

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 led and 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 inquiries 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 issues around housing policy and housing management, value for money and performance as well as housing led regeneration.

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) its 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 that 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