

TENANT SCRUTINY BOARD

ANNUAL TENANCY VISITS

TERMS OF REFERENCE

1.0 Introduction

- 1.1 At its meeting on 23rd July 2014 the Tenant Scrutiny Board considered its work programme for the 2014/15 municipal year. It was agreed that the Board's first piece of work should be on tenancy visits.

2.0 Scope of the Inquiry

- 2.1 The purpose of the Inquiry is to make an assessment of and, where appropriate, make recommendations on the following areas:

- The current arrangements for tenancy visits
- Why visits are undertaken
- The benefit of visits to landlord and tenant
- The procedures for tenancy visits
- The resources allocated to visits
- Who undertakes visits, what time is allocated within job descriptions
- The skill set of those undertaking visits/training provided
- The questions asked and the information gathered by the visits
- The use of technology in collecting data
- What use is made of the collected information, is it shared elsewhere
- Using information to safeguard vulnerable tenants
- Current performance levels in terms of number of visits completed/repeat visits/value for money/cost of a visit
- Performance monitoring arrangements
- Tenants' own experiences of visits
- Publicity, communications and information around tenancy visits

3.0 Desired Outcomes and Measures of Success

- 3.1 In conducting the Inquiry the Board wishes to reflect on the value of tenancy visits and identify what positive outcomes the visits provide for the tenant and landlord.
- 3.2 It is important to consider how the Board will deem if their Inquiry has been successful in making a difference to tenants. Other measures of success may become apparent as the Inquiry progresses and discussions take place.
- 3.3 Following the Inquiry the Board will publish its report which will identify clear desired outcomes. These will be reflected in the recommendations made.

4.0 Comments of the relevant Director and Executive Member

- 4.1 In line with Scrutiny Board Procedure Rule 10.2, where the Board undertakes an Inquiry the Board shall consult with any relevant Director and Executive Member on the terms of reference.

5.0 Timetable for the Inquiry

- 5.1 The Inquiry will commence in September and a final report will be published on completion of the Inquiry.
- 5.2 The length of the Inquiry and range of evidence to be collected is subject to change by agreement of the Board.

6.0 Submission of evidence

- 6.1 The Board may decide to hold working groups/focus groups between formal Board meetings to gather information, for example interviewing tenants and local housing officers

6.2 Session one – September 2014

- Overview - remit, purpose and desired outcomes of tenancy visits.
- Procedures followed and forms and documentation used
- Questions asked during the visit
- Cost per visit
- Current performance levels
- The use of information to improve performance in other areas
- The use of information to help tenants in other areas
- The skills of those undertaking the visits.

6.3 Session two – October 2014

(The content of session two will be dependent on whether other meetings/working groups took place)

Tenant Experience

6.4 Session three – November 2014

- Drafting and agreeing final report.

7.0 Witnesses

7.1 The following witnesses have been identified as possible contributors to the Inquiry:

- Tenants
- Local Housing Manager/officers
- Responsible Chief Housing Officer

8.0 Equality and Diversity / Cohesion and Integration

8.1 The Equality Improvement Priorities 2011 to 2015 have been developed to ensure our legal duties are met under the Equality Act 2010. The priorities will help the council to achieve its ambition to be the best City in the UK and ensure that as a city work takes place to reduce disadvantage, discrimination and inequalities of opportunity.

8.2 Equality and diversity will be a consideration throughout the Scrutiny Inquiry and due regard will be given to equality through the use of evidence, written and verbal, outcomes from consultation and engagement activities.

8.3 Where an impact has been identified this will be reflected in the final Inquiry Report, post Inquiry. Where a Scrutiny Board recommendation is agreed the individual, organisation or group responsible for implementation or delivery should give due regard to equality and diversity, conducting impact assessments where it is deemed appropriate.

9.0 Post Inquiry Report monitoring arrangements

9.1 Following the completion of the Scrutiny Inquiry and the publication of the final Inquiry Report and recommendations, the implementation of the agreed recommendations will be monitored.

9.2 The monitoring will be undertaken by the Board which will be done at regular intervals appropriate to the content of the recommendation.

9.3 The final Inquiry Report will include information on how the implementation of recommendations will be monitored.