes - 5th July 2017

RESOLVED – That the minutes of the meeting held on 5 July 2017 be approved as a correct record.

23 Chair's Update

The Chair noted that he was unable to attend the recent Environment, Housing and Communities Scrutiny Board meeting but gave an outline of items discussed.

The Board discussed the following issues:

- Air quality
- Rent collection, including direct debits
- Repair performance
- Anti-Social Behaviour
- Illegal encampments
- Refuse
- Repeat Customer Contact
- Domestic Violence

The Chair also reported that

- the Board had been asked to provide a brief outline of their work in the 2016/17 municipal year for the forthcoming Housing Leeds Annual Report
- discussions have been held with Scrutiny Officers in relation to this meeting and the Boards forthcoming work
- The Chair has accepted an invitation to attend a Regional Scrutiny Chairs Training event to be held in York during September

The Chair in closing this item noted he has also a meeting planned with Sharon Guy in September with the Council's Head of Governance.

24 Next Inquiry Discussion

The Chair introduced this item and Councillor Barry Anderson to the Board. Councillor Anderson opened by saying he was looking forward to developing a good working relationship between Tenant Scrutiny Board and the Environment, Housing and Communities Scrutiny Board.

Councillor Anderson explained that the Environment, Housing and Communities Scrutiny Board will be looking at the effects of Grenfell and how this impacts on council housing in Leeds. There is currently scoping work on this and will hold discussion about this in September.

Councillor Anderson then gave the following ideas for subjects the Tenant Scrutiny Board could look at in the coming municipal year.

- Empty Properties
- Adaptations—the Board could look at when the property becomes void if these should be kept and the property remains adapted, or if should we remove them
- Capital Programme – how this should be spent
- Rent collection
- Effectiveness of Annual Home Visit
- Targets for repairs completion
- Car parking on housing estates – feedback from the STAR survey
- Effectiveness of consultation with tenants
- Tree management – effectiveness of the bandings used to classify trees
- Accessing the local housing office

Councillor Anderson noted that he also endorsed the previous suggestions from Councillor Coupar and Chief Officer Jill Wildman.

The Chair asked about future stock investment given the circumstances at Grenfell Tower. Chief Officer, Simon Costigan advised that an investment programme is already underway. It was noted that some retro-fitting sprinklers may also be required but Housing Leeds would await government guidance on this and other matters.

SB raised an issue that in the past investment plans seemed fairer, were agreed and the programme kept to, whereas what seems to be happening now is that investment is being focused on what could be described as deprived estates and other estates are being ignored. Councillor Anderson suggested that the Board could look at how the Council works out investment plans and if they should be looked at, but Councillor Anderson noted the government requirement to reduce rents has had an impact on resources available for investment.

The Chair spoke about possible mandatory direct debits for rent payment and if there is evidence that this has a positive impact on collection. Councillor Anderson explained that if tenants are required to pay by Direct Debit then they have the amount deducted before there is a temptation to spend this on other things. He noted that it is also cheaper for the council to collect and administer, with a further benefit of reducing the number of potential former tenancy arrears.

The Chair asked on Annual Home Visits that the Board are under the impression that the officer has about 15/20 minutes per visit to carry these out and the Chair had concerns about adding further questions into the visit would lengthen this which could have a further impact on the performance of these. Councillor Anderson didn't disagree with the comments made by the Chair but noted that the time spent dealing with queries by the Housing Officer could save time later on with other teams which would have an overall positive effect. Councillor Anderson also noted that different questions could be asked depending on the responses or problems which the tenant may be having. Councillor Anderson also noted that other changes could potentially be made, for example on things which were not having a positive impact.

25 East Leeds Repairs Feedback

The Chair introduced Simon Costigan, Chief Officer, Housing Leeds to the meeting. SC thanked the Board for their work on East Leeds Repairs in the past year and noted that he would be addressing each of the recommendations the Board has made.

