

Tenant Scrutiny Board

Inquiry into Annual Tenancy Visits

Introduction

The Tenant Scrutiny Board is undertaking an Inquiry into Annual Tenancy Visits. As part of this they are asking housing officers, tenants and housing managers for their views.

Housing Managers are asked to look at the questions below and give the Tenant Scrutiny Board their views.

Please use the space available to give us your opinion.

ATV VISITS

Do you think it's possible for your staff to undertake 100% ATVs?

It is possible for attempts to be made if the full complement of staff is in place. However, it will not be possible to gain access 100%.

Do you think the questions asked are the right questions or should we be asking other questions (if so what would those be?)

It seems to me that we have not given consideration to the outcome or outcomes we aim to derive from these visits. Initially ATVs were introduced for the purpose of fraud detection, however, since the introduction of ATVs, there have been frequent modifications with questions being removed and new added on.

While I see the need to get more information in order to develop a business plan for the emerging needs of our tenants and put provision in place to meet the needs, this is not thought about and very well planned therefore we need to look at what outcomes we aim to achieve and then introduce questions around them.

Do you think your staff spend too much time repeat calling?

Yes

HOW SHOULD WE USE THE INFORMATION RECEIVED?

We should look at any emerging trends and tailor our services accordingly in partnership with other service providers and other departments in the council.

Do you think you do enough with the information collected?

I have not seen any evidence of this at the organisational level, but at the local level when issues are picked up such as tenant requiring advice; assistance; support; and other issues such as benefits; repairs then these are dealt with locally. But there is no analysis carried out to show a trend or emerging risks etc.

WOULD YOU LIKE TO TELL US ANYTHING ELSE REGARDING ATVS?

I believe the information gathered (once we know the outcomes) is a very useful way of gathering information and putting in place correct measures to minimise any future risks to a variety of Local Authority service provision by ensuring correct measures are in place at the right time.

Thank you

Please return by 12th December to;
Peter Marrington, Head of Scrutiny and Member Development

4th Floor West Civic Hall, Leeds