



HOUSING ADVISORY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Tuesday, 29th November, 2016 at 4.00 pm

MEMBERSHIP

Councillor D Coupar (Chair)

Councillor J Bentley

Councillor B Anderson

Councillor A Gabriel

Councillor S Hamilton

Councillor K Ritchie

Tenant/ Leaseholder

Ted Wilson
Tracey McGarry
Jo Hourigan

Independent Representative

Timothy Woods
Matthew Walker
Andrew Feldhaus

Co-opted Member

David Glew
Chris Simpson

A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 15.2 of the Access to Information Rules (in the event of an Appeal the press and public will be excluded)</p> <p>(*In accordance with Procedure Rule 15.2, written notice of an appeal must be received by the Head of Governance Services at least 24 hours before the meeting)</p>	
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:-</p>	

3

LATE ITEMS

To identify any items which have been admitted to the agenda by the Chair for consideration.

(The special circumstances shall be specified in the minutes)

4

DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13 -16 of the Members' Code of Conduct

5

APOLOGIES FOR ABSENCE

To receive any apologies for absence

6

MINUTES OF THE PREVIOUS MEETING

1 - 16

To approve as a correct record the minutes of the Housing Advisory Board held on 13th September 2016

(Copy attached)

7

MATTERS ARISING FROM THE MINUTES

17 - 22

To consider any matters arising/ outstanding issues and actions from the minutes.

(Reports attached)

8

UPDATE FROM THE TENANTS REPRESENTATIVE

To receive an update/feedback from Tenants Representatives on issues affecting Council House Tenants/ Services

(Verbal update to be provided)

9

HOUSING LEEDS (HRA) REVENUE FINANCIAL POSITION PERIOD 6 - 2016/17

23 -
26

To consider a report by the Director of Environment and Housing which provides an update on the revenue financial position for the Housing Leeds (HRA) service as at the end of September 2016 (Period 6).

(Report attached)

10

HRA CAPITAL FINANCIAL POSITION PERIOD 6 2016/17

27 -
40

To consider a report by the Director of Environment and Housing which provides a financial position statement on the HRA Housing Leeds Capital programme at period 6 for the financial year 2016/17.

The report also includes details of Housing Leeds & BITMO refurbishment programme (Section 3) and Housing Leeds Council House Growth Programme (Section 4)

(Report attached)

11

HRA BUDGET 2017/18 - KEY ISSUES INFLUENCING THE DETERMINATION OF THE 2017/18 REVENUE BUDGET

41 -
44

To consider a report by the Director of Environment and Housing which sets out details of the factors that are influencing the determination of the 2017/18 HRA budget.

(Report attached)

12

COUNCIL HOUSE GROWTH PROGRAMME

To receive an update on the Council House Growth Programme.

(Powerpoint Presentation)

13	LETTINGS POLICY REVIEW - CONSULTATION UPDATE	45 - 56
	To consider a report by the Director of Environment and Housing which provides an update with the Lettings Policy Review consultation.	
	(Report attached)	
14	DIGITAL INCLUSION	57 - 68
	To consider a report by the Director of Environment and Housing with provides an overview of the current ambitions to make Leeds 100% Digital, where everyone in the city has the opportunity to get online and to develop their digital skills and confidence.	
	The report also outlines the Digital Inclusion work of Housing Leeds to date in exploring opportunities for collaborative working between Housing Leeds, Library and Information Services and others.	
	(Report attached)	
15	PERFORMANCE UPDATE	69 - 90
	To consider a report by the Director of Environment and Housing which presents a summary of the most recent performance data against the six Housing Leeds priorities.	
	The report provides performance data, supporting commentary and contextual information, as well as signposting to relevant information contained in other reports on the HAB agenda.	
	(Report attached)	
16	HOUSING ADVISORY BOARD FORWARD PLAN 2016/17	91 - 92
	To note /amend the contents of the Housing Advisory Board Forward Plan for 2016/17	
	(Report attached)	

DATE AND TIME OF NEXT MEETING

To note that the next meeting will take place on Tuesday 28th February 2017 at 5.00pm in the Civic Hall, Leeds.

Third Party Recording

Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.

Use of Recordings by Third Parties– code of practice

- a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.
- b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete

HOUSING ADVISORY BOARD

TUESDAY, 13TH SEPTEMBER, 2016

PRESENT: Councillor D Coupar in the Chair

Councillors B Anderson, J Bentley,
S Hamilton and K Ritchie

Tenant/Leaseholder

Ted Wilson
Tracey McGarry

Independent Representative

Timothy Wood

Co-opted Member

David Glew
Christopher Simpson

18 Appeals Against Refusal of Inspection of Documents

There were no appeals against the refusal of inspection of documents.

19 Exempt Information - Possible Exclusion of the Press and Public

There were no items identified where it was considered necessary to exclude the press or public due to the confidential nature of the business to be considered.

20 Late Items

There were no late items of business.

21 Declaration of Disclosable Pecuniary Interests

There were no declarations of disclosable pecuniary interests.

22 Apologies for Absence

Apologies for absence were received from: Councillor A Gabriel, Jo Hourigan, Matthew Walker and Andrew Feldhaus.

23 Co-opted Member

Draft minutes to be approved at the meeting
to be held on Tuesday, 29th November, 2016

The Clerk to the Board reported on a proposal to appoint Christopher Simpson, Chief Executive, Belle Isle Tenant Management Organisation (BITMO) as a Co-opted Member to the Board

In supporting the proposal the Chair said as Chief Executive of BITMO, Chris would bring specialist skill and knowledge which would be of assistance to the Board.

Upon being put to the vote, it was

RESOLVED – That Christopher Simpson be appointed as a non-voting Co-opted Member to the Board

24 Minutes of the Previous Meeting

The minutes of the previous meeting held on 7th June 2016 were submitted for comment and approval.

Ted Wilson referred to Minute No.8 - Update from Tenant Representatives, requesting the substitution of the words “VITAL Budget” to “HAP Budgets”

RESOLVED – That with the inclusion of the suggested wording, the minutes of the meeting held on 7th June 2016 be accepted as a true and correct record.

25 Matters Arising from the Minutes

The following matters /actions arising from the minutes were highlighted:

Minute No.46 – High Rise Project Update

That arrangement be made for the Board to visit the Clyde’s and Wortley’s high rise blocks, date to be determined.

It was reported that arrangements were being made to coincide with completion of works to lifts – currently scheduled for the February 2017 Board meeting. – Status, open

Minute No. 63 – Sheltered Housing Support Models with focus on Extra Care Sheltered Housing

That a further update on proposed support models for older tenants be brought back to a future meeting of the Board

It was reported that a further update on proposed support models for older tenants would be brought back to a future meeting of the Board – Status, open

Minute No.65 – Housing Advisory Board Forward Plan 2016

To add the following items:

- Housing Standards
- High Rise Housing

It was reported that Housing Standards would be covered within the Housing Leeds Asset Management Strategy report scheduled for November 2016 – Status, open

High Rise Housing to be scheduled for November 2016 – Status, open

Minute No.77 – Performance Report

That a report on digital inclusion be prepared for a future meeting of the Board

Scheduled for November 2016 – Status, open

Minute No.78 – Update on Welfare Reforms

That further updates be provided on a regular basis

It was reported that reports would be scheduled as required (Last report September 2016) – Status, closed

Minute No.9 – Joint Response to Tenant Scrutiny Board Inquiry – Environment of Estates

(iii) That progress on the implementing the recommendations of the Scrutiny inquiry be the subject of a report to this Board in 6 months' time (February 2017) – Status, open

(iv) That a report on Council house repairs be prepared for the next Board meeting (September 2016) – Status, closed

Minute No. 10 – Housing Leeds (HRA) Provisional Revenue Outturn Position – 2015/16

(ii) That a report providing further analysis in respect of collection rates, under occupation, more information on payment methods and trends be prepared for the next meeting of this board

It was reported that reference was made within the HRA Revenue report and covered in more detail in the Rent Collection and Welfare Reform update report on the September Board agenda – Status, closed

Minute No.13 – HRA Business Plan Presentation

- (ii) That a further update report be brought back to the Board in November 2016

Scheduled for November 2016 – Status, open

Minute No. 14 – Performance Report

- iii) As referred to in Minute No. 9, a separate report on council house repairs would be submitted to the next meeting of the Board (September 2016) – Status, closed

Minute No.15 – Lettings Policy Review Consultation Update

- (ii) That a further report on the outcome of the consultation and next steps would be brought back to the next meeting of this Board

It was reported that further consultation had taken place, including with Ward Members. A verbal update was provided by the Chief Officer, Housing Management, who advised that the outcomes would be included in a report to the November Board – Status, open

26 Update from Tenants Representatives

The Chair invited Tenants representatives to provide any updates or feedback on issues affecting Council House Tenants.

Ted Wilson reported that VITAL Members continued to have monthly meetings with busy agendas. The various groups were now beginning to come together, working well and sharing strengths and weaknesses along with good practices. The formation of a City wide Repairs Group was ongoing and it was anticipated that by the next meeting a group would be in place.

VITAL had in the last few months been in consultation with Housing Leeds on a variety of subjects including: Asset Management Strategy, Pre-Tenancy Training, the Housing and Planning Act and the Housing Tenancy Review.

It was reported that Councillor Coupar had attended a VITAL meeting in August as a guest speaker. Her positive contributions were well received and went a long way to building a successful relationship with the Housing Advisory Board. Ted, on behalf of VITAL, expressed his thanks and appreciation to Councillor Coupar for her attendance and contributions at the meeting.

Referring to further work to be undertaken by VITAL, Ted said that currently the group were working on the Tenant Review with Officers. The group would be revisiting the terms of reference, including the frequency of meetings for all groups.

Ted said VITAL Members appreciated there would be pressures on budgets but we need to ensure the involvement structure it supports represents value

for money. We need to hear the wider tenant voice and deliver outcomes that benefit the local community

On the issue of tenant engagement, VITAL were of the view that a discussion around digital engagement was required. It was important that consideration be given as to how we reach out to tenants using alternative means of communication: social media and conference calling were provided as examples which would be explored further.

Tracey McGarry spoke on the work of YAGI – She spoke on the “Communities Can Week” fun days arranged to hear the views of as many tenants as possible, reaching out to the wider community of Leeds but not taking anything away from other tenant conferences that have been held previously.

A number of Area Housing Teams took part in these “fun days” promoting services in the area. The intention of the initiative was to build community spirit within the area. Many positive views were received from tenants about the PFI schemes that had been delivered in the area.

Other fun days were held in other parts of the city with hundreds of people taking part together with local councillors. Tenants found it easier to express their views to agencies / Council staff because they were taking about the areas they lived in.

“Operation Champion” another fun day, took place in the Burmantofts ward, where families and children came together to produce hanging baskets which were erected in the area. The event was hosted in the first week of school holidays and made it easier for families to engage and bring a real sense of pride to the area.

It was reported that there were also a number of “Big Lunch” events held to promote sheltered housing schemes. One elderly tenant said that the coming together of the community reminded her of old village life.

The “Communities Can Week” promoted a real sense of engagement and Community belonging and delivered the vision of sustainable communities

In summing up Tracey said that overall the “Communities Can week” delivered a really positive event and it was hoped that other similar events would take place in future.

The Chair suggested that a representative be invited from the Communities Team to attend the Housing Advisory Board to make links to the wider sustainable communities outcome and community hub programme

The Chair thanked both Ted and Tracey for their feedback commenting that it was important that tenant’s views were made known to the Board.

27 Housing Leeds (HRA) Revenue Financial Position July 2016/17

Draft minutes to be approved at the meeting
to be held on Tuesday, 29th November, 2016

The Director of Environment and Housing submitted a report which provided the revenue financial position for the Housing Leeds (HRA) service as at the end of July 2016.

Richard Ellis, Head of Finance, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- At the end of period 4, the HRA was a surplus of £77k against the 2016/17 budget.
- Income - Income was projected to be £38k higher than budget, additional income of £86k was projected from service charges.
- Expenditure - Disrepair provision was projected to be £200k above budget. Savings of £193k were projected in relation to employee and transport costs due to vacant posts. Premises were projected to overspend by £78k as a result of an unbudgeted increase in charges for the removal and disposal of bulky items. There was a projected net underspend of £148k for charges for internal services.
- Right to Buy Sales – To the end of July 2016 there were 147 completed sales. Projected total sales for year was 400 units, which would generate £20.2m
- Arrears and Collection Rates – Arrears for current tenants as at the end of July 2016 were £6,918k, consistent with the position as end of July 2015
- Comparison of Collection Rates – Compared to 2015/16 performance was much stronger and had increased from 96.19% to 96.73% an increase of 0.54%
- Under Occupation – At the end of June 2016 there were 4,861 tenants classed as under-occupiers

Referring to paragraph 3.2 Councillor Bentley queried why did it appear there was a consistent level of vacancies across the directorate. Councillor Ritchie also raised a similar issue.

In responding the Director said we would continue to manage vacancies and only fill a post when it was vital. He said we were currently looking at staff efficiencies with a view to a further 1% reduction.

In offering comment the Chief Officer, Housing Management said a review was currently taking place in Housing Management but we had to be mindful of key priorities.

Referring to paragraph 5.2 Councillor Anderson welcomed the increase in rent collection rates.

Offering a comment on rent collection rates Tracey McGarry suggested that YAGI may be able to assist in communicating messages to young tenants on

rent issues, including highlighting what young people are getting for the rent they pay.

Referring to Tracy McGarry's suggestion, the Chair welcomed the offer and said it was a really good suggestion

RESOLVED –

- (i) That the contents of the report be noted
- (ii) To welcome the suggestion made by Tenants Representatives that YAGI assist in communicating messages to young tenants on rent issues

28 HRA Capital Financial Position Period 4 2016/17

The Director of Environment and Housing submitted a report which provided a financial position statement on the HRA Housing Leeds Capital programme at period 4 for the financial year 2016/17.

