

TENANT SCRUTINY BOARD – TERMS OF REFERENCE

The Tenant Scrutiny Board provides independent, customer focused scrutiny which will robustly challenge policy practice and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.

The Tenant Scrutiny Board is authorised to discharge the following scrutiny functions:

1. Provide independent assurance on the quality of service delivery against agreed performance indicators.
2. Assist in supporting the process of establishing performance indicators.
3. Act as a “critical friend” on behalf of tenants and residents providing “challenge” to the Council in relation to its Housing service delivery and by reviewing policies and strategies.
4. Review tenant satisfaction.
5. Ensure tenants are consulted before major changes to Housing Services are implemented.
6. That the Chair of Tenant Scrutiny Board attends Scrutiny Board (Environment and Housing) as and when meetings are called. The Chair will attend as a member when that Board discusses housing topics and when other topics are being discussed attend as an observer.
7. That a member of Tenant Scrutiny Board attend VITAL (Voice of Involved Tenants Across Leeds) on an annual basis, to consult with VITAL when developing the Tenant Scrutiny Board’s forward plan of scrutiny inquiries for the year. The Board will not be bound to instigate an inquiry based on the suggestions made by VITAL.
8. That members of Tenant Scrutiny Board do not hold a position on any Housing Leeds Citywide group, (unless they are involved prior to this rule being agreed). Where a member wishes to join Tenant Scrutiny and holds a position on a Housing Leeds Citywide group, they must tender their resignation.

Form an integral part of the governance of Leeds City Council through effective links with the Housing Advisory Board and Scrutiny Board (Environment and Housing)