



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall on
Wednesday, 15th November, 2017 at 1.15 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:
Lee Ward
Neighbourhood Services
Tel: 0113 37 83195

Scrutiny Officer: Sharon Guy
Tel: 0113 37 83194

A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p>No exempt items have been identified.</p>	
2			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
3			<p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			MINUTES - 11TH OCTOBER 2017 To confirm as a correct record, the minutes of the meeting held on 11 th October 2017.	1 - 6
5			DISCUSSION WITH MANAGERS AROUND THE ANTI-SOCIAL BEHAVIOUR SERVICE A Team Leader from the Anti-Social Behaviour Service and a Housing Manager from Housing Leeds have been invited to attend today's meeting. The Board is requested to discuss with managers invited, matters relating to the Anti-Social Behaviour Service to further the current inquiry.	7 - 8
6			DRAFT WORK PROGRAMME At the August meeting, the Board agreed by vote to focus their next inquiry around Anti-Social Behaviour Service. The Board deferred a decision from the October meeting, to the November meeting around the draft work programme. Therefore, this report introduces the draft 2017/18 municipal work programme and members are asked to discuss and agree this using the draft work programme provided. The work programme also includes other actions which require follow up, such as recommendations from previous year municipal inquiries.	9 - 10
7			ELECTION PROCESS FOR A VICE CHAIR OF TENANT SCRUTINY BOARD The Chair has previously discussed with Board Members arrangements in respect of election of a Vice Chair. Members are asked to make an expression of interest if candidates wish to apply for the role.	11 - 12
8			DATE AND TIME OF NEXT MEETING Wednesday 13th December 2017 at 1:15pm. (pre meeting for all board members at 1:00pm)	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
			<p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.</p> <p>Use of Recordings by Third Parties– code of practice</p> <p>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</p> <p>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</p>	

TENANT SCRUTINY BOARD

WEDNESDAY, 11TH OCTOBER, 2017

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Maureen Lillywhite, Roderic Morgan and Jackie Worthington

30 Exempt Information - Possible Exclusion of the Press and Public

None.

31 Late Items

None.

32 Apologies for Absence

Apologies received from Michael Healey, Rita Ighade, Maddie Hunter

33 Minutes - 9th August 2017

RESOLVED – That the minutes of the meeting held on 9 August 2017 be approved as a correct record.

34 Chair's Update

The Chair apologised to the Board and today's guests for the cancellation of the September meeting.

The Chair explained he has attended two Environment, Housing and Communities Scrutiny Boards on 11th September and 9th October.

The Chair noted that at the previous Tenant Scrutiny meeting that the Chair of the Environment, Housing and Communities Scrutiny Board had explained that an inquiry into the Leeds Council response to Grenfell would be held and this Board would have a seat at the inquiry. The inquiry would take the form of three meetings, two as a working group and a third meeting which will discuss the recommendations. The terms of reference at that inquiry would be around Council housing stock safety, resident engagement and investment decisions. The Chair explained that once the report is completed in November that this would be brought to this board for discussion.

The Chair also explained that he had attended a training course with six Councillors who chair the other scrutiny boards. The course looked at chairing scrutiny meetings. The Chair explained that he had spoken to other chairs

Draft minutes to be approved at the meeting
to be held on Wednesday, 15th November, 2017

across the country and they were impressed with this Board's work and approach to scrutiny.

35 Draft Terms of Reference

The Chair explained to the board that he would introduce the draft terms of reference for the inquiry, prior to the introduction of the managers who would be presenting evidence at this meeting.

The Chair explained as in previous inquiries that we will start with senior managers who would attend to provide evidence and give a strategic overview of the service. After this the Board would ask operational staff in, to test what has been said by management, to ensure the golden thread is carried out. The Board will also look at performance, policies and processes. It is likely we will do a questionnaire again to consult more widely with Leeds residents to obtain feedback on the ASB service, along with workshops which members can be involved in, outside the regular meeting schedule. The Board outcomes for this inquiry will be to improve performance, provide value for money and reduce complaints.

RESOLVED – The Board agreed to the draft terms of reference for this inquiry.