The report also included details of the Housing Leeds & BITMO refurbishment programme (Section 3) and Housing Leeds Council House Growth Programme (Section 4)

Richard Ellis, Head of Finance, Environments and Housing presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Housing Leeds actual spend at period 4 was £23.6m equating to 28% of the revised available resources
- BITMOs actual spend and commitments at period 4 were £0.6m representing 24% of revised available resources of £2.5m.
- Total funding injected and available for Council House Growth Programme was £102.5m. At period 4 the spend on the Council Housing Growth and new build programme was £5.2m against an outturn projection of £37m in 2016/17. £11.5m of unallocated funding for schemes was yet to be identified.

With reference to page 22 of the submitted report David Glew requested if a breakdown of capital spend into sub headings could be included in future reports. Also referring to Capital Programme Schemes, he asked if efficiencies could be made by one team undertaking multiple jobs instead of different teams carrying out single jobs.

In responding the Head of Finance confirmed that breakdowns of capital spend into sub headings would be provided and included in future reports to the Board

On the issue of efficiencies the Chief Officer, Property and Contracts reported that when an opportunity arose to carry out multiple jobs, that opportunity would be taken.

A query was raised as to what was the reason for an increase in the costs of communal replacements.

The Chief Officer, Property and Contract agreed to make the necessary enquiries and respond accordingly.

In offering comment the Chair said it was pleasing to note the progress made in delivering the programme.

RESOLVED –

- (i) To note the Housing Leeds and BITMO refurbishment programme outturn position at period 4 for the financial year 2016/17.
- (ii) To note that a progress update report on the Council House Growth programme at period 4 for the financial year 2016/17
- (iii) That a breakdown of capital spend into sub headings would be provided and included in future reports to the Board

29 Draft Housing Strategy 2016 - 2021

The Director of Environment and Housing submitted a report which provided an updated draft Housing Strategy and proposed arrangements for monitoring the strategy.

Appended to the report was a copy of the following document:

- Draft Housing Strategy 2016 – 2021 (Appendix 1 referred)

Mandy Sawyer, Head of Neighbourhood Services, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Affordable Housing Growth
- Housing Quality
- Promoting Independent Living
- Creating Sustainable Communities
- Improving Health Through Housing
- Meeting the Needs of Older Residents

Tim Woods said the new draft strategy was a significant improvement on the previous version but could the targets be more challenging?

Referring to paragraph 3.1.6 of the submitted report, Councillor Bentley queried if we were meeting housing needs of older residents.

In responding the Director of Environment and Housing said work was ongoing to look at council stock to see if it was meeting the aspiration of tenants. Housing growth monies was already going into extra care provision and development at Yeadon and East Ardsley were schemes already in progress.

The Director further reported that we were also looking to the private sector to build for the elderly but this was down to commercial viability.

Councillor Bentley made reference to the old Cookridge Hospital site which included provision for extra care housing. He said the developer was unable to fund the whole development and finding a partner was difficult, was the extra care housing planned for.

In responding the Chair said developers want to deliver but that can sometimes be challenging.

Offering comment the Director said there were some difficulties due to the cap on housing rent levels on supported housing which could lead to an unwillingness to invest.

Referring to the Core Strategy – Leeds City Council, Councillor Anderson said that older people housing was included as part of the housing mix and this was clear in the Core Strategy. He suggested Planning Officers need to take more notice of the core strategies, it appeared older people housing was not been prioritised.

In responding the Director said that the Core Strategy had clashed with central guidance resulting in the loss of a number of planning appeals, the developers winning on each occasion, planning officers were now more mindful of what they could deliver on.

The Chair asked for the views of Planners on the provision of older people's housing and the Core Strategy to be provided to the Board.

David Glew welcomed the new draft strategy. In offering comment, he noted £3m was spent on carrying out adaptations to Council Properties. He suggested that if we carry out more adaptations more quickly this may reduce the amount of time patients spend in hospital and could lead to significant savings to the NHS. He asked if a discussion could take place with NHS Leeds with a view to them contributing towards the cost of adaptations.

The Chair suggested that any liaison with NHS Leeds should be done through Adult Social Care.

The Chair thanked Members for their contributions.

RESOLVED –

- (i) To note the progress in delivering the draft Housing Strategy
- (ii) To note and welcome the arrangements for monitoring delivery of the strategy targets
- (iii) That a response from Planners in respect of older people housing and the Core Strategy be provided to the Board
- (iv) That Adult Social care be requested, on behalf of this Board, to explore with NHS Leeds the possibility of contributing towards the cost of adaptations

30 Enhancing the Lettings Standard in Targeted Areas with Low Satisfaction

The Director of Environment and Housing submitted a report which provided details of the changes that had been introduced to the current “Lettings Standard” in targeted areas with low satisfaction.

Simon Costigan, Chief Officer, Property and Contracts, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report.

Councillor Anderson asked how “our” lettings standards compared to those in the private sector.

Councillor Hamilton said we need to improve our own letting standard if we are to take action on private lettings.

In responding the Chief Officer, Property and Contracts said the intention was to push up our own standard to be the same as the private rented sector standard; the new enhanced standard was comparable to those in the private sector.

Councillor Bentley asked if Beaver’s Court could be added to the list of properties that would be offered a decoration scheme as he believed it would hit the variation to the lettings Criteria

David Glew asked if details about the criteria could be circulated to the Board.

In responding officers confirmed that Beaver’s Court would be checked against the necessary criteria and details about the criteria would be circulated to the Board.

In drawing the discussion to conclusion the Chair said that the intention was to look at lettings standards across all tenures in the not too distant future.

RESOLVED –

- (i) That the contents of the report by noted
- (ii) To endorse the approach taken by Housing Leeds in revising the “Lettings Standard” in targeted areas with low satisfaction
- (iii) To note the intention to look at lettings standards across all tenures in the not too distant future.
- (iv) That details about the lettings criteria be circulated to Board Members for information

31 Rent Collection and Welfare Reform Update

The Director of Environment and Housing submitted a report which provided information on rent collection performance for Quarter 1, 2016 -17.

The report also included the profiling of tenants in arrears and activities being taken to maximise rent collection and provide an update on tenants affected by key Welfare Reforms along with what action was being taken to support those tenants.

Gill Wildman, Chief Officer, Housing Management, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Rent Collection Performance
- Rent Collection Rate According to Housing Benefit Entitlement
- Arrears Profiling
- Payment Methods – Direct Debit Take Up
- Under Occupation
- Tenants Under the Age of 25
- Changes in Housing Benefit & Payment Method
- Further Actions To Improve Rent Collection
- Welfare Reform Update

In offering comment Councillor Anderson said it was a very good report and provided a lot of useful information

Ted Wilson referred to payment methods and the suggestion of introducing mandatory Direct Debits payments; he asked if there was any incentives for tenants to move to Direct Debit payments?

Also referring to mandatory Direct Debits payments, Councillor Hamilton said tenants on zero hours contracts may find moving to Direct Debiting difficult.

In responding the Chief Officer, Housing Management said there was no incentive scheme. It was reported that other local authorities who had already introduced mandatory Direct Debiting, had provided feedback suggesting there had been very little impact. Referring to tenants on low income, officers reported that substantial charges may arise if the tenant was to go overdrawn.

In offering comment the Chair said the report was very good and it was her understanding that a report on the introduction of mandatory Direct Debiting would be brought to a future meeting of the Board

RESOLVED –

- (i) That the contents of the report be noted
- (ii) To support the work being undertaken by Housing Leeds to maximise support to tenants affected by Welfare Reform, increase rent collection and reduce rent arrears
- (iii) To note that a report on the introduction of mandatory Direct Debiting would be brought to a future meeting of the Board

32 Repairs Performance

The Director of Environment and Housing submitted a report which set out details of the current performance levels achieved by Mears and Leeds Building Services (LBS), and also described the performance improvement programme that had been developed to improve performance across a range of performance measures that were key to customer satisfaction.

Appended to the report were the following documents:

- 2016/17 Key Performance Indicators (Mears and LBS) - Appendix 1 referred
- Repairs Completed in Target – Appendix 2 referred
- Repairs Action Plan – Appendix 3 referred

Simon Costigan, Chief Officer, Property and Contracts, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Operations procedures and working practices
- Failure by individual trades
- Area profile of failures
- Resource plan/deployment
- Longer term efficiency plan

Councillor Bentley suggested there was no reference to customer satisfaction

Councillor Hamilton said the priority was to fix the problem then seek feedback from the tenant.

Ted Wilson said there was nothing in the report about reporting a repair and once the repair had been carried out, there was not always an opportunity to offer feedback on the service

In responding the Chief Officer, Property and Contracts accepted that further work was required in understanding the customer experience.

The Chair suggested that the minutes of the Tenant Scrutiny Board Enquiry into repairs be included on the agenda for future meetings of HAB to allow the establishing of a link between the two Boards

RESOLVED –

- (i) To note the improvements in performance achieved by Housing Leeds in the South and West of the City
- (ii) To note the action plan that is underway with LBS
- (iii) To support the current programme of performance improvement within LBS and receive regular updates on progress
- (iv) That the minutes of the Tenant Scrutiny Board Enquiry into repairs be included on the agenda for future meetings of HAB
- (v) That Regular updates continue to be brought to the HAB.

33 Performance Report

The Director of Environment and Housing submitted a report which provided a summary of the most recent performance data against the six Housing Leeds priorities.

The report provided performance data, supporting commentary and contextual information, as well as signposting to relevant information contained in other reports on the HAB agenda.

Debra Scott, Head of Resources and Strategy, Environment and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Progress on Environmental related projects, 34 schemes completed to date.
- Update on Homeless preventions and households in temporary accommodation
- Re-Let Days – average 28.07 days
- Number of Void Lettable Properties – 397 (July 2016)

- Repairs Right First Time ; 93.94% (July 2016)
- Repairs Within Target; 93.74% (July 2016)
- Overall Satisfaction; 91.68% (July 2016)

Referring to disrepair claims, Councillor Anderson asked if tenant responses made at the Annual Home Visits were being checked to pick up any repair issues, this would help challenge any future disrepair claims.

In responding the Chief Officer Property and Contracts said more robust procedures were now in place along with area profiling to track potential targeting by claims operators in order to mitigate any potential risk.

Councillor Anderson asked if some analysis could be undertaken to see if repair issues brought to the attention of the service by Elected Members had been actioned or if they had subsequently led to a disrepair claim.

Dave Glew referred to condensation claims and asked if he could be made aware of what questions were being asked at the Annual Home visit, it may be possible to address some condensation issues at AHV conversations or pre-tenant training. It was also suggested that the installation of an extraction fan in the bathrooms of tenancies may solve some condensation problems.

RESOLVED –

- (i) To note the most recent performance information relating to the Six Housing Leeds Priorities
- (ii) That the requested information in respect of repair analysis and Annual Home visit questions be circulated to Board Members once it became available

34 Housing Advisory Board Forward Plan 2016/17

The Board considered the contents of the Housing Advisory Board Forward Plan for 2016

Having received contributions/ suggestions from Board Members at today's meeting, the following items were added the Boards' Forward Plan

- Lettings Standards across all tenures.
- Proposals for the introduction of mandatory Direct Debiting

RESOLVED – That, with the inclusion of the above items, the contents of the Housing Advisory Board Forward Plan for 2016/17 be noted

35 Date and Time of Next Meeting

RESOLVED – To note that future meetings of the Board are arranged as follows:

Draft minutes to be approved at the meeting
to be held on Tuesday, 29th November, 2016

- Tuesday 29th November 2016 at **4.00pm**
- Tuesday 28th February 2017 at 5.00pm

(All meetings to take place at the Civic Hall, Leeds)

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Meeting Date	Minute ref no.	Action	Responsible for Output	Others involved	(last updated 14 Nov 2016)	Status
10/11/15	46	<p><u>High Rise Project update</u></p> <p>That arrangement be made for the Board to visit the Clyde's and Wortley's high rise blocks, date to be determined at a later date</p>	Jill Wildman		Arrangements being made to coincide with completion of works to lifts – currently scheduled for Feb 2017 Board meeting	Open
02/02/16	63	<p><u>Sheltered Housing Support Models with focus on Extra Care Sheltered Housing</u></p> <p>A further update on proposed support models for older tenants be brought back to a future meeting of the Board</p>	Jill Wildman		An update scheduled for the February Board meeting	Open
02/02/16	65	<p><u>Housing Advisory Board Forward Plan 2016</u></p> <p>To add the following items:</p> <ul style="list-style-type: none"> • Housing Standards • High Rise Housing 	<p>Simon Costigan</p> <p>Jill Wildman</p>		<p>Will be covered within Housing Leeds Asset Management Strategy paper scheduled for February Board</p> <p>Update is scheduled for February Board meeting</p>	<p>Open</p> <p>Open</p>

26/04/16	77	<p><u>Performance Report</u></p> <p>That a report on digital inclusion be prepared for a future meeting of the Board</p>	Richard Hart (Library Services)	<p>Ian Montgomery (Housing Management)</p> <p>Frank Perrins (Intelligence)</p> <p>Girish Solanki (IMT)</p>	A report is on agenda for November 2016 Board meeting	Close
07/06/16	9	<p><u>Joint Response to Tenant Scrutiny Board Inquiry – Environment of Estates</u></p> <p>(iii) that progress on the implementing the recommendations of the Scrutiny inquiry be the subject of a report to this Board in 6 months time</p>	Jill Wildman		Scheduled for February HAB Board	Open
07/06/16	13	<p><u>HRA Business Plan Presentation</u></p> <p>(ii) that a further update report be brought back to the Board in November 2016</p>	Richard Ellis/Simon Costigan/Jill Wildman		An report is on the agenda for the November 2016 Board meeting	Close

07/06/16	15	<p><u>Lettings Policy Review Consultation Update</u></p> <p>(ii) that a further report on the outcome of the consultation and next steps would be brought back to the next meeting of this Board</p>	Jill Wildman		A paper is on the agenda for the November Board meeting	Close
13/09/16	26	<p><u>Update from Tenants Representatives</u></p> <p>The Chair suggested that a representative be invited from the Communities Team to attend the Housing Advisory Board to make links to the wider sustainable communities outcomes and community hub programme</p>	Jill Wildman?	Andrew Booth	A representative from the Communities Team has been invited to attend the Board	Close
13/09/16	28	<p><u>HRA Capital Financial Position Period 4 2016/17</u></p> <p>(iii) that a breakdown of capital spend into sub headings would be provided and included in future reports to the Board</p> <p>Reasons for cost of communal replacements – CO to make the necessary enquiries and respond accordingly</p>	Richard Ellis		A breakdown is being provided in the report	Close
			Simon Costigan		Arrangements are being made for this to be provided	Close

