

TENANT SCRUTINY BOARD
ENVIRONMENT OF ESTATES
TERMS OF REFERENCE

1.0 Introduction

- 1.1 At its meeting on 1 July 2015 and at its informal meeting on 12 August 2015, the Tenant Scrutiny Board considered its work programme for the 2015/16 municipal year. It was agreed that the Board's first piece of work should be on the environment of estates.
- 1.2 The Board chose this topic as there was a strong belief that good housing and the welfare of tenants was not just about decent buildings but the 'whole environment' in which tenants lived. It was acknowledged that often the reputation of an area was determined by factors other than the state of the house. These included landscaping, gardens etc.

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:
- Current policies
 - Tenant involvement
 - Co-ordination of services and agencies
 - Developing and delivering standards
 - Performance measuring
 - Customer satisfaction.

3.0 Desired Outcomes and Measures of Success

- 3.1 It is important to consider how the Board will deem if its Inquiry has been successful in making a difference to tenants. Some measures of success may become apparent as the Inquiry progresses and discussions take place.
- 3.3 Some potential initial measures of success are:
- Improved tenant satisfaction
 - Lower complaint levels.
- 3.4 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 12.2, 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 2015 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 between formal Board meetings to gather information, for example, interviewing tenants and local housing officers. Visits may also be taken to estates.

6.2 Session one – 2 September 2015

- Overview, including, remit, purpose and desired outcomes of the Inquiry
- Initial discussion with housing officers, understanding who does what
- What the STAR survey is telling us.

6.3 Session two – 7 October 2015

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

- Discussion with key service heads who contribute to estate environment
- Review of any evidence obtained from working groups / visits etc.

6.4 Session three – 4 November 2015

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

- Discussion with key service heads who contribute to estate environment
- Review of any evidence obtained from working groups / visits etc.

6.5 Session four – 2 December 2015

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

- Discussion with key service heads who contribute to estate environment
- Review of any evidence obtained from working groups / visits etc.

6.6 **Session five – 6 January 2016**

- Drafting and agreeing final report.

7.0 **Witnesses**

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

- Housing officers
- Local Ward Members
- Locality Improvement Teams
- Tenant involvement groups
- Tenants
- Service improvement volunteers
- Agencies (Police, Highways, Parks and Countryside, Locality and Anti-social behaviour team).

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.