



TENANT SCRUTINY BOARD

Meeting to be held in 6 & 7 - Civic Hall, Leeds on
Wednesday, 14th March, 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

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 - 14 FEBRUARY 2018</p> <p>To confirm as a correct record, the minutes of the meeting held on 14th February 2018.</p>	1 - 8
5			<p>ENVIRONMENT HOUSING AND COMMUNITIES SCRUTINY BOARD MINUTES</p> <p>Information only item – draft minutes of the 19th February 2018 Environment Housing and Communities Scrutiny Board.</p>	9 - 12
6			<p>CLARIFICATION OF EAST LEEDS RECOMMENDATION</p> <p>The Board is requested to approve re-opening recommendation 8 of the East Leeds Responsive Repairs Inquiry, with clarification being sought from a responsible officer within in the repairs service.</p>	13 - 14
7			<p>SURVEY UPDATE</p> <p>The Board is requested to receive the results of the ASB survey sent to involved residents and ask any questions as appropriate.</p>	15 - 24
8			<p>SENIOR MANAGEMENT DISCUSSION</p> <p>The Board is requested to discuss and ask questions to the Managers present today using the findings from the inquiry on the Anti-Social Behaviour Service.</p>	25 - 26
9			<p>RECRUITMENT TO BOARD</p> <p>The Board is requested to consider the detail in the report and offer any thoughts on recruitment, retention or training and development activity.</p>	27 - 28
10			<p>UPDATE ON ESTATE STANDARDS</p> <p>The Board is requested to receive the update on Estate Standards and raise any questions with the manager in attendance for this item.</p>	29 - 30

Item No	Ward/Equal Opportunities	Item Not Open		Page No
11			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday 18th April 2018 at 1:15pm (Pre meeting for all Board members at 1:00pm)</p> <p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.</p> <p>Use of Recordings by Third Parties– code of practice</p> <p>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</p> <p>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</p>	

TENANT SCRUTINY BOARD

WEDNESDAY, 14TH FEBRUARY, 2018

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Roderic Morgan and
Jackie Worthington

65 Exempt Information - Possible Exclusion of the Press and Public

None.

66 Late Items

None.

67 Apologies for Absence

Apologies received from Olga Gailite, Michael Healey, Peter Middleton, Maddie Hunter, Rita Ighade.

68 Minutes - 17th January 2018

RESOLVED – That the minutes of the meeting held on 17 January 2018 be approved as a correct record.

69 Chair's Update

The Chair updated members there would be a change to administration of the Board. The Chair explained he had spoken to other members not in attendance today for their views in advance of the meeting. The Chair expressed that he and the Board were disappointed that the changes are happening with immediate effect rather than waiting until the conclusion of the current inquiry.

The Board noted that when the previous changes to administration took place, a probationary period was agreed whereby the new arrangements were reviewed to see if they were working well.

The Chair noted in his meeting with the Head of Neighbourhood Services a commitment was made that support would continue to the Board and that their independence would remain in place. The Board felt assured by the fact they were told by the Head of Neighbourhood Services that a new Manager would be starting in the Tenant Engagement Team who could then assume the role of the outgoing Scrutiny Officer.

Members present also expressed that recruitment to the Board needed to take place before a new inquiry commences.

RESOLVED – That the Board agreed to the administration changes subject to a review in July 2018 to ensure it is working well.

The Chair on behalf of himself and the Board thanked Sharon Guy as Scrutiny Officer for her work with the Scrutiny Board over the past few years.

70 Update on East Leeds Recommendation Tracking

Rob Goor introduced himself as Responsive Repairs Service Manager and explained he was attending on behalf of Simon Costigan, Chief Officer who was unable to attend the meeting due to another commitment. RG went through the recommendations and gave feedback on progress so far.

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.*

RG explained the service has invested heavily in training for frontline visiting staff which means that more complex repair types can be resolved better, for example for damp related repairs. Better repair equipment has also been provided to surveyors to diagnose problems.

Two Officers were also located at the Contact Centre from April to January to help train officers. Processes were developed which means that repairs are better dealt with and more efficiently.

It was asked by a member why they are not there now and what would happen because of the high turnover of staff at the Contact Centre – RG explained that the Officers who were taught would pass this knowledge on and also new guidance has been developed which means repairs can be ordered more effectively.

