



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 17th January, 2018 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:
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 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 - 13TH DECEMBER 2017</p> <p>To confirm as a correct record, the minutes of the meeting held on 13th December 2017.</p>	1 - 4
5			<p>HOUSING OFFICER DISCUSSION</p> <p>Following on from previous Board meetings, the Board requested attendance of Housing Officers who work on Anti-Social Behaviour cases. Two Housing Officers from Housing Leeds have been invited to attend today's meeting to give the Board their thoughts.</p>	5 - 6
6			<p>ASB OFFICER DISCUSSION</p> <p>Following on from previous meetings, the Board requested attendance of Anti-Social Behaviour Officers. Two Officers from the Anti-Social Behaviour Service have been invited to attend today's meeting to give the Board their thoughts.</p>	7 - 8
7			<p>ASB SURVEY</p> <p>As part of the evidence gathering process, the Board is requested to consider the draft survey attached and make any amendments as appropriate. The Board should also agree to whom the survey should be sent out to.</p>	9 - 10
8			<p>REVISED WORK PROGRAMME</p> <p>This report highlights amendments which have been made to the workplan for the Board.</p>	11 - 14
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday 14th February 2018 at 1:15pm. (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, 13TH DECEMBER, 2017

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Michael Healey, Rita Ighade, Roderic Morgan and Jackie Worthington

47 Exempt Information - Possible Exclusion of the Press and Public

None.

48 Late Items

None.

49 Apologies for Absence

Maureen Lillywhite, Peter Middleton, Maddie Hunter.

50 Minutes - 15th November 2017

RESOLVED – That the minutes of the meeting held on 15 November 2017 be approved as a correct record.

51 Discussion with West Yorkshire Police

The Chair explained the previous strands of this inquiry and who had previously been before the Board. The Chair then asked each invitee to give a brief description of their job roles.

Michelle Pollard, explained she is one of the Police Link Officers working with Anti-Social Behaviour Team. There are in total three such teams who work across Leeds.

Zahid Butt, LeedsWatch Business Manager, explained he ensuring the processes and communications work effectively, and also acting as a liaison with customers, Councillors and the various Council departments, including the Housing Service. His service is responsible for 280 public space CCTV cameras and carry out a security service across Council assets. ZB also produces all performance information for the service.

Bryan Wagner-Adair explained that he works in the Housing Options service, and deals with of issues around homelessness and within his team is Mediation Services. He also looks into reviews of decisions made by Housing teams.

Draft minutes to be approved at the meeting
to be held on Wednesday, 17th January, 2018

The Chair opened by asking MP do you find that the Leeds Anti-Social Behaviour Team (LASBT) are dealing with issues which may be criminal in nature, and by definition should be referred to the Police? MP replied that this was something which wasn't occurring. MP did explain that a criminal and civil case can run parallel at the same time though.

The Chair asked about Domestic Violence and the number of cases. BWA explained there is a daily safeguarding meeting which looks at all cases which have occurred in the previous day and a list of actions are agreed which are dealt with quickly. The Chair asked how many cases are heard a day, BWA explained for the previous day for example there were 27, but usually there are between 12 and 24.

A question was asked if domestic violence occurs in certain areas but BWA explained there is no discernible difference between areas. MH asked if and when people are warned for domestic violence if this causes further problems. BWA explained Housing Leeds would not do cautions as this would be a police matter but Housing Leeds would provide security measures such as alarms and locks for the victim's property so they feel safer.

The Chair asked about domestic violence cases where there are children living with the victim and BWA explained that whilst Housing Leeds don't hold a list, there is a process where specialised officers can work with them and special interventions can take place. The Chair asked are Housing Leeds rehousing perpetrators of domestic violence near their victims. BWA explained that whilst the Council would do checks to ensure this doesn't happen, the Council cannot stop the perpetrators moving into a private rented property near their victim. The Chair in closing asked if domestic violence can be reported anonymously, and it was explained not to Housing Leeds but they can report anonymously to the Police.

52 Manager Discussion

The Chair asked if all CCTV cameras in multi storey blocks are working and linked up? ZB explained this is mixed picture across the City, some are working and fully integrated with LeedsWatch whereas others are working but are not linked up, a number of these being in the former East ALMO area of Leeds. However for the cameras which are not linked up ZB explained that we are looking to resolve this through a technical solution so that they can be linked up to LeedsWatch. There is also a piece of work to upgrade to 19 blocks in a similar fashion to what has been installed in the Clyde and Wortley blocks. It is hoped to complete this linking of cameras to LeedsWatch over the next 2 years.