Recommendation 1 – accepted. This was accepted and all new staff are part of the training regime and linked to the Contact Centre training programme.

Recommendation 2 – accepted. SC explained we have started introduction of Total Works. Phase 1 operational and Phase 2 is now being rolled out which will complete the rollout of the new system.

Recommendation 3 – accepted.

Recommendation 4 – accepted. SC explained that a lot of analysis is carried out on customer complaints and look at trends. We are now looking at more sophisticated such as areas and property types, trades and operatives to give a wider picture.

Recommendation 5 – accepted. We are ensuring training is more robust to ensure this and this links into recommendation one.

Recommendation 6 – accepted. Work is ongoing to look at systems update and also closing work down needs to be done quicker and a more efficient process. SC explained the recharging model may be stopped and so a proper charging model will need to replace it.

Recommendation 7 – partially accepted. We have a system already for tenant to report repairs online but it is not the best. The new Civica system will allow a better reporting tool for reporting repairs.

Recommendation 8 – accepted. We have gone through phase 2 of the organisation so a new structure is in place. Head of Operations of LBS has been tasked to ensure this remains.

Recommendation 9 – accepted. At present we are having a discussion around apprentices. As we have been through a review we were holding posts and now we have gone through the review now advertising the posts on a full time basis. We currently have a programme where they go through a training programme with college attendance. We appoint six and give them full time apprentices. This allows us to have 18 apprentices on the books. Further work is being carried out with HR to expand this.

The Chair asked about the Contact Centre and the turnover of staff due to impact of internal recruitment. The Chair asked if consideration had been given to the high turnover of staff and the impact on service delivery. The Board were advised that discussions have taken place with Senior Managers at the Contact Centre to ensure that this doesn't have a negative impact.

The Chair asked about the out of hours service and if East Leeds deal only with East Leeds properties. SC explained they can go out to different parts of the city if required and this often happens on a regular basis. The Chair asked if this causes any problems with finances and service delivery in East Leeds, SC responded that it doesn't.

RESOLVED – That the Board will revisit the recommendations in six months time. The Chair suggested a possible visit to Leeds Building Services if appropriate to see Total Mobile Works in a live situation.

26 Repairs and Investment and East Leeds Inquiry

The Chair introduced this item to the Board. The Chair noted that now this inquiry has concluded, that if agreed to by the Board, this report is provided out of courtesy and for information only.

RESOLVED – That the Board share the East Leeds Responsive Repairs report for information only with the Housing Leeds Repairs and Investment Group.

27 STAR Survey Reply

The Chair introduced this information only item to the Board and explained this was further to the presentation given by Jackie Fox of the Intelligence and Improvement Team.

28 Next Inquiry

The Chair went through the suggestions which have been given to the Board so far, including those from Councillor Anderson.

RESOLVED – The Board proceeded to carry out a vote by show of hands on the next inquiry. The majority of votes from those in attendance was for an inquiry into Anti-Social Behaviour.

29 Date and Time of Next Meeting

Wednesday 6th September 2017 at 1:30pm
(pre meeting for all Board members at 1:00pm)

THE MEETING CLOSED AT 3:15 PM

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Report author: Sharon Guy
Tel: 07891 273581

Report of **Scrutiny Officer**

Report to **Tenant Scrutiny Board**

Date: **11 October 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: 11 October 2017

Subject: Tenant Scrutiny Board's Next Inquiry Discussion

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 its meeting in August, the Board agreed to carry out an inquiry into Anti-Social Behaviour.
- 1.2 To start the inquiry, a senior manager from the Anti-Social Behaviour Team and also a senior manager from Housing Leeds has been invited to attend today's meeting.
- 1.3 Terms of reference for this Inquiry are to be tabled later at the meeting for formal approval. Whilst terms of reference would be formally agreed first, it would be inappropriate to delay commencement of the Inquiry and therefore the appropriate officer(s) from Housing Leeds have been requested to attend today's meeting to outline current policies and operational practices in relation to the Anti-Social Behaviour Service.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to :-
 - (i) Discuss with officers matters relating to the Anti-Social Behaviour Service.
 - (ii) 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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Report author: Sharon Guy

Tel: 07891 273581

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 11 October 2017

Subject: Draft 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 previous meetings, suggestions for the next inquiry have been given by various Councillors and Housing Leeds officers. At the August meeting, the Board resolved to focus their next inquiry on Anti-Social Behaviour.
- 1.2 A draft set of terms of reference for the Anti-Social Behaviour inquiry are provided.