RG explained that the repairs ordering process now needs to be improved in other parts of the service which raise repair orders, for example the Housing Office or Community Hubs, as the Contact Centre only raise about 40% of the total number of repairs. RG noted that when benchmarking has been carried out as to the ways that tenants can report repairs, that Leeds has a lot more ways to report than other organisations which can be a good thing but a balance needs to be found to ensure consistency in quality.

RESOLVED - The Board resolved recommendation 1 is closed.

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

RG explained that Total Works became operational in July 2017 and all operatives are using the system which is reducing back office administration.

The Chair noted in his discussion with Officers that the system has a few issues, which RG said is an honest appraisal of the system but he acknowledged it's partly down to Total Works but also how it has been adapted to how East Leeds want. RG noted visits have been carried out to other organisations who are using Total Works to identify improvements.

It was asked by the Board if the number of repairs being carried out per day has increased since the system was introduced, as this was explained at the visit to Leeds Building Services as something which would occur with the new system. RG noted that he couldn't answer this with certainty, but processes still need to be improved to improve efficiency. During the inquiry members were informed the Total Works system would reduce the number of visits to stores. The Chair asked if this had occurred, and RG confirmed this was the case.

RESOLVED - The Board resolved Housing Leeds should provide an update in 12 months' time to report on progress.

Recommendation 3 – *Implement new working practices through Total Works, in relation to creating additional appointments, by reducing waiting times and increased tenant satisfaction.*

RG explained improvement in customer satisfaction has not yet impacted as expected. Communication through the repair process is cited as the main reason customers are dissatisfied. RG noted the scheduling system has not been rolled out alongside Total Works and so manual intervention is currently having to be carried out. It is hoped once the scheduling tool is rolled out this will have a positive impact on customer satisfaction.

RESOLVED - The Board resolved Housing Leeds should provide an update in 12 months' time to report on progress.

Recommendation 4 – *Improve customer satisfaction by using and acting 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.*

RG explained as with the previous recommendation where follow-up work is required that this is a cause of dissatisfaction. It was also noted complaint responses were previously not managed well across teams, and this has been pushed hard by management to improve quality of responses and meeting targets for response, and ensuring the officer dealing with the complaint takes ownership. The service have also been making use of the complaints to learn lessons from them.

RESOLVED - The Board resolved recommendation 4 is closed.

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.

RG noted that this comes back to the repairs reporting process. Currently RG view is there are too many people ordering repairs and this needs to be reviewed to identify a model that best suits Leeds and Leeds tenants.

RG noted that there should always be supply of portable heaters to provide to tenants where we cannot repair a heating system and assurance was sought by management that this was happening, through informing operatives they have a supply with them, though repairing the system this would be the first priority.

RESOLVED - The Board resolved recommendation 5 is closed.

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.*

Leeds Building Services are currently ensuring that sub-contractor invoicing is dealt with more efficiently as it is money which is leaving the Council. A member asked why we employ sub-contractors and couldn't the Council employ these trades to cover work needed, however RG noted whilst the Council could do this, some types of work comes in peaks and troughs and there could be a situation where some operatives would not have enough work so using sub-contractors enables the direct workforce to be maintained at an optimum level.

RESOLVED - The Board resolved Housing Leeds should provide an update in 12 months' time to report on progress.

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.*

RG explained the new Civica Housing Management system would improve this, however the system is still being implemented and this improvement which will be delivered within phase two of the project would likely not be available until at least the end of this year.

RESOLVED - The Board resolved recommendation 7 is closed.

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.*

RG explained that doing this would not be a viable solution as problems can occur where a member of staff isn't in work, for example on leave or on sick, and also with staff moving positions. The service is committed to improve and offer more resources – so for example the call handling team has increased from 2 to 3 staff and a manager is being recruited and a recent report has shown this has had a positive improvement in performance.

RESOLVED - The Board resolved recommendation 8 is closed.

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.*

RG reported that 25 apprentices are working with Leeds Building Services. They have been recruited based on the needs of the business. It was explained that they would have a principal trade and be multi skilled in other trades. For the future, Leeds Building Services would be taking on an additional 65 operatives to help with the expansion of the business.

In closing a member asked about how they had found previously there was a split between the housing side and the non-housing side of the LBS business which focused on other Council assets and has this been resolved? RG confirmed it has improved and is now operating more as one business.

RESOLVED - The Board resolved recommendation 9 is closed.