A question was asked about cameras in multi storey blocks which can be seen by some tenants currently and if this will be the same in future. ZB noted that camera footage would not be viewable by residents but other agencies can when they request it, such as solicitors and insurance agents and a charge is made for this. Footage is kept for 31 days unless required to be kept, for example a court case. A Board Member asked if all the cameras are

being watched all of the time? It was explained not quite, but pointed out that they are all tested at the start of a shift to ensure they are working, and then the operator would look at the cameras which are most likely to be busy or where there has been intelligence given from the Police for example. LeedsWatch are also able to listen into Police radio airways and can send footage to the Police Control Room when requested by them. The Police Liaison Officer who works with LeedsWatch help facilitate requests from the Police for CCTV footage the Council holds.

SB asked who makes the decision as to the number of cameras installed. ZB explained this is done with the Capital Programme Team and Housing Leeds but ultimately the decision is with Housing Leeds, not LeedsWatch. The Chair asked why the Police have cameras in some places and the Council in the same places. ZB explained this is a historical issue, and would not happen now as there is better communication between the Council and the Police to prevent this. ZB explained a project is underway to identify these in order that they can be linked up and talk to each other which would help save money. ZB noted that whilst some Police cameras the Council are aware of due to local intelligence, there are some Police cameras, especially those being used for operations which the Council are unaware of. The Chair asked that there might be duplication because of this, but ZB noted the Council share where they are siting cameras which can help the Police better place camera sites.

53 Mediation Discussion

The Chair asked about mediation. BWA explained this has been carried out within Housing Leeds since January. Mediation is very effective providing both parties engage, with a 96% success rate, however this must be held in context that 2/3rds of cases refuse to engage in mediation. The Chair asked if certain age groups have better success with mediation than others? BWA noted those in their 20s and over 50s don't seem to engage. BWA explained that mediation does not seek to arbitrate on cases and who is right or wrong. The mediation workload comes 2/3 from LASBT and 1/3 Housing Officers. BWA noted mediation is not considered where the case has criminality.

BWA explained often a mediation case will be about gardens but often it is something more underlying which is discovered through the process. Mediation ends with a formal written agreement. The Chair in what venue does mediation occur? BWA explained normally this is at Council offices but arrangements can be made for alternative venues if appropriate, but if there is no good reason and parties to mediation don't want to come into the central Leeds office then it can be a sign that mediation will not work. A question was asked if mediation is only for Council tenants and what happens if the dispute is between a Council tenant and a private tenant. BWA explained they would still take this on.

The Chair asked if mediation is ever carried out for noise cases given this makes up 50% of cases? BWA explained yes but as explained previously, often there are a number of issues which come out during mediation so it is not solely about noise. The Chair asked if more mediation would help prevent

ASB in future? BWA explained this is difficult to say, it wouldn't prevent things like hate crime because this is above the threshold for mediation.

A question following on from this was asked about hate crime and if this had increased since the referendum to leave the European Union. MP explained that there has been some increase since the vote took place, and it was explained that often people do not know how to report this to authorities.

The Chair asked about begging and how it is dealt with and what advice you give people when coming into contact with beggars. MP gave an example of a case she was involved with of an incident of begging in St James Hospital car park, which given its location could be very distressing. The Chair asked how this was dealt with. MP explained the hospital has its own PCSO, who initially tried to dissuade people from giving money. However, given there were so many calls about this begging and its aggressive nature, the Police gathered statements from victims and the Council applied for an injunction.

In closing the discussion the Chair asked how, if they could change something to help them their job better.

BWA explained that more work on tenants who are signing up for a property to be 'tenancy ready' could help prevent problems in the future.

ZB noted that costs for fibre connections for CCTV cameras is expensive and work to help reduce this would realise savings. This could be done by utilising MSFs and radio frequencies from tower blocks instead of fibre.

54 Election Process for Vice Chair

The Scrutiny Officer explained that as per previous meetings, members had been requested to express an interest if they wished to apply for the Vice Chair role. One expression of interest had been received and the Board were asked to carry out a vote.

RESOLVED – The Board voted unanimously to elect Sallie Bannatyne to the role of Vice Chair.