13/09/17	29	<p><u>Draft Housing Strategy 2016 – 2021</u></p> <p>(iii) that a response from Planners in respect of older people’s housing and the Core Strategy be provided to the Board</p>	Mandy Sawyer	Planning colleagues	This will be covered as part of the Older people’s housing item which is due to come to the Board in February	Open
		<p>(iv) that Adult Social Care be requested, on behalf of the Board to explore with NHS Leeds the possibility of contributing towards the cost of adaptations</p>	Rob McCartney	ASC colleagues	The Universities of Leeds/ Sheffield have chosen Leeds to carry out research into invest-to-save benefits of adaptations to the wider public purse. Focus will be on disabled children (and specifically children with autism) but the principles will apply across disability need. This work could help to inform discussions with health partners.	Open
13/09/16	30	<p><u>Enhancing the Lettings Standard in Targeted Areas with Low Satisfaction</u></p> <p>(iii) to note the intention to look at letting standards across all tenures</p>	Simon Costigan	Mark Ireland	Work is ongoing in conjunction with Private Sector Housing colleagues	Open
		<p>(iv) that details about the lettings criteria be circulated to Board Members for information</p>	Simon Costigan		Arrangements are being made for this to be circulated	Close

13/09/16	31	<p><u>Rent Collection and Welfare Reform Update</u></p> <p>(iii) to note that a report on the introduction of mandatory Direct Debiting would be brought to a future meeting of the Board</p>	Jill Wildman		Scheduled for February HAB Board	Open
13/09/16	32	<p><u>Repairs Performance</u></p> <p>(iv) that the minutes of the Tenant Scrutiny Board Enquiry into repairs be included on the agenda for future meetings of the Board</p> <p>(v) that regular updates continue to be brought to the Board</p>	Jill Wildman/Simon Costigan		<p>Terms of reference of the Tenant Scrutiny Board enquiry, together with the minutes of TSB meeting are included as part of the Performance Report, for noting.</p> <p>Repairs performance will continue to be included in the Performance Report and updates on any specific performance issues will be provided as required</p>	<p>Close</p> <p>Close</p>
13/09/16	33	<p><u>Performance Report</u></p> <p>(ii) that requested information in respect of repair analysis and Annual Home visits be circulated to Board Members once it became available</p> <p>(i.e. repairs issues highlighted by Members that had subsequently led to a disrepair</p>	Simon Costigan		Analysis is being undertaken on Member enquiries that relate to repairs to see if these form part of any subsequent disrepair claims, and arrangements are being made to share this with individual HAB members	Close

		claim, and the questions asked at the Annual Home visit relating to condensation and advice given)	Jill Wildman		No specific question is included on condensation, but if there is evidence of this at the AHV then advice will be given. The questions relating to housing conditions and repairs are being reviewed as part of an AHV refresh.	Close
13/09/16	34	<p><u>Forward Plan</u></p> <p>To include the following items on the Forward Plan:</p> <ul style="list-style-type: none"> • Lettings Standards across all tenures (see 30) • Proposals for the introduction of mandatory Direct Debiting (see 31) 	<p>Simon Costigan</p> <p>Jill Wildman</p>	Mark Ireland	<p>Work ongoing – yet to be scheduled</p> <p>Scheduled for February HAB Board</p>	<p>Open</p> <p>Open</p>

Report of Head of Finance, Environment & Neighbourhoods

Report to Housing Advisory Board

Date: 29^h November 2016

Subject: Housing Leeds (HRA) Revenue Financial Position Period 6 - 2016/17

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

Summary of main issues

The purpose of this report is to update Housing Advisory Board on the revenue financial position for the Housing Leeds (HRA) service as at the end of September 2016 (Period 6).

Recommendations

Housing Advisory Board is requested to note the contents of this report.

1. Summary Position

1.1 At the end of Period 6 the HRA is projecting a surplus of £ (350) k against the 2016/17 Budget.

2. Key Variances – Income

2.1 Income is projected to be £121k lower than budget. Additional income of £(146)k is projected from PFI pass through costs £(100k) and administration costs £(46) associated with higher than budgeted Right to Buy (RTB) sales which can be capitalised in accordance with the Council's principles. These increases in income partially offset; a projected reduction in rental income of £62k which has arisen primarily as a result of lower stock numbers due to higher RTB sales, a £16k reduction in service charge income from Sheltered Accommodation, a £170k reduction in capitalised salaries due to vacant posts £170k.

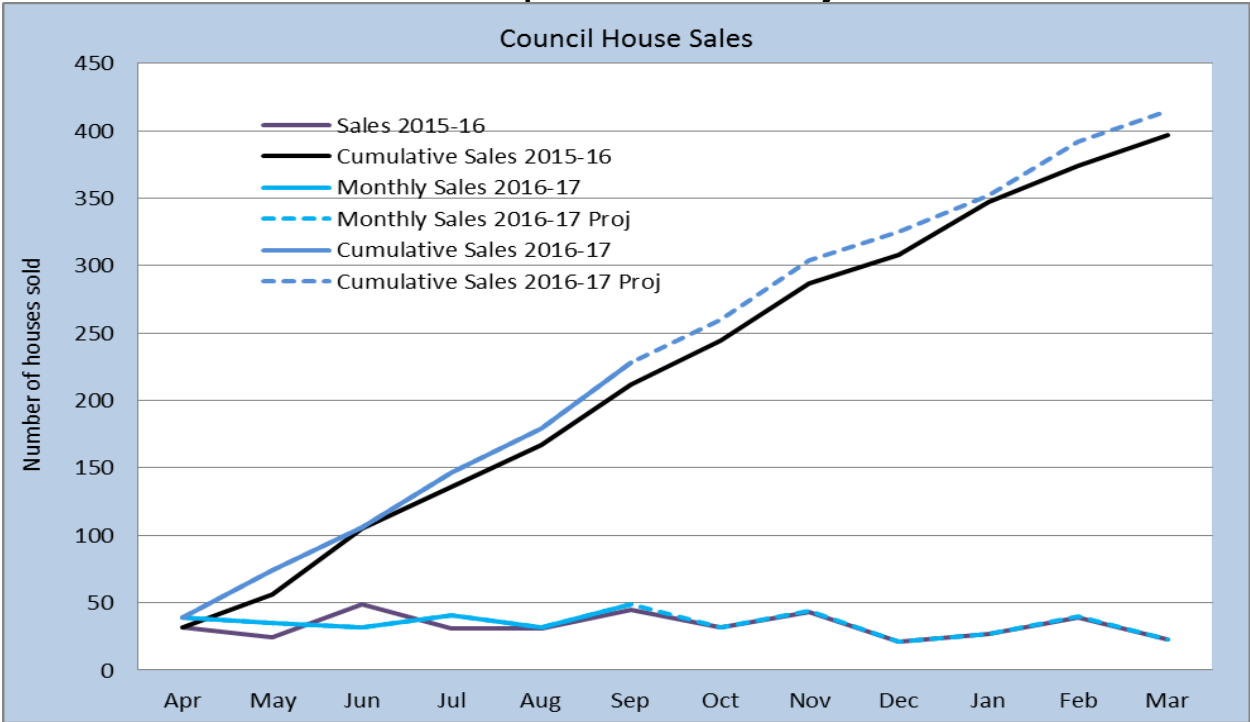
3. Key Variances – Expenditure

- 3.1 Based on current activity levels the charge to the disrepair provision is projected to be £200k above budget. Whilst the number of cases which are being closed is consistent with budgeted assumptions the number of new claims is higher than anticipated. More details are contained within the Performance report on this agenda.
- 3.2 As a result of vacant posts savings of £ (801) k are projected in relation to employee and training costs.
- 3.3 Premises are projected to overspend by £88k as a result of an unbudgeted increase in charges for the removal and disposal of bulky items.
- 3.4 Supplies and Services are projected to overspend by £178k. This is largely due to large insurance claims of £249k being partially offset by Tenant Mobility saving (£75k).
- 3.5 There is a projected net underspend of £(32)k in relation to charges for internal services.

4. Right to Buy (RTB) Sales

- 4.1 To the end of September 2016 there were 228 completed sales. It is anticipated that total year sales of 415 units will generate sales receipts of £20.7m. The Government formula in respect of 2016/17 indicates that the Council would be able to retain total receipts of £14.2m. Of this £5.8m could be used by the Council for acquisition/build of properties representing 30% of the costs, or to passport to Registered Social Landlords (RSLs) as a grant to fund 30% of the cost of building new housing stock. Of the balance £6.0m could be used to repay debt with £2.3m being used to fund other capital expenditure.

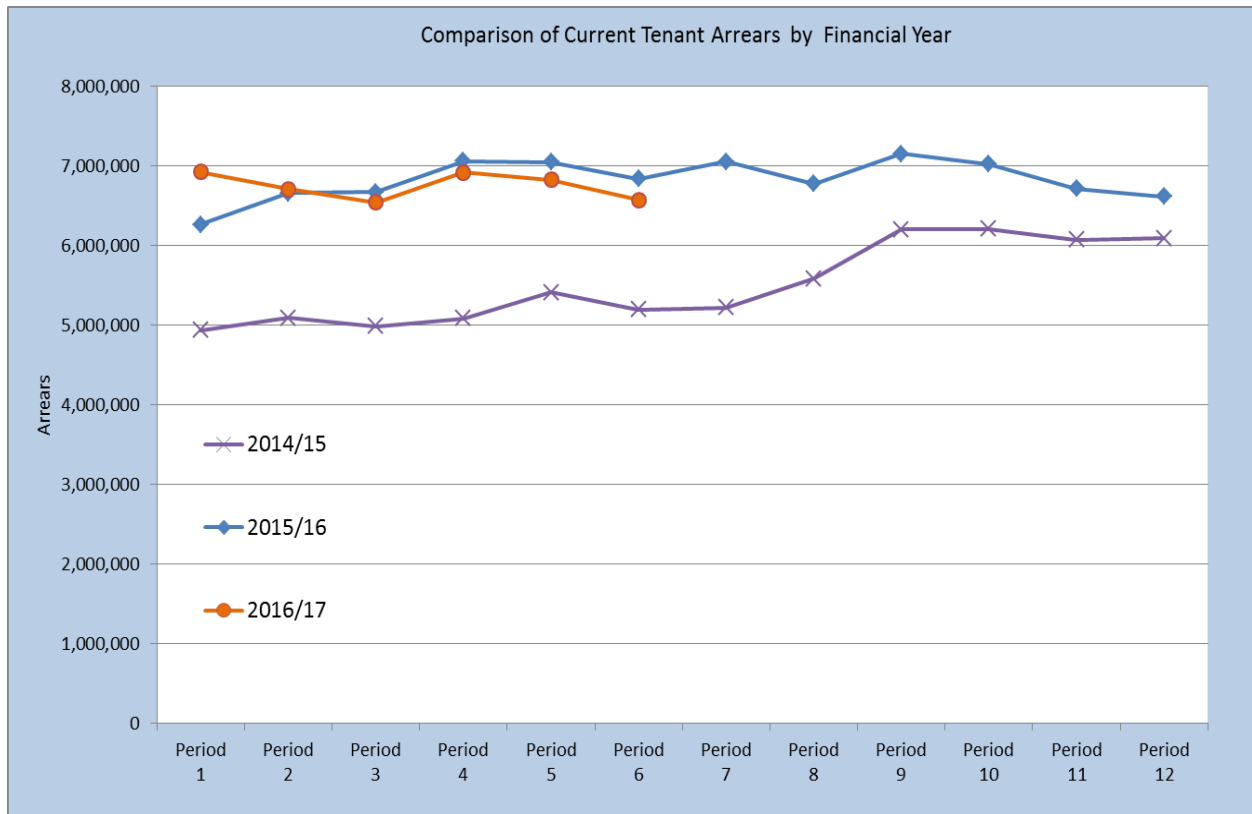
Council House Sales to end of September 2016 & Projected Sales to Year End



5. Arrears and Collection Rates

5.1 As shown below arrears for current tenants as at the end of September 2016 (£6,573k) remain below the reported level of arrears 12 months ago (September 2015)..

Comparison of Current Tenant Arrears 2014/15, 2015/16 and 2016/17



5.2 Collection Rates

Comparison of Collection Rates May to September 2015/16 to 2016/17

	Jul	Aug	Sep
2015/16	96.19%	96.36%	96.70%
2016/17	97.73%	96.87%	96.73%

Maximising rent collection continues to be one of the main priorities for Housing Leeds. Compared to 2015/16 performance is in a stronger position this year and has increased from 96.70% to 96.73%, an increase of 0.03%. This year the monthly direct debits for the end of September were posted to the accounts one week later due to the 1st of October being a Saturday, this has resulted in a slightly lower performance figure being reported at month end.

A number of key activities and campaigns are in place to further increase rent collection during Quarter 3. These include the following:

- The rent arrears procedures have been reviewed and updated, refresher training will be provided to staff where necessary.
- Arrears Challenge days are continuing with the Chief Officer who is reviewing teams performance and their individual performance recovery plans.
- All tenants affected by the revised Benefit Cap which comes into effect in November are being contacted and offered an interview to review their circumstances, check for any potential exemptions and offer support as required.
- A pre-Christmas arrears campaign will begin in November to highlight the importance of the “rent first” message leading up to the Christmas period.
- Robust performance monitoring every month with Area teams and individual officers.

