

**Report of Service Manager, Housing Leeds**

**Report to Tenant Scrutiny Board**

**Date: 14 March 2018**

**Subject: Recruitment to Tenant Scrutiny Board**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**1.0 SUMMARY OF MAIN ISSUES**

- 1.1 The Board will be aware of reducing membership and that in order to support the effective functioning of the Board a focus on recruitment is required to attract and retain new members.
- 1.2 Previous recruitment to the Board has been carried out on an ad-hoc basis by Scrutiny Officers with an interview process taking place. Whilst this has found some new members, the Engagement Team during 2018/19 wish to take a more joined up approach so that all forms of 'recruitment' activity highlight the opportunities to join all the existing groups, including the Tenant Scrutiny Board. The more diverse and committed a range of tenants we can attract and retain across all formal involvement forums, the healthier the position of Tenant Scrutiny Board and the wider engagement framework will be.
- 1.3 The Tenant Scrutiny Board is not alone in the membership challenges that it faces, in that participation in this formal involvement group requires a high level of commitment from volunteer members that may appeal to a limited number of tenants, however, a range of new approaches are detailed in this report that give the service optimism that new membership can be sourced to help make the Tenant Scrutiny Board as effective as possible.

**2.0 OUTLINE OF RECRUITMENT APPROACHES**

- 2.1 Different approaches to recruitment are therefore proposed by the Engagement Team during the spring and summer of 2018, for example:

- 2.2 Housing Leeds successfully recruited to a number of officer roles including Housing Assistants, Housing Advisors and Housing Officers through a social media campaign and a drop in session where people could look at jobs on offer and discuss with Council staff the roles and what was involved in the job. This idea could be transferred to the various volunteering opportunities that we are able to offer, giving an overview of the different forums, what their aims are, what they achieve and what benefits there can be for the individual – a ‘Housing Leeds volunteer recruitment fair’ model.
- 2.3 Housing Leeds collect information via the Annual Home Visit which includes asking tenants if they are interested in being involved with Housing Leeds to help improve services. Whilst it is a general involvement question, the Engagement Team would like to try more targeted responses to respondents to this question to try and attract new members.
- 2.4 The High Rise Group has had a recent increase in the number of members, and that as part of the joined up approach to ‘recruitment’ officers will speak to further interested group members to highlight the Tenant Scrutiny Board as an option/something they may also be interested in. It should be noted that a one off tenant magazine for high rise residents is about to be sent to all high rise tenants that may also attract further interest.
- 2.5 Following on from any successful recruitment the Engagement Team is committed to supporting all the formal forums by providing a range of training and development opportunities – whether as activity of the Tenant Scrutiny Board alone, or as part of wider development that Board Members may also join other involved tenants in. For example, there is scope to engage further with TPAS, the national tenant engagement experts, as part of our corporate membership, by attending various regional or national training and networking events, or by planning into the groups forward work programme guests and sessions that aim to raise awareness about certain issues or to evaluate how we work.

### **3.0 RECOMMENDATIONS**

- 3.1 The Board is requested to consider the detail in the report and offer any thoughts on recruitment, retention or training and development activity.

### **4.0 BACKGROUND DOCUMENTS<sup>1</sup>**

- 4.1 None.

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<sup>1</sup> The background documents listed in this section are available to download from the Council’s website, unless they contain confidential or exempt information. The list of background documents does not include published works.