55 Date and Time of Next Meeting

Wednesday 17th January 2018 at 1:15pm
(Pre meeting for all Board members at 1:00pm)

THE MEETING CLOSED AT 2:50 PM



Report author: Sharon Guy

Tel: 07891 273581

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 17 January 2018

Subject: Discussion with Housing Officers

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 previous Board meetings, the Board requested attendance of Housing Officers who work on Anti-Social Behaviour cases.
- 1.2 Two Housing Officers 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 the Officers invited, matters relating to Anti-Social Behaviour 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 author: Sharon Guy

Tel: 07891 273581

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 17 January 2018

Subject: Discussion with Anti-Social Behaviour Officers

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 previous meetings, the Board requested attendance of Anti-Social Behaviour Officers.
- 1.2 Two Officers from the Anti-Social Behaviour Service 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 Officers 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 Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 17 January 2018

Subject: Anti Social Behaviour Questionnaire

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 As part of the Boards' evidence gathering, Tenant Scrutiny Board agreed a questionnaire would be appropriate.
- 1.2 In the Boards previous inquiries this approach has been the most effective way to ensure that a wider audience views are consulted.
- 1.3 Previously, questionnaires have been sent to; Councillors, all residents groups who have email addresses and Service Improvement Volunteers.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to consider the survey questions and raise any amendments to the questionnaire as required.
- 2.2 The Board is requested to agree who the survey should be sent out to.

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.

ASB SURVEY TENANT SCRUTINY BOARD

	Question	Response options				
Q1	Have you reported anti-social behaviour to Housing Leeds in the last 12 months?	Yes	No			
Q1a	What type of ASB did you suffer?					

Q2	At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
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Q3	How would you describe the member of staff dealing with your anti-social behaviour complaint?					
Q3a	Helpful	Always	Usually	Occasionally	Never	
Q3b	Courteous	Always	Usually	Occasionally	Never	
Q3c	Sensitive	Always	Usually	Occasionally	Never	
Q3d	Responsive	Always	Usually	Occasionally	Never	
Q3e	Knowledgeable	Always	Usually	Occasionally	Never	

Q4	How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?	Good	Fair	Poor	Don't know	
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Q5	How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?					
Q5a	The advice provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5b	How well you were kept up to date with what was happening throughout your anti-social behaviour case	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5c	How well Housing Leeds kept to the agreed action plan	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5d	The support provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5e	The speed with which your anti-social behaviour case was dealt with overall	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied

Q6	Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour complaint?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
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Q7	Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
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Q8	How willing would you be to report any anti-social behaviour to Housing Leeds in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
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Q9	Did you report the Anti Social Behaviour?	Yes to LASBT	Yes to Housing Leeds	Yes, to the Police	Yes, to someone else	No
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Report author: Sharon Guy

Tel: 07891 273581

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 17 January 2018

Subject: Revised 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 October meeting, the Board agreed a work programme for the coming municipal year. The work programme includes other actions which require follow up, such as recommendations from the previous municipal years inquiry.
- 1.2 After consideration of meetings held since October, the Chair has revised the work programme so enough time can be given to invited guests and discussions can be held in full without a pressing concern around time and fitting in of other agenda items.
- 1.3 The changes made are when items are to be brought to the Board meeting and no planned items have been removed from the workplan.
- 1.4 Changes which have been made are:-
 - Return of Senior Management to attend Board in March (was February)
 - East Leeds Recommendations Tracking in February (was December)
 - Mobile working update in February (was January)
 - Election of Chair in April (was March)

2.0 RECOMMENDATIONS

- 2.1 Members of the Board are requested to note the revised 2017/18 municipal year's work programme.

3.0 BACKGROUND PAPERS¹

- 3.1 None

Tenant Scrutiny Board Work Schedule for 2017/18 Municipal Year

	SCHEDULE OF MEETINGS/SITE VISITS DURING 2017/18							
AREAS OF REVIEW	Sept	Oct	Nov 15th	Dec 13th	Jan 17th	Feb 14th	March 14th	April 18th
Anti Social Behaviour Inquiry	Meeting Cancelled	X Senior Managers attending – JC & HS	X Operational Managers - LASBT & Housing Leeds	X Leedswatch Mediation Services West Yorkshire Police	X Operational Staff – Housing Officers and Caseworkers	X Survey results	X Senior Managers attending (JC & HS) Board Discussion report rec's	X Sign off final report
Plan and carry out survey				X	X			
UPDATES								
Election of Chair Election of Vice Chair				X				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						X		
Garage Strategy (when agenda is free)								

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