5.3 Under occupation

Number of tenants in under-occupation:

	Jul	Aug	Sep
2015/16	5115	5068	5047
2016/17	4835	4860	4855

It is positive to note that arrears due to Under Occupation continue to decrease. The number of tenants affected by Under Occupation is gradually reducing and at the end of September there were 4855 tenants under occupying. There continues to be approx. 300 tenants per month who are newly affected by Under Occupation as household compositions change. Housing Leeds are contacting those tenants and arranging a home visit if required and a range of support measures are offered including;

- Assistance with downsizing through the Leeds Homes Register or via a mutual exchange
- Budgeting Support and Debt Advice through partner agencies in house and through partner agencies.
- Benefit advice and applying for Discretionary Housing Payment
- Fuel switch and utility grants
- Help finding employment and voluntary work

Housing Leeds are providing an enhanced level of support to all tenants affected by Welfare Reform including Universal Credit and the revised Benefit Cap.

6. Recommendations

6.1 Housing Advisory Board is requested to note the contents of this report.



Report author: Stephen J Boyle
Tel: 07983 387769

Report of Head of Finance Environments and Housing

Report to Housing Advisory Board

Date: 29th November 2016

Subject: HRA Capital Financial Position Period 6 2016/17

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

Summary of main issues

1. At the request of Housing Advisory Board, the purpose of this report is to provide a financial position statement on the HRA Housing Leeds Capital programme at period 6 for the financial year 2016/17.
2. The attached information has been provided by for the Board's consideration in relation to:-
 - Housing Leeds & BITMO refurbishment programme (section 3)
 - Housing Leeds Council House Growth programme (section 4)

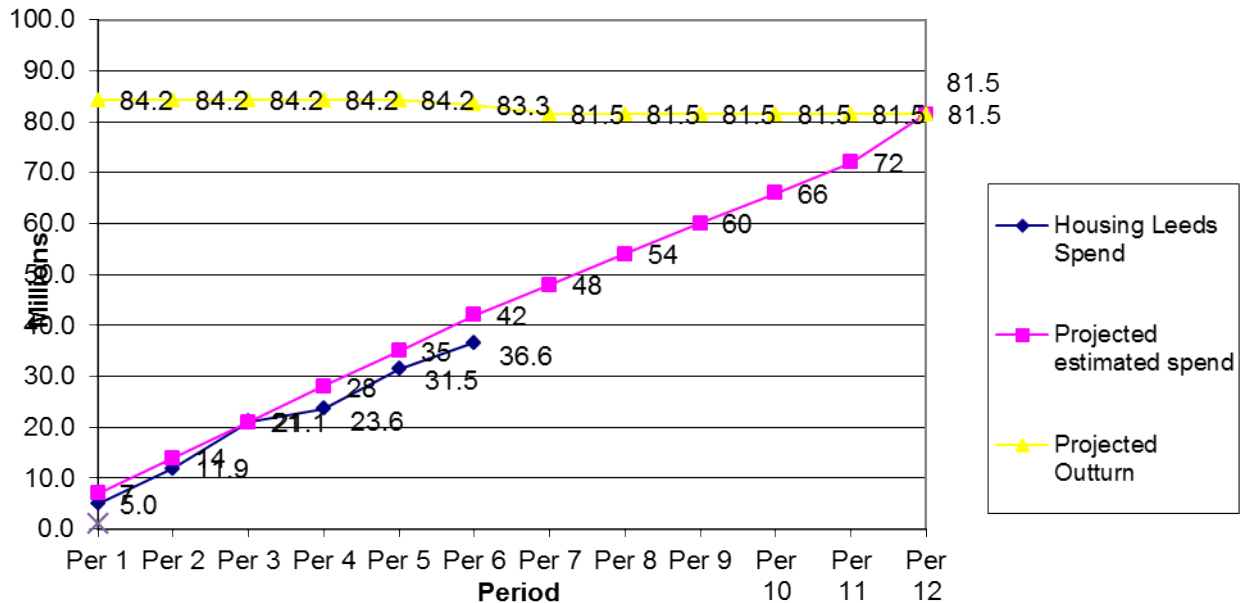
3.0 HRA CAPITAL PROGRAMME

3.1 Housing Leeds Services & BITMO

3.2 Housing Leeds actual spend and commitments at period 6 is £36.6m equating to 44% of the revised available resources at period 6. The 2016/17 Housing Leeds programme is currently £83.3m and this will be monitored throughout the coming months and revised to reflect the programme which Housing Leeds are expected to deliver.

3.3 Housing Leeds 3 year latest estimated responsive and planned works programme at period 6 is detailed in the **Appendices A and B** attached with a graphical representation of the actual spend at period 6 and estimated outturn position for 2016/17 below :-

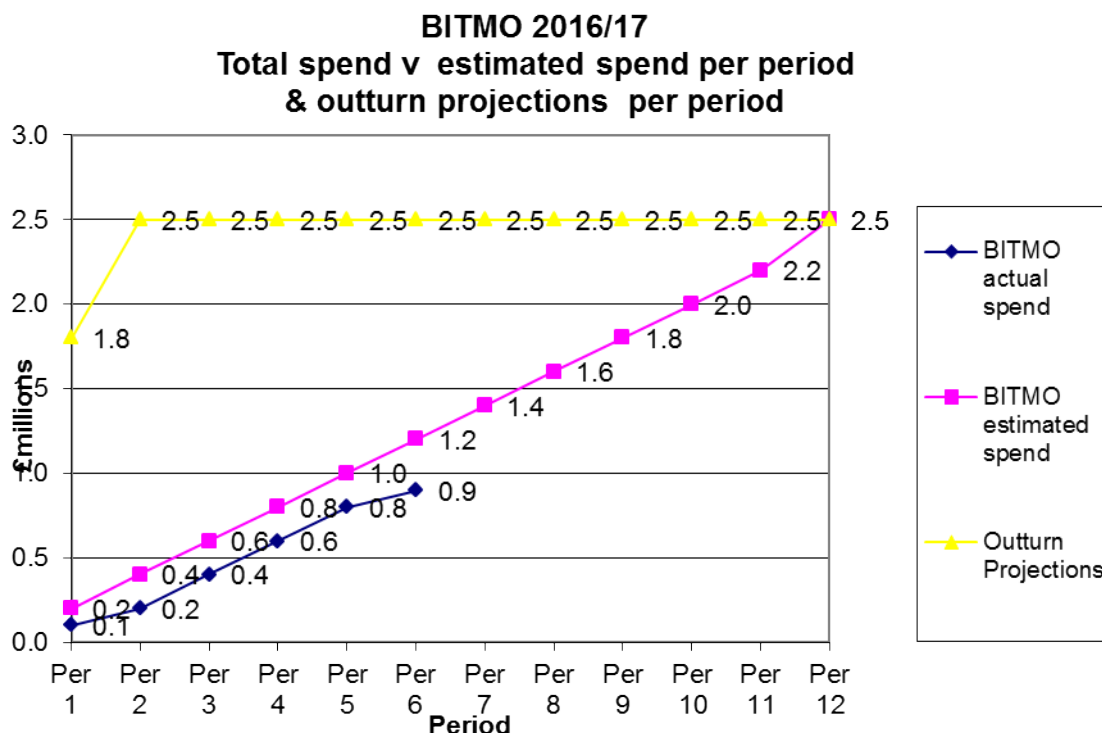
Housing Leeds 2016/17 Total Spend v Estimated spend per period & Outturn projections per period



- 3.4 The planned works are now estimated at £64.1m with spend and commitments to period 6 of £26.7m representing 42% of the revised available resources. As at period 6 the HL planned programme is reporting delivery of the revised programme within the available resources in 2016/17.
- 3.5 The responsive works are now estimated at £17.1m with spend and commitments to date of £9m representing 53% of revised resources at period 6. Spend is well ahead of projections at period 6.
- 3.6 The Environmental programme being delivered by HL, actual spend and commitments at period 6 is £0.9m against a revised outturn projection of £2.1m representing 43%. HL are on course to deliver this programme which involves delivering improvements in community safety, parking, play areas, landscaping works and Waste.
- 3.7 The overall spend and commitments of £36.6m are in line with the projected spend position expected by HL at period 6, HL will adjust and review the outturn position to reflect any material issues in the coming months..
- 3.8 At period 6, £7.25m of additional budget allocations have been brought forward from future years to address shortfalls in the adaptations budget £3.5m, external contractor payments £3.25m and Disrepair budget of £500k. HL have addressed this in 2016/17 by slipping 5 Multi Storey Flat schemes to future years to facilitate this.
- 3.9 The adaptations budget was set at an estimated £3.5m for 2016/17 and is now projecting to spend and deliver an additional £3.5m in 2016/17. The main reasons for this is a significant increase in the complexity of adaptation demands. A large number of adaptations have included major works and even

multiple major works this year dramatically increasing the average cost per property.

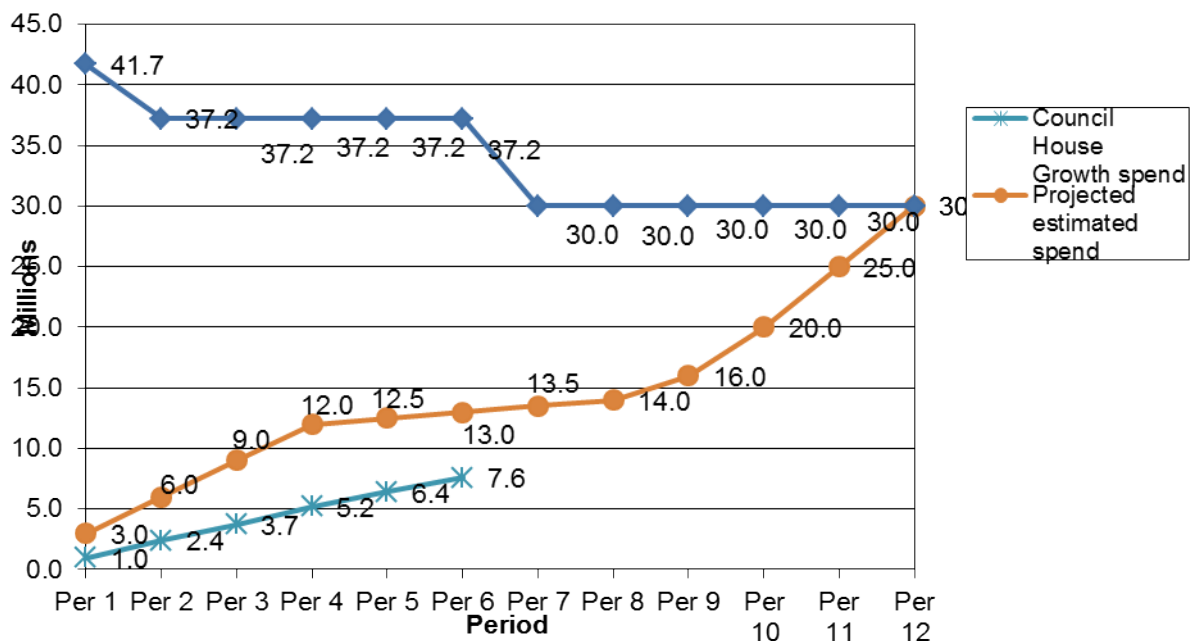
- 3.10 A proportion £1m of the external contractor overheads was brought forward from 2016/17 to fund 2015/16s outturn and not smoothed over future years when the 2016/17 budget was set due to timing issues, which has led to an underprovision in 2016/17. To address this shortfall in 2016/17 the budget has been increased and will be adjusted as part of the future years budget setting.
- 3.11 For the 2016/17 budget HL set the disrepair programme at £500k and at period 6 we are projecting a pressure of a further £500k. This is due to a proportion of the work in progress figure circa £300k carried forward from 2015/16 not being accrued and paid in 2015/16. The number of cases has also increased by 80 which equates to approximately £200k in additional works carried over from 2015/16.
- 3.12 The revised HRA business plan once finalised will be reported to Executive board later in this financial year.
- 3.13 The Environmental programme being delivered by HL, actual spend and commitments at period 6 is £0.9m against a revised outturn projection of £2.1m. HL are on course to deliver this programme which involves delivering improvements in community safety, parking, play areas, landscaping works and Waste.
- 3.14 **BITMOs** actual spend and commitments at period 6 are £0.9m representing 36% of revised available resources of £2.5m. The 2016/17 programme will deliver 25+ schemes across Belle Isle in 2016/17. Allocations of £1.72m are provided for in both 2017/18 and 2018/19.



4.0 Council House Growth Programme

4.1 The total funding injected and available for the Council House Growth Programme is now £112m a further injection £9m of Right To Buy (RTB) receipts for 2017/18 and 2018/19 was approved at November EB . At period 6 the spend on the Council Housing Growth and new build programme is £7.6m against an outturn projection of £37m in 2016/17. Due to the nature of the programme any delay will result in slippage to this programme and adjustments to the projection will be actioned when known. Total spend on the whole programme including previous years is £23.6m against a total current budget of £112m.

**Council House Growth Programme 2016/17
Total spend v Estimated spend per period
& outturn projections per period**



4.2 We currently have **£19.0m** of unallocated funding for schemes yet to be identified. Of this unallocated funding £10.4m of this is RTB receipts, £5.7m is approved borrowing and £2.9m is HCA grant swapped to utilise our own RTBs.

4.3 A more detailed Council House Growth update on the progress of the individual schemes is provided in a separate report on this agenda.

5.0 Recommendation

5.1 Housing Advisory Board are requested to

5.2 note the Housing Leeds and BITMO refurbishment programmes position at period 6.

5.3 note the Housing Leeds Council House Growth programme financial position at period 6, 2016/17 and that a more detailed Council House Growth update on

the progress of the individual schemes is provided in a separate report on this agenda.