The Chair asked how the report had been taken in Leeds Building Services. RG noted that it had been welcomed as an opportunity to improve.

The Chair thanked RG for his attendance and updates to the Board.

71 Surveys Update

The Scrutiny Officer gave an update on the survey which was sent to involved tenants and residents groups across Leeds by email. It was noted that we are still receiving replies through the post.

In summary, the feedback presented was mixed, with some comments stating the time to deal with the ASB complaint was poor.

A final update on the survey will be presented to the Board at March's meeting.

72 Update on Leeds response to Grenfell Tower

The Chair gave an overview of the Environment, Communities and Housing Scrutiny Board inquiry into the Leeds response to the fire at Grenfell Tower. It was noted that the report is contained in the meeting pack. He explained that both Chief Officers of Housing Leeds attended the working group, along with a member from VITAL (Voice of Involved Tenants Across Leeds) and the Leeds High Rise Strategy group.

The Chair updated the Board on the areas of the report based on his attendance at those meetings.

Fire checks were explained as being done by the cleaners which they received extra training on fire safety. It was noted checks form part of their existing workload. The checks are done daily, including weekends with forms to complete. In enhanced blocks this is done twice a day. However, some tenants had been told by cleaning teams they don't have enough time and so there was some concerns around this.

The Scrutiny Officer gave a definition on Enhanced Blocks, explaining these blocks have a more intensive housing management approach to them. A query was asked as to how we know these checks are being done. One suggestion was using hand held technology – currently cleaners are filling in paper forms means this can lead to delays on getting information to Housing Offices, and technology would help mean this is done more efficiently and quicker. An example could also include having barcodes on the wall of each floor which could be scanned which would record the date and time of the check.

Another issue was the possibility of getting tenants more involved in fire safety and cleaning checks. However, the working group felt this should not be in place of Council staff.

Parking was an issue in some blocks especially at night which means emergency services cannot get close enough to the block. Chutes were discussed as sometimes being too small or inadequate and checks were being done on these.

Bulky waste was raised as an issue during the inquiry, but it was noted that this was also picked up in Tenant Scrutiny Inquiry of Environment of Estates inquiry. Some blocks have areas where bulky items can be kept however this is not the case in all blocks, and some blocks have had increased collections to help alleviate this problem. The Council is carrying out a project to look at this area of work.

The Chair gave an update about sprinklers, and that work in sheltered high rise blocks to install these have been completed. Work has now begun on other high rise blocks in the City, beginning with Cottingley Heights and Towers.

There will be another meeting in July to give a further update on progress for this report by that Board.

73 Mobile Working Update

The Scrutiny Officer gave an update to mobile working, which came out of the Annual Home Visit inquiry. The update informed members that a new Housing Management system is being introduced which has meant that further development on the current mobile working system is suspended until the new system is introduced.

The current mobile working will continue as usual where it has already been implemented.

It was explained the service bought more MiFi units than were needed and these have been distributed to other areas of the Council, including Sheltered Housing Officers so they can conduct mobile working at schemes. This has created a saving in the budget for this as other areas of the Council have made a contribution to the ongoing costs.

74 Date and Time of Next Meeting

Wednesday 14th March 2018 at 1:15pm
(Pre meeting for all Board members at 1:00pm)

THE MEETING CLOSED AT 3:00 PM

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SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

MONDAY, 19TH FEBRUARY, 2018

PRESENT: Councillor B Anderson in the Chair

Councillors J Bentley, A Blackburn,
K Bruce, D Collins, A Gabriel, P Grahame,
R Grahame, A Khan, D Ragan, K Ritchie
and G Wilkinson

70 Late Items

There were no late items.

71 Declaration of Disclosable Pecuniary Interests

There were no disclosable pecuniary interests declared to the meeting.

72 Apologies for Absence and Notification of Substitutes

Apologies for absence were submitted by Councillors G Harper and M Lyons. Notification had been received that Councillor D Ragan was to substitute for Councillor G Harper and Councillor R Grahame was to substitute for Councillor M Lyons.

73 Minutes - 15th January 2018

RESOLVED – That the minutes of the meeting held on 15th January 2018 be approved as a correct record.

74 Matters arising from the minutes

Minute No. 64 Performance Report

Further to the issues raised last month regarding controlled access to Community Hubs, it was acknowledged that other security solutions have now been introduced within the Compton Centre, which was welcomed by Members.

