

TENANT SCRUTINY BOARD
ANTI SOCIAL BEHAVIOUR INQUIRY
TERMS OF REFERENCE

1.0 Introduction

1.1 At its meeting on 9 August 2017, the Tenant Scrutiny Board considered its inquiry for the 2017/18 municipal year. It was agreed that the Board's work should be on the Anti-Social Behaviour service.

1.2 The Board chose this topic following discussion with the VITAL (Voice of Involved Tenants across Leeds) of Housing Leeds. It was reported this area of service was one which has a major impact on tenants suffering from Anti Social Behaviour.

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 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 September 2017 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 – 11th October 2017

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

6.3 Session two – 15th November 2017

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

- Discussion with ASB Performance Manager
- Discussion with a Housing Leeds Area Manager
- Discussion with West Yorkshire Police
- Review of any evidence obtained from working groups/visits etc.

6.4 Session three – 13th December 2017

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

- Discussion with ASB Team Manager
- Review of any evidence obtained from working groups/visits etc.

6.5 Session four – 17th January 2018

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

- Meet with operational staff

- Review ASB survey

6.6 **Session five – 14th February 2018**

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

- Review of ASB survey

6.7 **Session six – 14th March 2018**

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

- Meet with Head of Service
- Analyse / discuss survey results

6.8 **Session seven – 18th April 2018**

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

- Drafting and agreeing final report.

6.9 **Session eight – 16th May 2018**

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

- Sign off final report.

7.0 **Witnesses**

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

- Head of Service - ASB
- Performance Manager - ASB
- Officers of Housing Leeds
- West Yorkshire Police
- Local Ward Members
- Tenants and Resident Groups

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.