

TENANT SCRUTINY BOARD

THURSDAY, 13TH NOVEMBER, 2014

PRESENT: John Gittos in the Chair

Jim Fergusson, Michael Healey,
Roderic Morgan, Keith Newsome,
Barry Stanley, Damien Walsh and
Jackie Worthington

31 Appointment of Chair

RESOLVED – That John Gittos be appointed Chair of Tenant Scrutiny Board for the remainder of the 2014/15 municipal year.

32 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

33 Late Items

The Chair agreed to accept the following late information:

- Agenda item 7, Performance information – responses to questions raised by Board Members at the October meeting.

The above information was subsequently made available on the Council's website.

34 Apologies for Absence

Apologies for absence were submitted by Sandra Bland and Philip Rone.

35 Minutes - 16 October 2014

One Board Member suggested that an additional bullet point be added in relation to minute no. 27, entitled 'Scrutiny Inquiry – Annual Tenancy Visits' to read as follows:

- The question as to whether all housing staff had been formally told to positively respond to Tenant Scrutiny Board questions was raised by a Board Member. Officers responded that whilst a formal instruction had not gone out to all housing staff, it was explicit in the Board's Procedure Rules.

RESOLVED – That subject to the inclusion of the bullet point above, the minutes of the meeting held on 16 October 2014, be approved as a correct record.

Draft minutes to be approved at the meeting
to be held on Thursday, 18th December, 2014

36 Management of Inquiries and Collection of Information

The Head of Scrutiny and Member Development submitted a report which presented information in relation to the management of tenant scrutiny inquiries and the attendance of officers at meetings.

The following information was appended to the report:

- Tenant Scrutiny Board Procedure Rules

Members discussed the importance of ensuring that requests for information were submitted directly to the Chair of the Board or through the Scrutiny Support Team. It was suggested that the Head of Scrutiny and Member Development be authorised to forward information submitted by Board Members to the rest of the Board.

Members also discussed the importance of ensuring that appropriate support arrangements were in place for tenants to undertake tenant scrutiny work, e.g. availability of suitable training events and help with typing up notes.

RESOLVED –

- (a) That requests for information in relation to tenant scrutiny be submitted directly to the Chair of Tenant Scrutiny Board or through the Scrutiny Support Team.
- (b) That the Head of Scrutiny and Member Development be authorised to forward information submitted by Board Members to the rest of the Board.

37 Performance information

The Head of Scrutiny and Member Development submitted a report which presented responses to a series of questions and requests for information requested at the October Board meeting.

The following information was appended to the report:

- Annual Tenancy Visit Performance – Ward Summary.

The following were in attendance for this item:

- Anna Tansley, Service Manager (Intelligence and Improvement), Environment and Housing
- Sharon Guy, Housing Manager (Scrutiny and Customer Relations), Environment and Housing.

The main areas of discussion were:

- Changes to patch sizes and the impact of this on the provision of performance information to the Board.
- Confirmation that key performance indicators were currently under review and a finalised version will be presented to the Board when available.
- Clarification sought about the decency standard and how this was being developed. The Head of Scrutiny and Member undertook to provide an update to Board Members.
- Confirmation that the Board had influenced the development of a target for independent living.
- Drawing a distinction between complaints and service requests and the need for further analysis of this. The Board was advised that a new framework was being developed to provide a breakdown of the type of complaint.

RESOLVED – That the Board notes the content of the report and the responses provided.

38 Date and Time of Next Meeting

Thursday, 18 December 2014 at 1.30pm in the Civic Hall, Leeds.

(The meeting concluded at 2.30pm)