Further reference was also made to tackling missed bins, with the Board emphasising the need for the service to effectively communicate any key access issues with residents and to also work with Housing Leeds to explore further opportunities for improving collections at high rise properties.

75 Update on Universal Credit

Draft minutes to be approved at the meeting
to be held on Monday, 12th March, 2018

The report of the Director of Communities and Environment presented an update on Universal Credit and the implications for residents in Leeds.

The following were in attendance for this item:

- Councillor Coupar, Executive Member for Communities
- James Rogers, Director of Communities and Environment
- Lee Hemsworth, Chief Officer Customer Access and Welfare
- Dave Roberts, Financial Inclusion Manager
- Diane Gill, Senior Policy and Development Officer, Financial Inclusion Team
- Kevin Bruce, Service Manager, Resources & Housing
- Mandy Sawyer, Head of Neighbourhood Services
- Simon Betts, Relationship Manager, Department for Work & Pensions
- Alison France, Employer and Partnerships Manager, Department for Work & Pensions

The following key issues were raised:

- *Advance payments* – the Board acknowledged the positive changes introduced from 1st January 2018 in relation to Advance Payments. However, it was considered too early to measure the local impact of this particular change in procedure.
- *Full service implications* - the Board noted the extended national timetable in rolling out the full digital service of Universal Credit, which meant that Leeds will now go onto the full digital service on 10th October 2018 and not June 2018 as previously advised.
- *Impact on new claims* – in view of the number of changes announced in the Government's Autumn Budget in November 2017, it was highlighted that DWP are not allowing any new claims to Universal Credit to the current live service. This in effect reverts local authorities back to the process of Housing Benefit administration before the live service was introduced i.e. claims to legacy benefits.
- *Impact on staff resources* – it was noted that whilst there would be a steady reduction in local Universal Claimants until Leeds moves into the full service in October 2018, the service remains adequately resourced to deal with ongoing claims for legacy benefits and also in preparation for moving into the full service for Universal Credit.
- *Rent arrears* – it was noted that whilst evidence suggests that rent arrears are initially increasing for Universal Credit tenants in the first 3-4 month period of claim, the support offered to tenants by Housing Leeds is helping to address this and provide financial stability. More detailed information was sought regarding the position with rent arrears for Universal Credit tenants.
- *Proposed new criteria for Free School Meals* – the Board discussed the proposed new criteria by the Department for Education that would enable a greater number of children to benefit from free school meals compared to the number receiving these meals at present.

- *Migration phase* – it was noted that DWP are still awaiting further clarity nationally regarding this final phase of roll out which will see all remaining legacy benefit claimants migrated onto Universal Credit. This phase is expected to run from July 2019 through to March 2022.

RESOLVED – That the update report be noted.

76 Inquiry into Universal Credit - Tracking of Scrutiny recommendations

The report of the Head of Governance and Scrutiny Support presented a progress update on the implementation of the recommendations arising from the previous scrutiny inquiry into Universal Credit.

However, in view of the length of time that has lapsed since the original inquiry during 2015/16 and the implications of ongoing national developments, as discussed as part of the previous agenda item, the Chair proposed that the Board assigns a progress category status of 1 (stop monitoring) to the remaining recommendations as set out in appendix 2 of the report. In doing so, it was also proposed that a general update be brought back to Scrutiny in Spring 2019 setting out the position in Leeds once full service for Universal Credit has been in place for six months.

RESOLVED –

- (a) That the Board assigns a progress category status of 1 (stop monitoring) to the remaining recommendations set out in appendix 2 of the report.
- (b) That a general update report be brought back to Scrutiny in Spring 2019 setting out the position in Leeds once full service for Universal Credit has been in place for six months.

77 Inquiry into reducing repeat customer contacts - Tracking of Scrutiny recommendations

The report of the Head of Governance and Scrutiny Support presented a progress update on the implementation of the recommendations arising from the previous scrutiny inquiry into reducing repeat customer contacts.