36 Discussion with Senior Managers

The Chair introduced Harvinder Saimbhi, Head of Operational Delivery, and Jeff Clarke Lead Officer for Housing Leeds on Anti-Social Behaviour.

HS went on to give a presentation about the Anti-Social Behaviour service.

HS explained what ASB is and gave a definition of this, explaining that it is a broad range of issues. However a definition is required to work to; where anti-social behaviour has occurred in a housing context the test will be to consider whether the conduct is capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises or the conduct is capable of causing housing-related nuisance or annoyance to any person. Where anti-social behaviour occurs in a non-housing related context the test will be as to whether the behaviour causes, or is likely to cause, harassment, alarm or distress to any person.

HS explained that 5 to 6 years ago anti-social behaviour was dealt with in a different way, and there was an objective so that people could come to one point of contact. The aim in Leeds is to tackle anti-social behaviour at the earliest opportunity through a tiered approach of prevention, enforcement and support & resettlement. Low level ASB is dealt with by the Housing Office, such as tenancy breaches, messy gardens and noise nuisance to name a couple. HS noted that ASB have trained Contact Centre staff to deal with calls that come in and that they capture the correct details which are required for the investigation.

HS explained that initial ASB reports are looked at by the Housing Office, and only if they are deemed more serious or complex would they pass this to the Anti-Social Behaviour Team to work on. The Anti-Social Behaviour team have a number of enforcement tools, such as mediation.

HS explained the team structure, broken down by the three areas, East, South and West. HS explained that 50% of calls for ASB is related to noise nuisance. HS explained that some of the Case Officers within the team were formerly Housing Officers and so have a good background to situations that are occurring. Three Police Officers are allotted to each area and are known as link officers.

HS explained the service standards which are in place. The Team will respond in one or two days, on hate crime incidents or cases with safeguarding issues then a response will be carried out on the same day. HS explained that a vulnerability matrix is created for each case the team works on and an officer will meet the complainant and will conduct a case review every 28 days.

JC gave a presentation on the STAR survey which was carried out in 2016. Tenant satisfaction for ASB was reported at 55%, and as such there is a need to improve this. From the STAR survey an action plan was created and this was gone through to the Board in order they could see progress which has been made on improving satisfaction.

The following actions were reported as being completed:-

- Increase understanding of the nature of ASB across Leeds.
- Improve implementation of ASB procedures and customer care
- Undertake a customer survey on satisfaction with the current ASB process
- Ensure relevant staff are suitably trained and equipped to effectively deal with incidents of ASB
- Establish impact of initial ASB staff training to support future training improvements
- Improve level of customer understanding in the management of ASB to better manage expectations.
- Improve Housing and LASBT operational team relationships to maximise good case management.

The following actions were reported as being planned or in progress:-

- Ensure tenant ASB and noise nuisance literature is fit for purpose
- Improve management of ASB within high rise blocks
- Consider existing repairs and maintenance, planned works policies and how they might further support the management of ASB
- Increase understanding of Housing Leeds staff ASB training needs to improve future training provisions
- Improve consistency of ASB case investigation
- Improve staff confidence in the use of Caseworks ASB Module
- Improve quality of ASB statements recorded by Housing Staff.

- Ensure newly appointed Housing Officers are equipped to deal with ASB at the earliest opportunity.
- Improve awareness of ASB management tools.
- Improve levels of Customer Care delivered during ASB case investigation and as part of routine service delivery.
- Ensure staff ASB management training provision is delivered in a timely manner.

The Chair asked if there was information which pointed out which areas had the most ASB. HS explained that East have a lot of calls, but certain streets are more problematic than others. In the West area a large number of noise nuisance calls are received, with Headingley being problematic for this type of complaint. The South area includes the city centre and so gets reports of evening economy ASB issues. The Chair asked for this information for the Board so they can use this to help with the inquiry.

RM asked about private landlords and if they are a problem, especially where they ignore issues being caused by their tenants. HS explained we would talk to the Landlord first but if this fails to bring resolution then the council can serve warnings or notices to enforce this. HS talked about Headingley noise nuisance complaints and that sometimes it is the first time they have had their own place and need an understanding of what it is to be a good neighbour. HS explained they work with the university to help enforce good neighbour messages.