6.0 Background documents¹ No documents referred to.

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APPENDIX A

Housing Leeds Capital Programme	Original 2016/17 Budget	Revised Budget at Per 6	Total Actual and Committed 2016/17 Per 6	% spent to revised budget	Estimtaed 17/18 Budget	Estimated 18/19 Budget
Responsive Programme						
Voids	5,490.0	6,190.0	4,088.1	66.0%	5,900.0	0.0
Capital Repairs & Maintenance	1,901.0	2,001.0	1,175.8	58.8%	2,240.0	1,731.0
Disrepair	500.0	500.0	411.6	82.3%	0.0	0.0
Asbestos Responsive	1,432.8	1,432.8	477.6	33.3%	0.0	0.0
Equipments & Modifications for Disabled	3,553.2	7,000.0	2,884.7	41.2%	3,700.0	0.0
Total Responsive	12,877.0	17,123.8	9,037.9	52.8%	11,840.0	1,731.0
Planned Programme						
Window & Door Replacement	3,033.3	2699.6	554.4	20.5%	4,166.2	244.5
Heating & Energy Efficiency	8,264.0	7901.5	3,244.5	41.1%	11,044.4	12,084.0
Community Safety	0.0	12.0	0.0	0.0%	0.0	0.0
Electrical	3,911.0	2177.7	738.5	33.9%	2,301.3	206.7
Re-Roofing	2,378.0	2524.4	1,107.8	43.9%	2,370.0	0.0
Kitchens & Bathrooms	9,528.7	9550.6	3,566.0	37.3%	11,100.0	0.0
Environmentals	249.0	324.2	20.3	6.3%	250.0	0.0
Miscellaneous	50.0	50.0	19.6	39.1%	50.0	0.0
Structural Remedials & Insulation	8,685.9	4035.6	483.3	12.0%	10,060.0	3,259.2
Communal Replacements	7,829.0	8250.5	3,129.2	37.9%	10,249.5	3,147.5
Conversion/Regeneration Works	4,246.0	4086.0	4,022.4	98.4%	2,031.0	375.0
Planned Capital Repairs	100.0	0.0	0.0	#DIV/0!	0.0	0.0
Asbestos Planned	4,863.9	3870.5	940.8		0.0	0.0
Fire Safety Works	3,631.5	3955.6	1,068.4	27.0%	0.0	258.0
Estate Shops & Leased Residential Prop	154.0	154.0	0.0	0.0%	239.9	0.0
Service Delivery Associated Costs	12,727.7	14500.9	7,757.3	53.5%	15,352.6	60,194.9
Total Planned	69,652.0	64,093.1	26,652.5	41.6%	69,214.9	79,769.8
Environmental Improvement Programme						
EIP - Parent Pot	2,200.0	60.4	0.0	0.0%	523.9	0
EIP - Salaries	0.0	162.3	48.3	29.8%	41.3	0
EIP - Parking	0.0	757.0	183.3	24.2%	73.5	0
EIP - Play	0.0	66.0	16.0	24.2%	0	0
EIP - Landscaping	0.0	334.2	174.3	52.1%	0	0
EIP - Community Safety	321.0	406.4	270.8	66.6%	356	0
EIP - Waste	0.0	313.2	224.2	71.6%	319.3	0
Environmental Improvement Programme	2,521.0	2,099.5	916.8	43.7%	1,314.0	0.0
Total Housing Leeds 2015/16 Programme	85,050.0	83,316.4	36,607.2	43.9%	82,368.9	81,500.8

APPENDIX B		HOUSING LEEDS SCHEME LIST								
Lvl4 Description	Scheme	Scheme S	Scheme	Title	Resource Code	2016/17	2017/18	2018/19	Comments	
Voids	32031	000	000	VOIDS PARENT	33	0.0	5,900.0	0.0	Unallocated parent	
Voids	32031	ASB	000	ASBESTOS - RESPONSIVE	33	1,432.8	0.0	0.0	Asbestos related	
Voids	32031	ED3	000	VOIDS 16/17	33	6,190.0	0.0	0.0	Main programme 2016/17	
						7,622.8	5,900.0	0.0		
Capital Repairs & Maintenance	32032	000	000	CAPITAL REPAIRS PARENT	33	0.0	360.0	0.0	Unallocated parent	
Capital Repairs & Maintenance	32032	ED5	000	REPAIRS 16/17	33	1,647.0	1,880.0	1,731.0	Main programmes	
Capital Repairs & Maintenance	32032	ED6	000	REPAIRS - WALLS	33	254.0	0.0	0.0	Walls	
Capital Repairs & Maintenance	32032	ED9	000	REPAIRS - PRIOR TO PAINTING MEARS	33	100.0	0.0	0.0	Misc	
						2,001.0	2,240.0	1,731.0		
Capital Repairs & Maintenance	32032	ED8	000	DISREPAIR	33	500.0	0.0	0.0	Disrepair	
						500.0	0.0	0.0		
Equipments & Modifications for	32030	000	000	EQUIPMENT & MOD. FOR DISABLED	33	0.0	3,700.0	0.0	Adaptations unallocated parent	
Equipments & Modifications for	32030	ED1	000	ADAPTATIONS 16/17	33	7,000.0	0.0	0.0	Adaptations 2016/17	
						7,000.0	3,700.0	0.0		
				TOTAL RESPONSIVE PROGRAMME		17,123.8	11,840.0	1,731.0		

APPENDIX B				HOUSING LEEDS SCHEME LIST					
Lvl4 Description	Scheme	Scheme S	Scheme	Title	Resource Code	2016/17	2017/18	2018/19	Comments
Window & Door Replacement	32021	000	000	WINDOWS & DOORS	33	15.9	4,166.2	0.0	Parent scheme yet to be allocated
Window & Door Replacement	32021	DA4/EA1	000	WINDOWS & DOORS - MEARS	33	1,660.2	0.0	244.5	MEARS works
Window & Door Replacement	32021	EA2	000	WINDOWS & DOORS - LBS	33	1,023.5	0.0	0.0	Leeds Building Services works
						2,699.6	4,166.2	244.5	
Heating & Energy Efficiency	16376	BD8	000	CLYDES BIOMASS DISTRICT HEATING	33	20.0	0.0	0.0	Clydes Biomass residual
Heating & Energy Efficiency	32022	CH5	000	HEATING - WEST PARK DRIVE	33	0.0	0.0	250.0	Misc
Heating & Energy Efficiency	32022	CK2	000	EBOR GARDENS PREPAY METERS	33	1.9	0.0	0.0	Misc
Heating & Energy Efficiency	32022	DF1	000	ELECTRICAL HEATING - THE CRIMBLES	33	20.9	0.0	0.0	Misc
Heating & Energy Efficiency	32022	CG1	000	BOILERS S&W	33	65.1	0.0	0.0	Boilers
Heating & Energy Efficiency	32022	EB1	000	BOILERS - SOUTH	33	1,980.5	1,946.1	1,955.1	Boilers
Heating & Energy Efficiency	32022	EB2	000	BOILERS - WEST	33	2,045.6	2,000.0	2,655.6	Boilers
Heating & Energy Efficiency	32022	EB3	000	BOILERS - EAST LIBERTY	33	537.6	0.0	0.0	Boilers
Heating & Energy Efficiency	32022	EB4	000	BOILERS - EAST	33	1,772.2	2,007.3	2,007.3	Boilers
Heating & Energy Efficiency	32022	DB3	000	SHELTERED HEATING - HALLIDAY COURT	33	1,077.7	0.0	0.0	Sheltered Housing
Heating & Energy Efficiency	32022	EB5	000	SHELTERED & COMMUNAL HEATING - MEARS	33	308.0	0.0	0.0	Sheltered Housing
Heating & Energy Efficiency	32022	EB6	000	SHELTERED & COMMUNAL HEATING - LBS	33	72.0	0.0	0.0	Sheltered Housing
Heating & Energy Efficiency	32022	FA1	000	HL DISTRICT HEATING	33	0.0	5,091.0	5,216.0	District Heating not committed as yet
						7,901.5	11,044.4	12,084.0	
Community Safety	32023	DB7	000	MIDDLETON PARK PORCHES	33	12.0	0.0	0.0	Comm safety
						12.0	0.0	0.0	
Electrical	32024	000	000	ELECTRICAL PARENT	33	0.0	1,300.0	0.0	Parent scheme yet to be allocated
Electrical	32024	CI1	000	CONTROLLED ENTRY	33	299.6	0.0	0.0	Controlled Entry
Electrical	32024	CI5	000	CCTV INSTALLATION	33	420.0	1,001.3	206.7	CCTV
Electrical	32024	DB9	000	REWIRES - CS	33	2.7	0.0	0.0	CS
Electrical	32024	DB8/EA5	000	REWIRES - MEARS	33	959.5	0.0	0.0	MEARS
Electrical	32024	EA6	000	REWIRES - LBS	33	495.9	0.0	0.0	Leeds Building services
						2,177.7	2,301.3	206.7	
Re-roofing	32025	000	000	RE-ROOFING	33	0.0	2,370.0	0.0	Parent scheme yet to be allocated
Re-roofing	32025	DC2	000	ASBESTOS - ROOFING	33	29.7	0.0	0.0	Asbestos roofing
Re-roofing	32025	DC3	000	ROOFS - CS	33	16.7	0.0	0.0	CS
Re-roofing	32025	EC1	000	ROOFING - LBS	33	378.0	0.0	0.0	Leeds Building services
Re-roofing	32025	EC2	000	ROOFING - MEARS	33	2,100.0	0.0	0.0	Mears
						2,524.4	2,370.0	0.0	
Kitchens & Bathrooms	32026	000	000	KITCHENS & BATHROOMS	33/34	0.0	11,100.0	0.0	Parent scheme yet to be allocated 17/18
Kitchens & Bathrooms	32026	DD1	000	K & B - S5 CS	33	21.9	0.0	0.0	CS
Kitchens & Bathrooms	32026	EC6	000	K&B - LBS	33	1,570.3	0.0	0.0	Leeds Building services
Kitchens & Bathrooms	32026	EC5	000	K&B - MEARS 1	33/34	2,653.0	0.0	0.0	Mears 1
Kitchens & Bathrooms	32026	EC7	000	K&B - MEARS 2	33/34	2,652.7	0.0	0.0	Mears 2
Kitchens & Bathrooms	32026	EC8	000	K&B - MEARS 3	33/34	2,652.7	0.0	0.0	Mears 3
						9,550.6	11,100.0	0.0	
Environmentals	32027	000	000	ENVIRONMENTALS	33	0.0	250.0	0.0	Parent scheme yet to be allocated 17/18

APPENDIX B				HOUSING LEEDS SCHEME LIST					
Lvl4 Description	Scheme	Scheme S	Scheme	Title	Resource Code	2016/17	2017/18	2018/19	Comments
Environmentals	32027	CB9	000	ENVIRONMENTAL IMPROVEMENTS NEVILLES	33	21.6	0.0	0.0	Nevilles
Environmentals	32027	EG7	000	ESTATE GARAGES	33	249.0	0.0	0.0	Estate garages
Environmentals	32027	EI1	000	SEACROFT GARDENS IMPROVEMENTS	21	53.6	0.0	0.0	Seacroft Garden Imps
						324.2	250.0	0.0	
Miscellaneous	32028	DE3	000	SANCTUARY	33	50.0	50.0	0.0	Main Scheme 16/17 and 17/18
						50.0	50.0	0.0	
Structural Remedials & Insulation	32034	000	000	STRUCTURAL REMEDIALS & INSULATION PARENT	33	764.9	3,060.0	0.0	Parent scheme yet to be allocated
Structural Remedials & Insulation	16090	AI3	000	SCOOTER STORES & FIRE SAFETY	33	20.0	0.0	0.0	Scooter stores
Structural Remedials & Insulation	32034	CH3	000	HIGHWAYS MSF	33	612.0	2,500.0	1,107.6	Multi Storey flats
Structural Remedials & Insulation	32034	DD8	000	AIREY A1F PROPERTIES	33	475.0	0.0	0.0	Multi Storey flats
Structural Remedials & Insulation	32034	DG9	000	MSF STRUCTURAL REPAIRS PHASE 2	33	1,929.9	0.0	1,671.3	Multi Storey flats
Structural Remedials & Insulation	32034	DD9/EE1	000	CAVITY & LOFT INSULATION	33	33.8	0.0	0.0	Cavity and Loft Insulation
Structural Remedials & Insulation	32034	EE2	000	MSF STRUCTURAL REPAIRS PH3	33	0.0	4,500.0	480.3	Multi Storey flats
Structural Remedials & Insulation	32034	EE3	000	CORNISH PROPERTIES EW1 & ENVELOPING	33	200.0	0.0	0.0	Cornish Props EW1 ?
						4,035.6	10,060.0	3,259.2	
Communal Replacements	32035	000	000	COMMUNAL REPLACEMENTS	33	445.4	9,100.0	0.0	Parent scheme yet to be allocated
Communal Replacements	32035	CH8	000	LIFTS MSF	33	3,471.4	873.0	0.0	Multi Storey flats
Communal Replacements	32035	CH9	000	LIFTS LOW RISE	33	357.3	276.5	0.0	"
Communal Replacements	32035	DB6	000	MSF IMPROVEMENTS - CLAYTONS	33	971.0	0.0	0.0	"
Communal Replacements	32035	EE5	000	MSF HEAT & HOT WATER	33	868.7	0.0	2,849.3	"
Communal Replacements	32035	EE6	000	COMMUNAL ELECTRICAL PACKAGE	33	2,136.7	0.0	298.2	"
						8,250.5	10,249.5	3,147.5	
Conversion/Regeneration Work	32036	CC4	000	3 BAWN VALE REFURB / REBUILD	33	50.0	0.0	0.0	Sheltered properties
Conversion/Regeneration Work	32036	CE6	000	BECKHILLS BLOCK DEMO	33	40.0	0.0	0.0	Beckhills demos
Conversion/Regeneration Work	32036	CJ3	000	HOUSING OFFICE LITTLE LONDON HUB	33	19.0	0.0	0.0	Housing office LL Hub works
Conversion/Regeneration Work	32036	CN1	000	BENNETT COURT REFURBISHMENT	33	1,942.4	0.0	375.0	Whats this
Conversion/Regeneration Work	32036	DE1	000	SHEPHERDS LANE CONVERSION	33	9.6	0.0	0.0	
Conversion/Regeneration Work	32036	DG7	000	UNION COURT	33	68.1	2,031.0	0.0	Whats this
Conversion/Regeneration Work	32036	DH1	000	WHATLING PROPERTIES - THROSTLE LANE	33	408.5	0.0	0.0	Whats this
Conversion/Regeneration Work	32036	EG1	000	SHELTERED PRIORITIES	33	399.2	0.0	0.0	Sheltered properties
Conversion/Regeneration Work	32036	EG1	000	SHELTERED PRIORITIES	21	850.0	0.0	0.0	Sheltered properties
Conversion/Regeneration Work	32036	EG2	000	MISC PROPERTIES	33	231.4	0.0	0.0	Misc properties
Conversion/Regeneration Work	32036	EG3	000	WETHERBY BEDSIT CONVERSION	33	17.0	0.0	0.0	
Conversion/Regeneration Work	32036	EG4	000	BATTER LANE	33	35.0	0.0	0.0	
Conversion/Regeneration Work	32036	EG5	000	CRIMBLES LANDSLIP	33	15.8	0.0	0.0	
						4,086.0	2,031.0	375.0	
Heating & Energy Efficiency	32022	ASB	000	ASBESTOS - HEATING	33	381.0	0.0	0.0	Planned asbestos works
Electrical	32024	ASB	000	ASBESTOS - REWIRES	33	163.7	0.0	0.0	"
Re-roofing	32025	ASB	000	ASBESTOS - ROOFING	33	197.6	0.0	0.0	"
Kitchens & Bathrooms	32026	ASB	000	ASBESTOS - K&B	33	804.2	0.0	0.0	"
Structural Remedials & Insulation	32034	ASB	000	ASBESTOS - STRUCTURAL	33	1,064.0	0.0	0.0	"
Communal Replacements	32035	ASB	000	ASBESTOS - COMMUNAL	33	702.1	0.0	0.0	"
Conversion/Regeneration Work	32036	ASB	000	ASBESTOS - CONVERSION & REGEN	33	255.7	0.0	0.0	"
Fire Safety Works	32037	ASB	000	ASBESTOS - FIRE SAFETY	33	148.0	0.0	0.0	"