The following were in attendance for this item:

- Councillor Coupar, Executive Member for Communities
- James Rogers, Director of Communities and Environment
- Lee Hemsworth, Chief Officer Customer Access and Welfare
- Wendy Allinson, Head of Customer Access Development & Support Services
- Mandy Sawyer, Head of Neighbourhood Services
- Rob Goor, Responsive Repairs Service Manager
- Andrew Cameron, Head of Council Tax and Benefits

In consideration of the progress made, a position status category was assigned to each recommendation as follows:

Recommendation 1 – (Cat 2) – Achieved
Recommendation 2 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring)
Recommendation 3 – (Cat 2) – Achieved
Recommendation 4 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring)
Recommendation 5 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring)
Recommendation 6 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring)
Recommendation 7 – (Cat 2) – Achieved
Recommendation 8 – (Cat 2) – Achieved
Recommendation 9 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring)
Recommendation 10 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring)

RESOLVED –

- (a) That the report be noted.
- (b) That the above position status categories against each of the recommendations are agreed.

78 Work Schedule

The Head of Governance and Scrutiny Support submitted a report which invited Members to consider the Board's work schedule for the remainder of the 2017/18 municipal year.

The Chair explained that whilst a refuse collection re-routing update is currently reflected in the work schedule for the Board's next and final meeting on Monday 12th March 2018, this remains subject to the ongoing Trade Union engagement process being completed at that stage.

RESOLVED – That subject to any on-going discussions and scheduling decisions, the Board's outline work schedule be approved.

79 Date and Time of Next Meeting

Monday, 12th March 2018 at 10.30 am (pre-meeting for all Board Members at 10.00 am)

(The meeting concluded at 11.15 am)

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 14 March 2018

Subject: Clarification of East Leeds Recommendation

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 February's meeting the Board received an update on progress made on the recommendations for the East Leeds Responsive Repairs inquiry.
- 1.2 Through consideration after the meeting, the Chair seeks Board approval to reopen recommendation 8 for further clarification.

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.*

- 1.3 It was felt the response given only partly answered what the Board were trying to get across, be it did the Contact Centre have the ability now to speak to a person or team directly where they have complex repair queries?
- 1.4 As the Board resolved to close the recommendation as complete, agreement is required in order to carry out the request for clarification described above.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to approve re-opening recommendation 8 with clarification being sought from a responsible officer within in the repairs service.
- 2.2 That the Board make a decision on whether to close or keep open the recommendation following the response.

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.



Report author: Lee Ward

Tel: 0113 3783195

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 14th March 2018

Subject: Survey Update

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 has commissioned a survey to be carried out in order to gather evidence from a wide range of people.
- 1.2 The surveys was sent by email and post to approximately 100 involved tenants, which includes Tenant and Resident Associations and Service Improvement Volunteers.
- 1.3 To encourage responses and completion of the survey, no question was made mandatory, and as such some respondents skipped answering a question.
- 1.4 The data from the survey is provided as is, and Board Members may wish to consider the following:-
 - That residents with a negative perception or experience may be more inclined to reply to the survey than those who had a positive experience with the service
 - This is a relatively small sample in comparison to the number of ASB complaints dealt with by the service. This information should therefore be viewed in context and in conjunction with the other intelligence that the Board has received during their inquiry. By way of comparison, the overall satisfaction with the LASBT service is 76.42% as of February 2018.
 - The comments are taken verbatim. Whilst management action will be taking place to advance cases this this may suggestion the theme of communication and feedback for ongoing cases could be of interest to the Board,

- For some questions, low responses attract a relatively high % figure – the Board should note this is therefore unreliable in drawing conclusions using this data alone.
- The question asking about an ‘agreed action plan’ may not have been applicable to all respondents, depending on the nature of their ASB complaint.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive the results of the survey and ask any questions as appropriate.

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 Tenant Scrutiny Survey

Have you reported Anti Social Behaviour to Housing Leeds in the last 12 months?				
			Response Percent	Response Total
1	Yes		87.50%	28
2	No		12.50%	4
			Total	32

What type of Anti Social Behaviour did you suffer?				
			Response Percent	Response Total
1	Alcohol related		22.22%	6
2	Criminality		25.93%	7
3	Domestic Violence		7.41%	2
4	Drug/substance misuse/dealing		29.63%	8
5	Hate Crime		18.52%	5
6	Noise		48.15%	13
7	Nuisance Vehicles		22.22%	6
8	Rowdy Behaviour		29.63%	8
9	Sexual Acts & Prostitution		3.70%	1
10	Threats/Actual Violence		22.22%	6
11	Vandalism / Damage to Property		22.22%	6
12	Verbal Abuse		22.22%	6
13	Do not want to say		3.70%	1
14	Other (please specify):		37.04%	10
Other (please specify):				
<ul style="list-style-type: none"> • 2 separate incidents by two members of the same family verbal abuse and denying the use of a communal facility e.g. would not allow me to use the lift in the 16 storey high rise • Kids, young adults meeting on spare land on street • Over 15 years as a tenant the area has got bad this was once a sought after area but blighted by the above • Damage to car • Continual bell ringing trying to get in; turning off main heating supply • Drugs • Nuisance neighbour • Being asked for money • We have been harassed by our neighbours for 7 years nothing been done 				

