

TENANT SCRUTINY BOARD
EAST (LEEDS) REPAIRS INQUIRY
TERMS OF REFERENCE

1.0 Introduction

- 1.1 At its meeting on 3 August 2016, the Tenant Scrutiny Board considered its work programme for the 2016/17 municipal year. It was agreed that the Board's work should be on the responsive repair service in East Leeds.
- 1.2 The Board chose this topic, following discussion with the Director of Environments and Housing. It was reported this area was one which was under performing and also it has the largest impact on both Housing Leeds and the Councils finances. The Board need to consider why performance is better in other areas of Leeds which are served by an external contractor.

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 and processes
 - Consultation with tenants (questionnaire)
 - 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.
- 3.2 Some potential initial measures of success are:
- Saving Housing Leeds and the Council money without lowering standards
 - Improved tenant satisfaction
 - Improved repairs performance
 - Reduced complaint levels.

- 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 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 August 2016 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, to visit the call centre.

6.2 Session one – 31st August 2016

- Overview, including, remit, purpose and desired outcomes of the Inquiry
- Initial discussion with Head of Leeds Building Services, who will provide an outline of the service.

6.3 Session two – 28th September 2016

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

- Discussion with Repairs Manager who contribute to the repairs process
- Review of any evidence obtained from working groups/visits etc.

6.4 Session three – 26th October 2016

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

- Discussion with Work Planners in East Leeds
- Review of any evidence obtained from working groups/visits etc.

6.5 Session four – 30th November 2016

- Discussion of findings from the Contact Centre visit.
- Meet with Contact Centre manager

6.6 Session five – 21st December 2016

- Drafting and agreeing final report.

6.7 Session six – 1st February 2017

- Meet with Head of Leeds Building Services.

6.8 Session seven – 1st March 2017

- Drafting and agreeing final report.

7.0 Witnesses

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

- Officers of Housing Leeds
- Head of Service
- Responsive Repairs Manager
- Repair Planners
- East Leeds Local Ward Members
- Tenants and Resident Groups in East Leeds

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.