

## Report of Head of Scrutiny and Member Development

### Report to Tenant Scrutiny Board

**Date: 16<sup>th</sup> April 2014**

**Subject: Protocol between the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration)**

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

### Summary of main issues

1. When setting out the principles for the role of Tenant Scrutiny, the Executive Board report of July 2013 stated that the Tenants Scrutiny Board would be supported from within the Council's Democratic Services function to ensure independence and establish strong links with the Council scrutiny functions.
2. It was further agreed that strong links would be developed between the new tenant scrutiny arrangements and the work of the Housing and Regeneration Scrutiny Board.
3. It was acknowledged that some of the ways in which Housing and Regeneration Scrutiny Board could utilise the role of tenant scrutiny included:
  - § Taking account of relevant information that tenant scrutiny may have gathered in relation to any issue it is considering;
  - § Asking Tenant Scrutiny Panel to help gather local views about a particular service they are reviewing.
4. In turn Tenant Scrutiny could;
  - § Refer matters of concern about local housing services to Housing and Regeneration scrutiny board for consideration;
  - § Provide an annual report of their activity to scrutiny;

5. It was anticipated that the work programmes of both would be shared to ensure duplication was avoided and activity combined where appropriate. It was agreed that to assist in the development of this relationship a protocol between Tenant Scrutiny and Scrutiny Board (housing and Regeneration) be developed.
6. A draft Protocol is attached as Appendix 1. This has been endorsed by e Scrutiny Board (Housing and Regeneration) and the Housing Advisory Board.

### **Recommendations**

7. Members of the Board are asked to approve the attached protocol.

### **Background documents<sup>1</sup>**

None used

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<sup>1</sup> 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.

## **PROTOCOL BETWEEN THE TENANT SCRUTINY BOARD AND SCRUTINY BOARD (HOUSING AND REGENERATION)**

### **Introduction**

This protocol concerns the relationship between the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration).

Its purpose is to ensure that:-

- (i) Mechanisms are put in place for exchanging information and work programmes so that issues of mutual concern/interest are recognised at an early stage and dealt with in a spirit of co-operation and in a way that ensures the individual responsibilities of the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration)
- (ii) There is a shared understanding of the process of referrals and exchange of information and that arrangements are in place for dealing with these.

### **The role of the Tenant Scrutiny Board**

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.

It will do this by acting as a critical friend and through a series of reviews and inquires make an assessment of, and where appropriate, make recommendations on the following areas;

The quality of Housing Services  
Tenant Satisfaction  
Performance Management

### **The role of Scrutiny Board (Housing and Regeneration)**

The role of Scrutiny Board (Housing and Regeneration) is to scrutinise the performance of the Housing and Regeneration Partnership Board which includes issues around housing policy and housing management, value for money and performance.

It will achieve this by

Providing critical friend challenge to executive policy and decision makers  
Listening to the concerns of local people  
Acting as an improvement committee by recommending actions for service, performance or policy change

## **Working values**

Given the common aims of the Tenant and Scrutiny Board (Housing and Regeneration) are to improve service outcomes and to ensure the delivery of high quality, appropriate and efficient Housing services, it is vital that they:-

- (i) Work in a climate of mutual respect, courtesy and transparency in partnership;
- (ii) Have a shared understanding of their respective roles, responsibilities, priorities and different perspectives;
- (iii) Promote and foster an open relationship where issues of common interest and concern are shared and challenged in a constructive and mutually supportive way;
- (iv) Share work programmes and information or data they have obtained to avoid the unnecessary duplication of effort.

Whilst recognising the common aims and the need for closer working, it is important to remember that the Tenant Scrutiny Board and Scrutiny Board (Housing and Regeneration) are independent bodies and have autonomy over their work programmes, methods of working and any views or conclusions they may reach.

## **The Tenant Scrutiny Board will**

Have a discussion with Scrutiny Board (Housing and Regeneration) at the start of the municipal year over potential work programme topics

Share with Scrutiny Board (Housing and Regeneration) it's on going work programme

Circulate any final inquiry report to the Chair of Scrutiny Board (Housing and Regeneration)

Provide Scrutiny Board (Housing and Regeneration) with an annual report of its work and achievements

Give due consideration to requests for Scrutiny

Inform Scrutiny Board (Housing and Regeneration) of any findings of concern regarding Housing Services

## **The Tenant Scrutiny Board may**

Request that Scrutiny Board (Housing and Regeneration) undertake a scrutiny inquiry

Co-opt a member of the Scrutiny Board (Housing and Regeneration) for the duration of an Inquiry

## **The Scrutiny Board (Housing and Regeneration) will**

Have a discussion with the Tenant Scrutiny Board at the start of the municipal year over potential work programme topics

Share with the Tenant Scrutiny Board its on-going work programme

Circulate any final inquiry report to the Chair of the Tenant Scrutiny Board

Give due consideration to requests for Scrutiny

Inform the Tenant Scrutiny Board of any findings of concern regarding Housing Services

**The Scrutiny Board (Housing and Regeneration) may**

Request the tenant Scrutiny Board undertake a particular piece of work in order to inform the Board of public opinion and experience of services where there are particular concerns and enable the public to influence decisions.

Request that the Tenant Scrutiny Board contributes evidence to an inquiry

Co-opt a member of the Tenant Scrutiny Board for the duration of an Inquiry