Did you report the Anti Social Behaviour?

			Response Percent	Response Total
1	Yes, to Leeds Anti Social Behaviour Team		34.38%	11
2	Yes, to Housing Leeds (Housing Office)		75.00%	24
3	Yes, to the Police		68.75%	22
4	Yes, to someone else		18.75%	6
5	No		6.25%	2

At the beginning, how easy or difficult was it to contact a member of staff to report your anti social behaviour complaint?

			Response Percent	Response Total
1	Very Easy		13.79%	4
2	Fairly Easy		24.14%	7
3	Neither		31.03%	9
4	Fairly Difficult		17.24%	5
5	Very Difficult		13.79%	4
			Total	29
			Skipped	3

How would you describe the member of staff dealing with your anti-social behaviour complaint?

	Always	Usually	Occasionally	Never	Total
Helpful	20.8% (5)	37.5% (9)	29.2% (7)	12.5% (3)	24
Courteous	34.8% (8)	43.5% (10)	8.7% (2)	13.0% (3)	23
Sensitive	18.2% (4)	40.9% (9)	13.6% (3)	27.3% (6)	22
Responsive	16.0% (4)	28.0% (7)	28.0% (7)	28.0% (7)	25
Knowledgeable	18.2% (4)	45.5% (10)	18.2% (4)	18.2% (4)	22

6.1. Helpful			Response Percent	Response Total
1	Always		20.8%	5
2	Usually		37.5%	9
3	Occasionally		29.2%	7
4	Never		12.5%	3
			Total	24

6.2. Courteous			Response Percent	Response Total
1	Always		34.8%	8
2	Usually		43.5%	10
3	Occasionally		8.7%	2
4	Never		13.0%	3
			Total	23

6.3. Sensitive			Response Percent	Response Total
1	Always		18.2%	4
2	Usually		40.9%	9
3	Occasionally		13.6%	3
4	Never		27.3%	6
			Total	22

6.4. Responsive			Response Percent	Response Total
1	Always		16.0%	4
2	Usually		28.0%	7
3	Occasionally		28.0%	7
4	Never		28.0%	7

6.4. Responsive		Response Percent	Response Total
		Total	25

6.5. Knowledgeable		Response Percent	Response Total
1	Always	18.2%	4
2	Usually	45.5%	10
3	Occasionally	18.2%	4
4	Never	18.2%	4
		Total	22

How would you rate how quickly you were initially interviewed about your complaint (either in person or on the phone)?

			Response Percent	Response Total
1	Good		17.24%	5
2	Fair		17.24%	5
3	Poor		58.62%	17
4	Don't Know		6.90%	2
			Total	29
			Skipped	3

How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Response Total
The advice provided by staff	3.6% (1)	21.4% (6)	28.6% (8)	17.9% (5)	28.6% (8)	28
How well you were kept up to date with what was happening throughout your anti social behaviour case	3.4% (1)	13.8% (4)	31.0% (9)	24.1% (7)	27.6% (8)	29
How well Housing Leeds kept to the agreed action plan	3.4% (1)	10.3% (3)	27.6% (8)	27.6% (8)	31.0% (9)	29
The support provided by staff	3.7% (1)	14.8% (4)	33.3% (9)	29.6% (8)	18.5% (5)	27
The speed with which your anti social behaviour cases was dealt with overall	6.9% (2)	17.2% (5)	20.7% (6)	24.1% (7)	31.0% (9)	29

8.1. The advice provided by staff		Response Percent	Response Total
1	Very Satisfied	3.6%	1
2	Fairly Satisfied	21.4%	6

8.1. The advice provided by staff			Response Percent	Response Total
3	Neither		28.6%	8
4	Fairly Dissatisfied		17.9%	5
5	Very Dissatisfied		28.6%	8
			Total	28