SB asked about the land around a housing estate. SB explained she has been told that the Council can't do anything unless there is criminality taking place. HS qualified this by saying where they are just using a public facility then this is correct.

SB also noted that some CCTV cameras are not connected to LeedsWatch. HS explained they are looking to upgrade cameras where possible and taking advantage of new technology because the further away the camera is from the Middleton central hub then the more this costs.

OG asked about who covers the north of Leeds. HS explained that this is covered by the West Team.

A question was asked about victims who, for fear of reprisals, want to remain anonymous. HS explained if we need to carry out enforcement then we need a known victim and a perpetrator. The Council offer support to the victim help with this. Community impact statements are also used in some cases and also a street survey can be done which can be presented as evidence.

JW asked if victims are being moved away from the perpetrators to resolve the issue. HS and JC both explained the Council does not encourage this but has to accept sometimes the issues could have gone on so long that the victim wishes to move away and so the Council will accommodate this but as a rule we look to resolve the issue.

It was asked if the perpetrator is evicted then they can just re-apply for rehousing and move the problem to another area. JC explained that the Council has the option to apply suitability to an applicant where they have been evicted and refuse to rehouse them. However, this doesn't mean that that person could then move into private rented accommodation, or with friends and relatives in the same estate, which does sometimes happen and the Council cannot prevent this.

The Chair asked if there are any issues with the IT systems being used by the Anti-Social Behaviour Team. It was explained that the same system is used by both Housing Offices and the ASB team.

The Chair thanked HS and JC for their presentations and explained that they would be invited back at the end of the inquiry to discuss what the Board has found during its investigation.

RESOLVED – HS to provide figures to outline hot spot areas for ASB and the type of this to the Board.

37 Draft Work Programme

The Chair took advice that there would be some revision required for the work plan, and given time constraints, this could be discussed at the November meeting.

RESOLVED – The Board agreed to the defer agreement of the work programme until the November meeting.

38 Date and Time of Next Meeting

Wednesday 15th November 2017 at 1:15pm
(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 Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 15 November 2017

Subject: Discussion with Managers around the Anti-Social Behaviour 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 Following on from the October meeting, the Board requested attendance of operational managers who work with the Anti-Social Behaviour Team.
- 1.2 A Team Leader from the Anti-Social Behaviour Service and a Housing Manager from Housing Leeds have been invited to attend today's meeting to give the Board their thoughts.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to discuss with managers invited, matters relating to the Anti-Social Behaviour Service to further the current inquiry.

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: 15 November 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 the Board should investigate were 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 deferred a decision from the October meeting, to the November meeting around the draft work programme.
- 1.3 Therefore, this report introduces the draft 2017/18 municipal work programme and members are asked to discuss and agree this using the draft work programme provided. The work programme also includes other actions which require follow up, such as recommendations from previous year municipal inquiries.

2.0 RECOMMENDATIONS

- 2.1 Members 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

AREAS OF REVIEW	SCHEDULE OF MEETINGS/SITE VISITS DURING 2017/18							
	Sept	Oct	Nov 15 th	Dec 13 th	Jan 17 th	Feb 14 th	March 14 th	April 18 th
Anti Social Behaviour Inquiry	Meeting Cancelled	Senior Managers attending – JC & HS	Operational Managers - LASBT & Housing Leeds	Leedswatch Mediation Services West Yorkshire Police	Operational Staff – Housing Officers and Caseworkers	Senior Managers attending (JC & HS) Survey results	Board Discussion report recommendat ions	Sign off final report
Plan and carry out survey				X	X			
UPDATES								
Election of Chair							X	
Election of Vice Chair				X				
Recommendation Tracking East Leeds Repairs				X				
Recommendation Tracking Environment of Estates							X	
Update on Environment, Housing and Communities Scrutiny Board inquiry into Grenfell						X		
Mobile working update (if appropriate)					X			
Garage Strategy (when agenda is free)								



Report author: Sharon Guy
Tel: 07891 273581

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 15th November 2017

Subject: Election Process for a Vice Chair of Tenant Scrutiny Board

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 Chair has previously discussed with Board Members arrangements in respect of election of a Vice Chair.
- 1.2 Members are asked to make an expression of interest if candidates wish to apply for the role.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive an update to the election process.

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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