2.0 RECOMMENDATIONS

- 2.1 Members of the Board are requested to discuss and agree the terms of reference for the next inquiry.

3.0 BACKGROUND PAPERS¹

- 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
ANTI SOCIAL BEHAVIOUR INQUIRY
TERMS OF REFERENCE

1.0 Introduction

1.1 At its meeting on 9 August 2017, the Tenant Scrutiny Board considered its inquiry for the 2017/18 municipal year. It was agreed that the Board's work should be on the Anti-Social Behaviour service.

1.2 The Board chose this topic following discussion with the VITAL (Voice of Involved Tenants across Leeds) of Housing Leeds. It was reported this area of service was one which has a major impact on tenants suffering from Anti Social Behaviour.

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 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 September 2017 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 – 11th October 2017

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

6.3 Session two – 15th November 2017

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

- Discussion with ASB Performance Manager
- Discussion with a Housing Leeds Area Manager
- Discussion with West Yorkshire Police
- Review of any evidence obtained from working groups/visits etc.

6.4 Session three – 13th December 2017

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

- Discussion with ASB Team Manager
- Review of any evidence obtained from working groups/visits etc.

6.5 Session four – 17th January 2018

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

- Meet with operational staff

- Review ASB survey

6.6 **Session five – 14th February 2018**

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

- Review of ASB survey

6.7 **Session six – 14th March 2018**

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

- Meet with Head of Service
- Analyse / discuss survey results

6.8 **Session seven – 18th April 2018**

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

- Drafting and agreeing final report.

6.9 **Session eight – 16th May 2018**

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

- Sign off final report.

7.0 **Witnesses**

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

- Head of Service - ASB
- Performance Manager - ASB
- Officers of Housing Leeds
- West Yorkshire Police
- Local Ward Members
- Tenants and Resident Groups

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 Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 11 October 2017

Subject: Draft 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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 At the Boards previous meetings during the 2017/18 municipal year, suggestions for the next inquiry which the Board should investigate have been given by Councillors and Housing Leeds officers. At the August meeting, the Board agreed by vote to focus their next inquiry around Anti-Social Behaviour Service.
- 1.2 The Board are asked to discuss and agree their work programme for the coming municipal year using the draft work programme provided.
- 1.3 The work programme also includes other actions which require follow up, such as recommendations from the previous municipal years inquiry.

2.0 RECOMMENDATIONS

- 2.1 Members of the Board are requested to discuss, amend as required and agree details of the 2017/18 municipal year's work programme.

3.0 BACKGROUND PAPERS¹

- 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.

Tenant Scrutiny Board Work Schedule for 2017/18 Municipal Year

	SCHEDULE OF MEETINGS/SITE VISITS DURING 2017/18							
AREAS OF REVIEW	Oct	Nov	Dec	Jan	Feb	March	April	May
Anti Social Behaviour Inquiry	X Senior Manager attending Head of Service	X ASB Performance Manager Area Manager West Yorkshire Police	X ASB Team Manager	X Operational Staff		X Head of Service attending Survey results	X Discuss report recs	X Sign off final report
Carry out survey				X	X			
UPDATES								
Election of Chair							X	
Recommendation Tracking East Leeds Repairs				X				
Recommendation Tracking Environment of Estates	X				X			
Mobile working update (if appropriate)					X			
Garage Strategy (when agenda is free)								