8.2. How well you were kept up to date with what was happening throughout your anti social behaviour case			Response Percent	Response Total
1	Very Satisfied		3.4%	1
2	Fairly Satisfied		13.8%	4
3	Neither		31.0%	9
4	Fairly Dissatisfied		24.1%	7
5	Very Dissatisfied		27.6%	8
			Total	29

8.3. How well Housing Leeds kept to the agreed action plan			Response Percent	Response Total
1	Very Satisfied		3.4%	1
2	Fairly Satisfied		10.3%	3
3	Neither		27.6%	8
4	Fairly Dissatisfied		27.6%	8
5	Very Dissatisfied		31.0%	9
			Total	29

8.4. The support provided by staff			Response Percent	Response Total
1	Very Satisfied		3.7%	1
2	Fairly Satisfied		14.8%	4
3	Neither		33.3%	9
4	Fairly Dissatisfied		29.6%	8
5	Very Dissatisfied		18.5%	5
			Total	27

8.5. The speed with which your anti social behaviour cases was dealt with overall			Response Percent	Response Total
1	Very Satisfied		6.9%	2
2	Fairly Satisfied		17.2%	5
3	Neither		20.7%	6
4	Fairly Dissatisfied		24.1%	7
5	Very Dissatisfied		31.0%	9

8.5. The speed with which your anti social behaviour cases was dealt with overall	Response Percent	Response Total
	Total	29

Overall, how satisfied or dissatisfied are you with the final outcome of your anti social behaviour complaint?

			Response Percent	Response Total
1	Very Satisfied		6.90%	2
2	Fairly Satisfied		6.90%	2
3	Neither		20.69%	6
4	Fairly Dissatisfied		20.69%	6
5	Very Dissatisfied		44.83%	13
			Total	29
			Skipped	3

Overall, how satisfied or dissatisfied are you with the way your anti social behaviour complaint was dealt with?

			Response Percent	Response Total
1	Very Satisfied		7.41%	2
2	Fairly Satisfied		11.11%	3
3	Neither		18.52%	5
4	Fairly Dissatisfied		25.93%	7
5	Very Dissatisfied		37.04%	10
			Total	27
			Skipped	5

How willing would you be to report any anti social behaviour to Housing Leeds in future?

			Response Percent	Response Total
1	Very Likely		20.69%	6
2	Fairly Likely		10.34%	3
3	Neither / Not Sure		27.59%	8
4	Fairly Unlikely		20.69%	6
5	Very Unlikely		20.69%	6
			Total	29
			Skipped	3

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Report author: Lee Ward

Tel: 0113 3783195

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 14 March 2018

Subject: Discussion with Senior Management

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 resolved to carry out an inquiry into Anti-Social Behaviour.
- 1.2 The Board have carried out six months of inquiry into the Anti-Social Behaviour service, meeting with relevant officers within the Anti-Social Behaviour service as well as other officers within Housing Leeds who work with the team. A survey has also been carried out to involved tenants to gather feedback from service users.
- 1.3 The Board have invited back the same Managers met at the start of the inquiry to discuss the findings of the inquiry so far.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to discuss and ask questions to the Managers present today using the findings from the inquiry on the Anti-Social Behaviour Service.

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 **Service Manager, Housing Leeds**

Report to **Tenant Scrutiny Board**

Date: **14 March 2018**

Subject: **Recruitment to 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 Board will be aware of reducing membership and that in order to support the effective functioning of the Board a focus on recruitment is required to attract and retain new members.
- 1.2 Previous recruitment to the Board has been carried out on an ad-hoc basis by Scrutiny Officers with an interview process taking place. Whilst this has found some new members, the Engagement Team during 2018/19 wish to take a more joined up approach so that all forms of ‘recruitment’ activity highlight the opportunities to join all the existing groups, including the Tenant Scrutiny Board. The more diverse and committed a range of tenants we can attract and retain across all formal involvement forums, the healthier the position of Tenant Scrutiny Board and the wider engagement framework will be.
- 1.3 The Tenant Scrutiny Board is not alone in the membership challenges that it faces, in that participation in this formal involvement group requires a high level of commitment from volunteer members that may appeal to a limited number of tenants, however, a range of new approaches are detailed in this report that give the service optimism that new membership can be sourced to help make the Tenant Scrutiny Board as effective as possible.