APPENDIX B				HOUSING LEEDS SCHEME LIST					
Lvl4 Description	Scheme	Scheme S	Scheme	Title	Resource Code	2016/17	2017/18	2018/19	Comments
Service Delivery Associated Co	32033	ASB	000	ASBESTOS - UNALLOCATED	33	154.2	0.0	0.0	"
						3,870.5	0.0	0.0	
Fire Safety Works	32037	000	000	FIRE SAFETY WORKS	33	655.0	0.0	100.0	Parent scheme yet to be allocated
Fire Safety Works	32037	CC8	000	FIRE SAFETY - CARE RING	33	7.0	0.0	0.0	Fire Safety works
Fire Safety Works	32037	CC9	000	FS - FIRE STOPPING	33	245.3	0.0	0.0	"
Fire Safety Works	32037	CD1	000	FS - SIGNAGE MSF	33	70.0	0.0	0.0	"
Fire Safety Works	32037	CD3	000	FS - SCOOTER STORES	33	20.0	0.0	0.0	"
Fire Safety Works	32037	CE2	000	FS - VENTILATION & GLAZING	33	20.0	0.0	0.0	"
Fire Safety Works	32037	CE3	000	FS - CABLE ENTANGLEMENT	33	55.0	0.0	0.0	"
Fire Safety Works	32037	DF6	000	FS - COMMUNAL ACCESS	33	338.1	0.0	0.0	"
Fire Safety Works	32037	DH9	000	FS - VICTORIAN PROPERTIES	33	24.4	0.0	0.0	"
Fire Safety Works	32037	DJ1	000	FS - SHELTERED FIRE ALARMS	33	600.0	0.0	0.0	"
Fire Safety Works	32037	DJ3	000	FS - EMERGENCY LIGHTING MSFS - CEL	33	120.7	0.0	0.0	"
Fire Safety Works	32037	DJ4	000	FS - REFUSE HOPPER LIDS	33	30.6	0.0	0.0	"
Fire Safety Works	32037	EF1	000	FS - MSF SPRINKLERS PH 2	33	547.4	0.0	40.1	"
Fire Safety Works	32037	EF2	000	FS - SMOKE DETECTION	33	140.0	0.0	0.0	"
Fire Safety Works	32037	EF3	000	FS - VICTORIAN PROPERTIES MEARS	33	132.1	0.0	117.9	"
Fire Safety Works	32037	EF4	000	FS - VICTORIAN PROPERTIES LBS	33	250.0	0.0	0.0	"
Fire Safety Works	32037	EF5	000	FS - FIRE STOPPING TFS	33	350.0	0.0	0.0	"
Fire Safety Works	32037	EF6	000	FS - FIRE STOPPING GUNITE	33	350.0	0.0	0.0	"
						3,955.6	0.0	258.0	
Estate Shops & Leased Reside	32038	000	000	ESTATE SHOPS & LEASED PROPS	33	0.0	239.9	0.0	Parent scheme yet to be allocated
Estate Shops & Leased Reside	32038	EH6	000	COMMERCIAL & LEASED HRA ASSETS	33	154.0	0.0	0.0	2016/17 programme
						154.0	239.9	0.0	
Service Delivery Associated Co	32033	000	000	SERVICE DELIVERY ASSOCIATED COSTS	33	502.4	8,039.5	445.0	Parent scheme yet to be allocated
Service Delivery Associated Co	32033	CK8	000	ASBESTOS OUTHUSES	33	167.0	0.0	0.0	Asbestos
Service Delivery Associated Co	32033	CL2	000	KIRKSTALL OFFICE	33	6.8	0.0	0.0	Misc
Service Delivery Associated Co	32033	DD5	000	HEATLEASE TERMINATION FEES	33	689.2	236.9	0.0	Heatlease costs of terminations
Service Delivery Associated Co	32033	DD6	000	HOUSING ICT SOLUTIONS	33	1,684.2	2,364.3	1,341.1	Main ICT developments
Service Delivery Associated Co	32033	EH1	000	CAPITALISATION OF SALARIES	33	4,706.8	0.0	0.0	Capitalisation of staff salaries working on the programme
Service Delivery Associated Co	32033	EH2	000	MEARS OVERHEADS	33	6,744.5	4,711.9	4,711.9	Mears Overheads
Support Services	16517	ACT	000	HRA SELF FINANCING FUNDING	34	0.0	0.0	4,500.0	Allowable debt RTB receipts allocation
Support Services	16517	ACT	000	HRA SELF FINANCING FUNDING	33	0.0	0.0	49,196.9	Residual self financing yet to be allocated 18/19
						14,500.9	15,352.6	60,194.9	
				TOTAL PLANNED PROGRAMME		64,093.1	69,214.9	79,769.8	

APPENDIX B				HOUSING LEEDS SCHEME LIST					
Lvl4 Description	Scheme	Scheme S	Scheme	Title	Resource Code	2016/17	2017/18	2018/19	Comments
Environmentals	32393	000	000	ENVIRONMENTAL IMPROVEMENT PROGRAMME	21	60.4	523.9	0.0	Environmental Unallocated
Environmentals	32393	SA5	000	HL EIP - SALARIES	21	162.3	41.3	0.0	Env Fees
Environmentals	32394	000	000	ENV IMPROVEMENT PROG - PARKING SCHEMES	21	76.5	0.0	0.0	Env Parking Schemes
Environmentals	32394	DES	000	EIP - PARKING DESIGN SCHEME	21	38.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PI0	000	EIP PKG - ALDERTON HEIGHTS	21	45.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PI1	000	EIP PKG - KESWICK LANE	21	0.0	30.0	0.0	Env Parking Schemes
Environmentals	32394	PI2	000	EIP PKG - QUEENSWAY	21	55.4	0.0	0.0	Env Parking Schemes
Environmentals	32394	PI3	000	EIP PKG - JARVIS SQUARE	21	20.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PI4	000	EIP PKG - THE CRESCENT, TINGLEY	21	21.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PI5	000	EIP PKG - FAIRFAX AVENUE	21	95.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PI6	000	EIP PKG - GLEN ROAD N	21	35.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PI8	000	EIP PKG - TONG WAY	21	2.5	13.5	0.0	Env Parking Schemes
Environmentals	32394	PI9	000	EIP PKG - BAWN APPROACH	21	0.0	30.0	0.0	Env Parking Schemes
Environmentals	32394	PO1	000	EIP PKG - KING ALFREDS DRIVE	21	46.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PO2	000	EIP PKG - POTTERNEWTON HEIGHTS	21	35.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PO3	000	EIP PKG - SILK MILL AVENUE	21	60.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PO6	000	EIP PKG - FERNBANK DRIVE	21	50.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PO7	000	EIP PKG - YORK ROAD & INGLEWOODS	21	80.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PO8	000	EIP PKG - TYNWALD GREEN AND GARDENS	21	15.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PO9	000	EIP PKG - TYNWALD DRIVE	21	25.0	0.0	0.0	Env Parking Schemes
Environmentals	32394	PS1	000	EIP PKG - MEADOWHURST GARDENS	21	39.5	0.0	0.0	Env Parking Schemes
Environmentals	32394	PS2	000	EIP PKG - HOLTDALES	21	18.1	0.0	0.0	Env Parking Schemes
Environmentals	32395	YO1	000	EIP PLY - KIPPAX WHEELED SPORTS FACILITY	21	10.0	0.0	0.0	Env Play Park Schemes
Environmentals	32395	YO2	000	EIP PLY - WOOD LANE PLAY SCHEME	21	16.0	0.0	0.0	Env Play Park Schemes
Environmentals	32395	YO5	000	EIP PLY - HALL PARK SKATEPARK	21	40.0	0.0	0.0	Env Play Park Schemes
Environmentals	32396	000	000	ENV IMPROVEMENT PROG - LANDSCAPING	21	5.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LI0	000	EIP LND - MILLSHAW ROAD MASTERPLAN	21	85.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LI1	000	EIP LND - MIDDLETON CINDERPATH	21	40.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LO2	000	EIP LND - STH GIPTON ENV IMPROVMENTS	21	80.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LO3	000	EIP LND - WHINMOOR GARAGE IMPROVEMENTS	21	10.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LO6	000	EIP LND - ST JAMES ESTATE FOOTPATHS	21	49.2	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LO7	000	EIP LND - WELL COURT HANDRAILS PROJECT	21	45.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LO8	000	EIP LND - HILLSIDE BLOCK EXTERNAL WORKS	21	10.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32396	LO9	000	EIP LND - LEOPOLD GROVE ENVIRONMENTALS	21	10.0	0.0	0.0	Env Landscaping Schemes
Environmentals	32397	000	000	ENV IMPROVEMENT PROG - COMM SAFETY	21	0.0	55.0	0.0	Env Community Safety Schemes
Environmentals	32397	000	000	ENV IMPROVEMENT PROG - COMM SAFETY	33	0.0	145.0	0.0	Env Community Safety Schemes
Environmentals	32397	CI0	000	EIP CS - MALBOROUGH GRANGE DOORS	33	56.2	0.0	0.0	Env Community Safety Schemes
Environmentals	32397	CI1	000	EIP CS - HEMMINGWAY GLAZING	33	55.2	0.0	0.0	Env Community Safety Schemes
Environmentals	32397	CI5	000	EIP CS - JOHN O'GAUNTS FENCING	33	140.0	0.0	0.0	Env Community Safety Schemes
Environmentals	32397	CI6	000	EIP CS - BECKHILLS FENCING	33	0.0	156.0	0.0	Env Community Safety Schemes
Environmentals	32397	CI7	000	EIP CS - HARROPS & ASKEYS FENCING/GATES	33	40.0	0.0	0.0	Env Community Safety Schemes
Environmentals	32397	CI9	000	EIP CS - FAIRFIELDS FENCING	33	45.0	0.0	0.0	Env Community Safety Schemes
Environmentals	32397	CO7	000	EIP CS - ST JAMES' CLOSE DOORS	33	70.0	0.0	0.0	Env Community Safety Schemes
Environmentals	32398	000	000	ENV IMPROVEMENT PROG - WASTE SCHEMES	21	0.0	100.0	0.0	Env Waste Schemes
Environmentals	32398	WI0	000	EIP WST - WOODBRIDGE PLACE	21	27.0	0.0	0.0	Env Waste Schemes

APPENDIX B		HOUSING LEEDS SCHEME LIST							
Lvl4 Description	Scheme	Scheme S	Scheme	Title	Resource Code	2016/17	2017/18	2018/19	Comments
Environmentals	32398	WI2	000	EIP WST - IVESON DRIVE	21	30.0	0.0	0.0	Env Waste Schemes
Environmentals	32398	WI3	000	EIP WST - TINSHILL FLATS	33	22.0	0.0	0.0	Env Waste Schemes
Environmentals	32398	WI3	000	EIP WST - TINSHILL FLATS	21	63.0	0.0	0.0	Env Waste Schemes
Environmentals	32398	WI4	000	EIP WST - LEASOWE AVENUE	21	105.0	0.0	0.0	Env Waste Schemes
Environmentals	32398	WI6	000	EIP WST - BURTON STREET	21	1.5	0.0	0.0	Env Waste Schemes
Environmentals	32398	WI7	000	EIP WST - VALLEY ROAD	21	15.5	0.0	0.0	Env Waste Schemes
Environmentals	32398	WI8	000	EIP WST - RUTLAND COURT	21	3.8	0.0	0.0	Env Waste Schemes
Environmentals	32398	WI9	000	EIP WST - ACRES HALL AVENUE	21	20.9	0.0	0.0	Env Waste Schemes
Environmentals	32398	WO3	000	EIP WST - BECKHILLS	21	0.0	90.0	0.0	Env Waste Schemes
Environmentals	32398	WO4	000	EIP WST - HEMMINGWAY PHASE 2	33	2.1	50.3	0.0	Env Waste Schemes
Environmentals	32398	WO5	000	EIP WST - TONG WAY	21	17.2	0.0	0.0	Env Waste Schemes
Environmentals	32398	WO6	000	EIP WST - TONG DRIVE	21	5.2	0.0	0.0	Env Waste Schemes
Environmentals	32398	WO7	000	EIP WST - HEIGHTS DRIVE	21	0.0	5.4	0.0	Env Waste Schemes
Environmentals	32398	WO8	000	EIP WST - FARROW VALE/HILL	21	0.0	8.0	0.0	Env Waste Schemes
Environmentals	32398	WO9	000	EIP WST - MINSTER FLATS	21	0.0	15.6	0.0	Env Waste Schemes
Environmentals	32398	WS0	000	EIP WST - KISTONS, DENTS, CLARKS & OXLEY	21	0.0	50.0	0.0	Env Waste Schemes
				TOTAL ENVIRONMENTAL IMPS PROGRAMME		2,099.5	1,314.0	0.0	
				TOTAL HOUSING LEEDS PROGRAMME		83,316.4	82,368.9	81,500.8	

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Report of Head of Finance, Environment & Neighbourhoods

Report to Housing Advisory Board

Date: 29^h November 2016

Subject: HRA budget 2017/18 – Key issues influencing the determination of the 2017/18 revenue budget

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. Summary of main issues

This report considers the factors which are influencing the determination of the HRA budget for 2017/18. Specifically it references the impact of current Government legislation in respect of rent reductions, Right to Buy policy and the roll out of Universal Credit. It also highlights the potential financial implications of new legislation such as the Housing and Planning Act 2016.

