

Report of Richard Marshall

Report to Director of Environments and Neighbourhoods

Date: 5 October 2011

Subject: The 2011 Leeds Tenants Annual Report

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: None	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. During 2010 a series of consultation exercises with tenants led to the development of the Leeds Service Offer (see appendix 1). The detail formed the basis of the 2010 Annual Report to tenants as required by the Tenant Services Authority (TSA).
2. The Leeds Tenants Federation (LTF) were given the responsibility of compiling this years Tenants Annual Report. They formed a committee that met on a regular basis over August and September to develop the content of the report.
3. The Leeds Service Offer priorities set the areas for discussion during the meetings. They designed the 2011 Annual Report to update tenants on the Service Offer and tell them of progress that has been made in meeting the standards it sets.

Recommendations

4. That the Director of Environment and Neighbourhoods approves the publication of the 2011 Tenants Annual Report as compiled by the LTF.

1 Purpose of this report

- 1.1 The purpose of this report is to seek approval from the Director of Environment and Neighbourhoods for the publication of the 2011 Tenants Annual Report.

- 1.2 To describe the background to the development of the report and the work done by the Leeds Tenant Federation in its compilation.
- 1.3 To show that the Tenants Annual Report is based on the top priorities identified for each of the TSAs standards in the city wide offer of 2010

2 Background information

- 2.1 The Tenants Services Authority's (TSA) goal is to raise the standards of services for affordable-housing tenants. Part of the process of raising standards requires social landlords to publish an annual tenants report. The report should be based on local priorities within the TSA standards and show how organisations are improving their performance against them. The standards are:
 - Home - the quality of accommodation and repairs;
 - Tenancy – relates to allocation and tenure;
 - Neighbourhood and Community – how neighbourhoods and tenancies are managed;
 - Tenant Involvement and Empowerment
 - Value for Money Governance and Financial Viability (this standard is not applicable to local authorities)

3 Main issues

- 3.1 The objective of the development of the Leeds Service Offer was to make sure that we were delivering a consistent standard to our tenants. It further allowed the Arms Length Management Organisations (ALMOs) and Belle Isle Tenant Management Organisation (BITMO) to form their own local standards that would compliment the Service Offer.
- 3.2 Having the priorities published in this way helped focus the tenants of the LTF Committee into the areas that were of most concern to our general tenant base. They were able to produce a report that set out the progress that has been, or needs to be, made that fits with what our tenants want to know.
- 3.3 Value for money is again a cross cutting theme and so is mentioned in each standard rather than as a stand alone item. To further reduce costs this year we are publishing only 1000 copies of the report and distributing them to offices across the ALMOs and BITMO. Tenants will be made aware of the Report in a publicity campaign involving the ALMOs and BITMO. This will include an item in each of their tenant magazines in December and access to the Report through their websites.
- 3.4 In the coming year the LTF committee will meet on a monthly basis to scrutinise progress with the Leeds Service Offer. This scrutiny will form the basis of the 2012 Tenants Annual Report and they will aim to publish a draft by the end of July 2012.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 An extensive consultation exercise took place in 2010 to determine the Leeds Service Offer. The LTF are a tenant based and led organisation and they have closely linked the report to the priorities set down in the Service Offer.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 None. An impact assessment screening document for the report has been completed. It found that there was no requirement to complete a full equality impact assessment.

4.3 Council Policies and City Priorities

4.3.1 The Report shows how the ALMOs and BITMO are helping to deliver the city priorities.

4.3.2 Through the Leeds Service Offer it shows how they have sought the customers views and then used them to improve the quality of the customer experience. The Report then informs on how we are delivering on the priorities that the tenants have helped set.

4.3.3 Having the LTF compile the report shows how we are committed to open and transparent assessments of the service we deliver.

4.4 Resources and Value for Money

4.4.1 Value for money is being met by printing only 1000 copies of the report and informing tenants of it through well established newsletters and websites. Costs will be reduced to £800 for the publication and distribution of the report.

4.5 Legal Implications, Access to Information and Call In

4.5.1 None, consultation with Governance Services suggested that the report does not fall into the Key Decision category.

4.6 Risk Management

4.6.1 Failure to publish a tenants annual report would put Leeds at risk of censure by the TSA.

5 Conclusions

5.1 The TSA requires the publishing of a Tenants Annual Report in the October of each year. The report is intended to be written by tenants for tenants and include evidence of performance against a local service offer that feeds into the standards set by the TSA.

- 5.2 The 2011 Tenants annual report gives a transparent tenants' eye view of current performance and outcomes based on the Leeds Service Offer. It was conceived by a committee of the LTF and agreed by their Board.
- 5.3 A process for assessing progress on the standards in the Leeds Service Offer will be established by the LFT. It will include work towards publishing the 2012 Tenants Annual Report at the end of July 2012.

6 Recommendations

- 6.1 That the Director of Environments and Neighbourhoods approves the Tenants Annual Report for publication. The final version is not available at the time of this decision but this document contains an initial draft.

7 Background documents

- 7.1 Appendix 1 – the Leeds Service Offer
- 7.2 The 2010 Tenants Annual Report (currently in a draft version)

Appendix 1.

The Leeds Service Offer.

Priorities within Home Standard

- Do it right first time
- Consistent Decent Homes standards
- Keeping the home and area safe
- Action on empty properties
- Ease of reporting faults and repairs

Priorities within Tenancy Standard

- Sheltered and Supported Housing
- Managing tenancies better
- Collecting rent, arrears and providing advice
- Allocation and lettings standards
- Support to leaseholders

Priorities within Neighbourhood and Community Standard

- Better grounds maintenance
- Regular walkabouts
- Action on Anti-Social Behaviour
- Caretaking and cleaning service in communal areas
- Working in partnership – neighbourhood management

Priorities within Tenant Involvement and Empowerment Standard

- Better communication and feedback
- Range and quality of resident involvement
- Understanding customer needs
- Managing performance through a variety of scrutiny methods
- Improved complaints