2.0 **OUTLINE OF RECRUITMENT APPROACHES**

- 2.1 Different approaches to recruitment are therefore proposed by the Engagement Team during the spring and summer of 2018, for example:

- 2.2 Housing Leeds successfully recruited to a number of officer roles including Housing Assistants, Housing Advisors and Housing Officers through a social media campaign and a drop in session where people could look at jobs on offer and discuss with Council staff the roles and what was involved in the job. This idea could be transferred to the various volunteering opportunities that we are able to offer, giving an overview of the different forums, what their aims are, what they achieve and what benefits there can be for the individual – a ‘Housing Leeds volunteer recruitment fair’ model.
- 2.3 Housing Leeds collect information via the Annual Home Visit which includes asking tenants if they are interested in being involved with Housing Leeds to help improve services. Whilst it is a general involvement question, the Engagement Team would like to try more targeted responses to respondents to this question to try and attract new members.
- 2.4 The High Rise Group has had a recent increase in the number of members, and that as part of the joined up approach to ‘recruitment’ officers will speak to further interested group members to highlight the Tenant Scrutiny Board as an option/something they may also be interested in. It should be noted that a one off tenant magazine for high rise residents is about to be sent to all high rise tenants that may also attract further interest.
- 2.5 Following on from any successful recruitment the Engagement Team is committed to supporting all the formal forums by providing a range of training and development opportunities – whether as activity of the Tenant Scrutiny Board alone, or as part of wider development that Board Members may also join other involved tenants in. For example, there is scope to engage further with TPAS, the national tenant engagement experts, as part of our corporate membership, by attending various regional or national training and networking events, or by planning into the groups forward work programme guests and sessions that aim to raise awareness about certain issues or to evaluate how we work.

3.0 RECOMMENDATIONS

- 3.1 The Board is requested to consider the detail in the report and offer any thoughts on recruitment, retention or training and development activity.

4.0 BACKGROUND DOCUMENTS¹

- 4.1 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.



Report author: David Longthorpe
Tel: 0113 3783195

Report of **Head of Housing Management**

Report to **Tenant Scrutiny Board**

Date: **14 March 2018**

Subject: **Update on Estate Standards 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 Boards inquiry in 2015/16 municipal year focused on Estate Standards.
- 1.2 The Board received an update on the outstanding recommendations in December 2016 and requested a future update on the ones which remain incomplete.
- 1.3 Outstanding recommendations are enclosed in this report for information along with progress which has been previously reported, with an update at the meeting on current progress.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive the update on Estate Standards and raise any questions with the manager in attendance for this item.

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.

Desired Outcome – Cleaner estates

Recommendation 3 – That the Council introduces the best waste collection solution for individual estates, even if that results in variations across the city.

Position April 2016

Recommendation Accepted – However it should be noted that the council is committed to expanding Alternate Week Collection where possible but there are some locations where an alternative to the standard fortnightly wheelie bin service is provided that best meets the needs of that locality.

November 2016 position:

Introduced an “opt in” recycling scheme in Headingley. Where residents did not “opt in” green bins were removed. Similar scheme being considered for Harehills.

Alternative Solution introduced in Beckhill Estate, Meanwood. Promoted at Beckhill Fun Day on the 28th July

Alternative waste solution introduced at Cottingley Estate.

Housing, Waste and Localities working together to try to resolve waste collection issues in a number of areas but specifically - bagged collection on Ley Lane, Armley, waste issues and improved recycling on Butterbowl and Bawn estates, and reducing fly tipping and side waste in Burmantofts

Desired Outcome - Improved garage policy

Recommendation 10 – That Housing Leeds reports back to Tenant Scrutiny Board back on any recommendations and or proposed policy changes following its review of garages.

Position April 2016

Review ongoing

Current position:

- All garage sites have been inspected and rated regarding their condition and sustainability
- Empty Garages on sustainable garage sites are being advertised for reletting
- Option Appraisals need to be undertaken on other sites for possible investment and improvement, demolition or possible redevelopment opportunities.

Additional Actions

Garage Procedures Updated

- Updated clear procedure on garage tenancies and allocations
- New revised Garage Arrears Letters and new Garage Site Arrears Letters
- Revised Tenancy Agreement for both built garages and garage plots
- Garage waiting refreshed and updated.
- Promote and market garages better and raise tenant awareness.