The Council is still in the process of considering what options are available to address these issues. Once the options have been finalised then they will be shared with Board members for comment.

2. Purpose of the Report

Housing Advisory Board is requested to note the factors influencing the determination of the 2017/18 HRA budget.

3. Background

Policy changes already implemented by Government will have a significant impact on the HRA budgets from 2017/18 to 2019/20, particularly in respect of rental income streams. These changes are as follows:-

- The 2016 Welfare Reform and Work Act introduced the requirement for all registered social housing providers to reduce social housing rents by 1% for the 4 years from 2016/17. This reduction was implemented by the Council in 2016/17 with a subsequent loss of £2.1m in rental income. Reducing rents by a further 1% in each of the three years from

2017/18 to 2019/20 equates to an additional estimated loss of £18.5m in rental income over this period. When compared to the level of resources assumed in the Financial Plan (and assuming that from 2020/21 rent increases will revert back to the previous policy of CPI+1%) this equates to a loss of £283m of rental income over the 10 year period (2016/17 to 2024/25). The reduction in rental income will need to be managed in addition to other pay, price and service pressures.

- The rollout of Universal Credit in Leeds commenced in 2016 and once fully implemented it will require the Council to collect rent directly from around 24,000 tenants who are in receipt of full or partial Housing Benefit. Although the financial impact of this is still difficult to quantify it is likely to have implications for the level of rental income receivable since the level of arrears is anticipated to increase.
- A reduction in the qualifying period after which tenants are able to submit an application to purchase a council house through the Government's Right to Buy legislation continues to sustain an increase in the number of sales with a subsequent reduction in the amount of rent receivable.

In addition to the above, the Housing and Planning Act 2016 which received Royal Assent in May 2016 introduces a number of Government proposals which when implemented are likely to have a significant impact on HRA resources.

The Act requires local authorities to sell their higher value homes and allows the Government to estimate the amount of money that they expect each local authority to receive from such sales each financial year. Authorities will then be required to pay a proportion of these receipts to the Treasury every quarter. Details of the definition of higher value homes and the mechanism by which the Government will calculate the amount to be paid by each Authority are yet to be published. It is also unclear the date from which this legislative change will be implemented from.

The Act also requires local authority tenants with a higher income (defined as a household earning more than £31,000 per year) to pay a higher rent from April 2017. The Act requires that tenants declare their income to their landlord and that additional income collected is paid to the Treasury. While it is understood that authorities will be able to retain reasonable administrative costs of applying the policy, it is anticipated that initially, significant staffing resources from the service will be needed to implement the policy. It is also anticipated that the policy may lead to an increase in Right to Buy applications, as a mortgage will offer greater value for money for some tenants.

Since detailed regulations in respect of the Housing and Planning Act 2016 have yet to be issued the financial implications of the legislation upon the Housing Revenue Account cannot readily be assessed.

4. Consultation

The Council's Initial Budget Proposals for the HRA in respect of 2017/18 will be considered at the Council's Executive Board in December. In advance of these proposals being received this document and the subsequent report which details the Council's proposals will form a part of the consultation process which will help inform

the final budget proposals which are to be received at Executive Board and Full Council in February 2017.

5. Equality and Diversity/Cohesion and Integration

Since this is a report for information, and not a decision report, so it is not necessary to conduct an equality impact assessment. However when the final budget proposals have been determined and are presented to both the Executive Board and Council then it will be necessary to undertake appropriate assessments.

6. Council's policies and the Best Council Plan

The HRA budget when received at Executive Board and Council will reference how it will contribute towards the Council's Best Council Plan.

7. Legal implications, Access to Information and Call In

There are no legal implications arising from this report.

8. Resources and Value for Money

As an information report there are no specific issues. The 2017/18 budget to be presented at both Executive Board and Council will be required to address these issues.

9. Risk Management

There is a comprehensive risk management process in the Council to monitor and manage key risks. Any issues arising as a result of the budget process can be escalated through this process.

10. Conclusion

All of the legislative issues that are set out in this report have implications for the level of rental income receivable within the Housing Revenue Account. However despite this reduction in income the Council remains committed to maintaining the current level of resources provided to maintain and improve homes. At the same time resources will be prioritised to deliver the strategy agreed by Executive Board to replace homes lost through Right to Buy (RTB) by the planned investment in new homes and buying up empty homes.

The reduction in income will have to be managed within the context of the requirement to set a balanced budget for the HRA in 2017/18.

In order to achieve a balanced budget position a number of options are being considered and these will be reported to Housing Advisory Board.

11. Recommendation

The Board is recommended to note the contents of this report.

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Report author: Martyn Long/Kath Bramall
Tel: 07712 216961

Report of **Director of Environment and Housing**
Report to **Housing Advisory Board**
Date: **29 November 2016**
Subject: **Lettings Policy Review Consultation Update**

Are specific electoral Wards affected City wide	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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 checked="" type="checkbox"/> No
Does the report contain confidential or exempt information	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Appendix number:		

1. Summary of main issues

In February 2016, Executive Board agreed to commence consultation on the proposed changes to the current lettings framework with a view to approving a revised policy in February 2017.

The consultation commenced with two Elected Member sessions in March 2016. This has been followed by further consultation with Community Committees, local tenant and resident groups, statutory and voluntary sector partners and individual tenants and residents. Housing Advisory Board received an update on the proposals in June 2016.

The consultation asked for feedback on the following proposals:

- The introduction of a tenant transfer policy;
- Review of the main lettings policy to mainstream some elements previously covered by local lettings policies; and
- A new approach to community lettings policies to replace local lettings policies, with improved links to wider tenancy management issues.

This paper provides an update on progress with the consultation to date, and some feedback on the key themes to emerge, as well as outlining next steps towards implementation.

2. Recommendations

Housing Advisory Board is invited to note progress to date with the lettings policy review consultation.

1. Purpose of this report

- 1.1 To update to Housing Advisory Board on progress with the Lettings Policy Review consultation.

2. Background

- 2.1 The current lettings framework is based on the council's legal duties set out in the Housing Act 1996 to meet housing needs as well as the aspirations of tenants and residents. In order to balance the needs of households in housing need with those local communities, the council lets 75% of properties based on housing need and 25% to households who have been on the waiting list the longest with a local connection to the ward area.
- 2.2 Demand for council housing outstrips supply. The average citywide waiting time for households who were rehoused in 2015/16 was 57 weeks, across all property types and sizes.
- 2.3 Currently there are 23,922 (30/04/16) households on the housing register, approximately 25% (5,906) of customers have assessed housing needs (Bands A & B) and 75% households have no identified housing need, but have expressed a preference to be rehoused by the council.
- 2.4 Around 1 in 6 of the council's 57,000 homes have a local lettings policy which gives preference to certain groups of applicants for some properties, e.g. local connection preference in some outer lying areas of the city or age restrictions intended to minimise lifestyle clashes in flats.
- 2.5 As part of the programme to harmonise former ALMO policies, Housing Leeds commenced a fundamental review of local lettings policies to ensure they are fit for purpose and consistently applied across the city. Following initial feedback from tenant and residents groups, officers, Housing Advisory Board and Scrutiny Board, the scope of the review was extended to include the main lettings policy.
- 2.6 In February 2016, Executive Board agreed to commence consultation on these proposed changes to the current lettings framework with a view to approving a revised policy in December 2016. Due to delays in the Government issuing further guidance around the Housing and Planning Act, the final version will now be considered by Executive Board in February 2017.

3. Overview of consultation

- 3.1 The consultation commenced with two Elected Member sessions in March 2016. This was followed by further consultation with Community Committees, local tenant and resident groups, statutory and voluntary sector partners and individual tenants and residents.

- 3.2 In addition to face to face consultation, we also published an online survey which was also made available as a paper copy. The survey was promoted through the Leeds Homes flyer and website, Housing Leeds website, tenant newsletter and via social media.
- 3.3 The consultation focused on the overarching policy framework, and changes to individual blocks will be subject to further local consultation with tenants and residents prior to any changes being implemented.
- 3.4 The consultation asked for feedback on the following proposals:
- 3.5 **Introduction of a tenant transfer policy** to give greater preference to and reward existing council tenants who have successfully held a secure tenancy as part of our social contract commitment, enabling the council to make better use of its housing stock.
- 3.6 **Review of the main lettings policy** to mainstream some elements previously covered by local lettings policies – specifically:
- Use of local connection preference in outer lying areas of the city with low turnover and high demand;
 - Giving preference to tenants with a good tenancy record;
 - Conducting home visits to prospective applicants prior to making an offer;
 - Introducing pre tenancy training for 16 and 17 year olds, and applicants who are unable to demonstrate a good tenancy record; and
 - Using our good neighbour criteria in areas with significant issues of anti-social and criminal behaviour.
- 3.7 **New approach to community lettings policies**, to replace local lettings policies, with improved links to wider tenancy management issues.

4. Progress to date

- 4.1 The consultation has now closed. Housing Leeds has held two member sessions and met with a number of groups, including VITAL, Cross City Chairs Group, Leeds Tenants Federation, VOLT, High Rise Group, Equal Access Group, Community Committees, Housing Advisory Panels and a number of staff groups. The proposals were also presented to Housing Advisory Board, Environment and Housing Scrutiny Board and Tenant Scrutiny Board.
- 4.2 **Consultation survey**
- 4.2.1 The survey was available between April and August 2016.
- 4.2.2 Respondents who did not have access to a computer were able to complete a paper survey in the Leeds Homes Flyer which could be returned by post, or complete paper copies in One Stop Centres and sheltered schemes. In addition to the survey questions, online survey respondents were asked to provide information about themselves, including gender, age band, current tenure, disability status and current postcode.

4.2.3 The survey generated 719 responses, comprising of 614 online responses and 105 paper responses. Of those who answered the question on tenure:

- 286 were existing Housing Leeds tenants;
- 39 were housing association tenants;
- 114 were in private rented accommodation;
- 38 were home owners;
- 43 were living with friends or relatives, or lodging;
- 30 had no fixed address (homeless, no fixed address or care of address).

4.3 Feedback from consultation to date

4.3.1 From the consultation, there are a number of key themes to emerge which are summarised below:

4.4 Introduction of a tenant transfer policy

4.4.1 There is overwhelming support for the introduction of a tenant transfer policy. It is generally felt that the policy would be a sensible addition that would allow us to reward and incentivise good tenant behaviour, and would add flexibility to the lettings process. There is a broad consensus that the policy should be kept as simple as possible and clearly explained to both existing and prospective tenants so the policy is clearly understood. Some thought needs to be given to how it would work for people wanting to downsize and how we could incentivise people in 2 or 3 bedroom houses to take 1 or 2 bedroom flats. More detail is needed on which properties would be selected for a tenant transfer and how this would be promoted and managed.

4.4.2 70% of respondents were in favour of this proposal. However, there were significant differences between respondents in different housing situations. Council tenants were overwhelmingly likely to be in favour the proposal, with 90% in agreement. Other groups were less enthusiastic; 51% of housing association tenants agreed with the proposal, along with 49% of those living with friends of relatives and 46% of respondents privately renting. Homeless respondents were the only group where more respondents were against the policy than in favour, with only 40% in agreement.

4.4.3 Younger respondents were generally less enthusiastic about the transfer proposal, and were more likely to be in a homeless housing situation or living with friends, family or as a lodger.

4.4.4 In terms of what proportion of properties should be selected for a tenant transfer quota, there has been less clarity in responses. Members in particular felt that if we did have a quota, it should remain flexible, possibly with an annual review to ensure it was working as intended.

4.4.5 In the survey, the highest number of respondents (34%) felt that 25% was the correct level for the quota. 25% selected 'other', and many of these wanted a higher percentage of properties to be included in the quota.

4.4.6 There are a number of decisions to be made before final options are presented to Executive Board:

- Whether or not to introduce a tenant transfer quota;
- What proportion of lettings should be allocated through the quota;
- Where will tenant quota come from, i.e. reduce 75/25 housing need or from Date of Registration Quota; and
- How to prioritise allocations within the quota; through housing need, waiting time on housing register or tenancy commencement date.

4.4.7 In order to meet our commitments to applicants in housing need, and ensure best use of stock, we propose to advertise our larger family properties (4+ bedrooms) in the housing need quota. There are low proportions of larger properties in many areas, and letting by date of registration causes delays in rehousing larger families in housing need, for example living in overcrowded homes.

4.5 Home visits and Pre-tenancy training

4.5.1 There has been strong support for introducing home visits with 81% of survey respondents supportive of prospective tenants receiving a home visit prior to an offer of a home. Of those that disagreed, there were concerns that home visits were intrusive and that problems with repairs could predate the tenancy or be outside the control of the tenant.

4.5.2 There was a much lower level of support for pre-tenancy training, with only 33% of respondents in favour of introducing pre-tenancy training for prospective tenants. Several issues have been raised around the need to ensure that we have a flexible approach to pre-tenancy training/home visits, and that existing support needs etc should be taken into consideration particularly when undertaking the visits. It was also felt that the timing of training/visits needed to be carefully managed to ensure that it was undertaken as close to the commencement of a tenancy as possible and to minimise any negative impact on void times.

