

Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 16th April 2014

Subject: Tenant Scrutiny Board – Terms of Reference

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The meeting of Executive Board 19 June 2013 resolved to integrate housing management within the council's Environment and Housing Directorate. The Executive Board report of July 2013 set out the principles for the role of Tenant Scrutiny in the new service:
2. The role of the Tenant Scrutiny Board is to provide independent, customer focused scrutiny which will robustly challenge policy, practice and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.
3. It will do this by acting as a critical friend and through a series of reviews and inquiries make an assessment of, and where appropriate, make recommendations on the following areas;
 - § The quality of Housing Services
 - § Tenant Satisfaction
 - § Performance Management
4. Draft terms of reference for the Board are attached as Appendix 1. These have been endorsed by the Housing Advisory Board.

Recommendations

5. Members of the Board are asked to approve the attached draft terms of reference

Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

TENANT SCRUTINY BOARD – TERMS OF REFERENCE

The Tenant Scrutiny Board provides independent, customer focused scrutiny which will robustly challenge policy practice and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.

The Tenant Scrutiny Board is authorised to discharge the following scrutiny functions:

1. Provide independent assurance on the quality of service delivery against agreed performance indicators.
2. Assist in supporting the process of establishing performance indicators.
3. Act as a “critical friend” on behalf of tenants and residents providing “challenge” to the Council in relation to its Housing service delivery and by reviewing policies and strategies.
4. Review tenant satisfaction.
5. Ensure tenants are consulted before major changes to Housing Services are implemented.

Form an integral part of the governance of Leeds City Council through effective links with the Housing Advisory Board and Scrutiny Board (Housing and Regeneration)