4.6 Local Connection Policy

4.6.1 The response has generally been positive towards having a local connection policy across the city, although feedback has suggested that there is a limited understanding about how the policy works, where it applies and how it is implemented (definition of 'local' etc). There have been a number of suggestions that clear guidance is needed, and further training for staff.

4.6.2 Around two thirds of respondents (64%) were in favour of giving preference to applicants with a local connection in areas of the city with a high demand and low turnover.

4.6.3 Some concerns have been expressed around people without a local connection being excluded from living in certain areas of the city and restricting aspiration, for example, where customers with a longstanding application fail to meet the strict definition, such as having friends or other support but not immediate family. This is particularly the case where customers may be estranged from their parents or family members and rely on friends to provide support, or where a customer lives very close to the ward boundary.

4.7 Community Lettings – proposals to consider alternatives to some Age Related LLPs

4.7.1 There has been a general acceptance that the current policy of relying on age has not always worked, and leaves us open to challenge. Members and some of the strategic tenants groups in particular have been supportive of considering alternatives to age related LLPs in some cases, emphasising that we should be more intelligent around lettings rather than using age as a management tool. Strong emphasis that this should be supported by robust management is needed to reassure tenants that any alternatives to age restrictions would not increase problems, particularly within high rise blocks.

4.7.2 The survey showed that there was support for alternatives to age LLPs, although there were some concerns expressed about the potential impact on communities. Respondents were able to express support for more than one proposal.

- 58% wanted moves for under occupiers;
- 57% wanted tenancy checks/home visits;
- 44% wanted employment related LLPs;
- 33% wanted pre tenancy training;
- 13% didn't agree with any of the changes;
- 8% wanted alternative options.

4.7.3 There is a high level of support across the board for giving preference to under occupiers to free up a house for another family, and again for the introduction of home visits/ tenancy checks.

5. Next Steps

5.1 Final proposals are being drawn up for consideration by Executive Board in February 2017. These proposals include the following:

5.2 Tenant Transfer Policy

5.2.1 The council is still awaiting government guidance on the implementation of the Housing and Planning Act which will introduce mandatory fixed term tenancies for existing secure tenants who transfer to another property.

5.2.2 We are awaiting final guidance on timescales and exemptions, but expect any exemptions to be limited to under occupiers and tenants having to move due to

a major regeneration scheme, which could potentially mean tenants are reluctant to move if this means losing their security of tenure.

- 5.2.3 As the Housing and Planning Act may have significant implications on the viability of a tenant transfer process, we are awaiting further details on the guidance relating to the introduction of mandatory fixed term tenancies before finalising proposals on a Tenant Transfer Policy.

5.3 Home Visits / Pre-Tenancy Training

- 5.3.1 We have developed a pilot programme for pre-tenancy training which will be tested with existing and prospective tenants in the Clydes and Wortleys blocks in late 2016 / early 2017. The programme has been designed to help support and prepare targeted applicants for living in rented accommodation before they are offered a property. The pilot programme will include sessions on how to maintain a tenancy successfully, rent payment and budgeting, community responsibilities, how to find a home and employment. Giving preference to people who have completed pre-tenancy training would give prospective tenants the opportunity to demonstrate their commitment to taking on the responsibility of becoming a council tenant.
- 5.3.2 Support for pre-tenancy training was lower than some of the other proposals throughout the consultation process and we will fully evaluate the outputs of the pilot programme before considering whether to include pre-tenancy training in the lettings policy proposals.
- 5.3.3 Housing Leeds proposes to extend the approach of the letting of homes delivered through the PFI and Council House Growth Programme, where all customers regardless of their current tenure type have a home visit to check the conduct of their tenancy prior to being offered a home.
- 5.3.4 The home visits have worked well in the new build properties where we can schedule them ahead of handover date, but for relets there would be an impact on void times. To mitigate this, Housing Leeds proposes to use the most recent Annual Home Visit (AHV) for tenants. At the end of the AHV, tenants would be told that should they wish to move through the transfer quota they would be 'cleared for transfer'. This would reduce the impact on resources required to implement the home visit check during the void period.
- 5.3.5 For non-council tenants, home visits would be prioritised using a risk-based approach. This would either be for the individual applicant, if issues were apparent from their housing application or previous housing history, or on the property under offer, for example in certain blocks or estates where there are particular known issues.
- 5.3.6 There is a potential conflict between the council's duty to secure accommodation for homeless customers and to give preference for allocations to applicants in assessed housing need, and the home visit process. For applicants in Band C, Housing Leeds would not proceed with an offer of

accommodation unless the home visit and tenancy check is successful. If an applicant in Band A or B fails the tenancy checks, Housing Leeds would consider the individual issues and decide the appropriate course of action. This may include referring for support, or advising on a course of action to remedy the issue, such as clearing a messy garden, arranging repairs or attending pre tenancy training. However, in certain circumstances it may mean the customer would not be offered the particular property.

5.4 Age Related Local Lettings Policies

- 5.4.1 Proposals are being developed on the use of age related policies and suitable alternatives in some cases. There is clear evidence that age is not a determinant of behaviour, and that other letting requirements would provide a more accurate measurement of tenancy behaviour, such as good tenancy record. Also, in some areas, age related local lettings policies limit housing options to younger applicants and leave the council open to legal challenge. However, there are some blocks where age related local lettings policies have successfully managed lifestyle clashes between different age groups, and over time some blocks have become established communities for older residents.
- 5.4.2 Environment and Housing Scrutiny Board requested a legal opinion on the use of age related local lettings policies. Legal Services confirmed the following:
- The Equality Act 2010 prohibits discrimination against persons with certain “protected characteristics”, including age, sex and disability;
 - The Act introduces the “public sector equality duty”, which means that local authorities must have due regard to the need to eliminate discrimination against persons with certain protected characteristics;
 - Such discrimination is unlawful unless it is justified as a proportionate means of achieving a legitimate aim. This is the objective justification provision;
 - The common legitimate aim stated in LLPs is to avoid differences in lifestyles between older and younger residents and to reduce incidents of antisocial behaviour;
 - The legitimate aim is evidenced when developing / reviewing LLPs, through use of a standard template to consider evidence in support of the LLP, e.g. reduction in ASB or lifestyle clashes;
 - Should the Council be challenged by someone unable to obtain accommodation because of the existence of age related LLPs, the Council would need to justify that the legitimate aim of the LLP. We would also have to prove that an age related LLP is the least intrusive way of achieving the legitimate aim, which could also be dealt with under tenancy management and use of ASB remedies.
- 5.4.3 Proposals being developed include the following:
- Some blocks to be categorised as retirement housing which would retain an age related focus, primarily aimed at the 55 plus age group, and would offer a range of suitable accommodation from retirement flats, a ‘retirement plus’ model to full sheltered accommodation;
 - Harmonisation of age related policies into 3 age bands, where there is an evidenced need for an age related local lettings policy;

- Development of alternative local lettings policies for some blocks where the age related local lettings policies can't be evidenced, e.g. replacing with a requirement for a good tenancy record / pre-tenancy training, or giving priority to applicants that who are under-occupying.

5.4.3 All age related LLP properties will be looked at individually within the context of the Ward profiling information. From this, proposals will be drawn up to either retain the current age restriction or amend and replace with an alternative lettings criteria such as home visits, pre-tenancy training, employment, under occupation preferences and so on.

5.5 Ward based Community Lettings Plans

5.5.1 In terms of reviewing individual local lettings policies, Housing Leeds is developing a framework for Ward based community lettings plans (CLP).

5.5.2 This will be an annual plan that captures information in terms of council stock, lettings data and housing need in an area and identifies particular pressures which inform the need for local or community lettings policies. Examples could include use of local connection preference in areas of the city with low turnover of family homes; anti-social behaviour and crime hotspots where the police and LASBT wish to support a Good Neighbour LLP; major employers in the area or good transport links which would support the use of employment preferences; large estates of family housing with high numbers of under occupying tenants which would support under occupation moves to a retirement block and so on.

5.5.3 The Ward CLPs will also identify areas of the city with high proportions of stock allocated to customers based on age, and blocks with high age bands where there is insufficient demand.

5.5.4 The framework would ensure a consistent overview across the city while remaining flexible to local issues and provide an evidence base to justify the use of LLPs. The Ward CLPs would be subject to annual review to ensure that policies remained relevant and could be amended regularly to reflect changes in housing need.

5.6 Implementation

5.6.1 Housing Leeds are currently developing an implementation plan with a view to implementing the proposals during 2017. This will be developed in more detail as information is received on a number of issues as detailed below.

5.6.2 The council is considering the impact of a major allocations case taken against Ealing Borough Council, which found the council's tenant transfer policy unlawfully discriminated against particular customer groups. Housing Leeds is seeking legal opinion prior to finalising proposals, and will undertake a full equality impact assessment.

- 5.6.3 The council also needs to assess the potential impact of the Housing and Planning Act on tenants who will lose their security of tenure if they transfer to another council property. Housing Leeds will have to contact all tenants regarding Pay to Stay and undertake a review of the Tenancy Agreement to introduce fixed term tenancies and amend existing succession rights. This will need to be done in tandem with Lettings Policy implementation, and will have major resource implications.
- 5.6.4 Housing Leeds will also have to make some changes to ICT systems and Leeds Homes website and flyer, train officers in the new procedures and ensure a comprehensive communications plan is in place to notify tenants and applicants of the lettings policy changes.
- 5.6.5 Housing Leeds will seek to implement the new lettings policy alongside the new Leeds Homes website. The current website has been in operation since Choice Based Lettings was launched in 2003. A new website is due to be delivered in early 2017, introducing greatly enhanced functionality, including the ability to include a warning message if a customer places a bid on a property which doesn't match their bedroom requirements and for customers to see their live position on the property shortlist. There is greater potential for making savings through the new website, including the ability for customers to self-serve and manage their own application rather than the council writing to applicants as part of the annual review of their application, and reminders of when their priority award is due to expire.

6.0 Corporate Considerations

7.0 Equality and Diversity / Cohesion and Integration

- 7.1 The council will conduct a full equality and diversity impact assessment as part of the review to identify potential positive and negative impacts, and will develop an action plan to address any negative impacts identified. A full EIA on the final proposals will be included in the Executive Board report in February 2017.

8.0 Council policies and Best Council Plan

- 8.1 The development of community lettings policies supports the council's ambition of being the best city in the UK, which is fair, open and welcoming to all. This links to the best council outcomes of improving the quality of life for residents, particularly those who are vulnerable or in poverty.
- 8.2 Existing local lettings policies are perceived by some existing tenants as positive in establishing stable communities, but also restrict the choice of rehousing for other customer groups.
- 8.3 The proposals will help achieve the savings and efficiencies required to continue to deliver frontline services by rewarding tenants who abide by their tenancy agreement.

9.0 Resources and value for money

- 9.1 The Council aims to ensure its housing stock is managed efficiently and best use is made of the limited resource, for example, by reducing homelessness and the associated social and financial costs such as temporary accommodation placements.
- 9.2 The Council aims to operate an efficient lettings process, to reduce the length of time properties remain empty to ensure the needs of customers in housing need are met, and to increase tenant and resident satisfaction with their homes and neighbourhoods.
- 9.3 The move to develop community lettings policies will improve lettings outcomes and reward tenants who abide by their tenancy agreement and care for their property.

10. Legal Implications, Access to Information and Call In

- 10.1 None at this stage. The report is an update paper and is not subject to call in.

11. Risk Management

- 11.1 The report is an update paper. A full risk assessment has been undertaken for the Lettings Policy Review.

12.0 Conclusions

- 12.1 This report highlights the progress that has been made to date with the consultation on the lettings policy review and feedback on the key messages emerging from the consultation, as well as an outline of next steps. A full report on the outcome of the consultation and next steps will be presented to the February meeting of Executive Board for approval.

13.0 Recommendations

- 13.1 Housing Advisory Board is invited to note progress to date with the lettings policy review consultation.

Background documents¹

February 2016 Executive Board paper 'Effective Housing Management and Lettings Framework.'

¹ 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.

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Report author: Richard Hart/
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 Tel: 0113 37 87043 / 07891 271612

Report of Chief Officer Housing Management

Report to Housing Advisory Board

Date: 29 November 2016

Subject: Digital Inclusion

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 checked="" type="checkbox"/> Yes <input 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

Summary of main issues

Leeds has a clear ambition to be 100% Digital, where everyone in the city has the opportunity to get online and to develop digital skills and confidence. Library and Information Services have instigated a range of actions for the benefit of many currently digitally excluded residents. In doing so, opportunities are emerging to work collaboratively with Housing Leeds to ensure tenants also benefit.

Service intelligence illustrates a gap in access to online information; on the basis of which up to 2 in 5 council tenants may be unable to bid for a home via the Leeds Homes website, check their rent account, report a repair or claim for benefits online – as well as access a range of other Council and other services.

A number of digital engagement and inclusion projects have taken place within Housing Leeds and by developing these and by working more closely with Library and Information Services in particular, further progress towards the Council’s ambition can be achieved.

Recommendations

The Housing Advisory Board is invited to note current Digital Inclusion activities and to support the collaborative approach to achieving the Council’s digital ambitions.

1 Purpose of the Report

1.1 To provide an overview of the current ambitions to make Leeds 100% Digital, where everyone in the city has the opportunity to get online and to develop their digital skills and confidence.

1.2 To share with the Housing Advisory Board an outline of the Digital Inclusion work of Housing Leeds to date and to explore opportunities for collaborative working between Housing Leeds, Library and Information Services and others.

2 Background information

2.3 To understand the level and impact of the digital divide, and in order to appreciate whether the presence of a divide is a cause for concern, it is important to first understand the role, value and breadth of digital services and the growth which these have undergone in recent years.

2.4 Within the library service alone the digital presence has grown. In 2014 free public internet use had grown to 878,736 uses of the computers, by 50,006 users, including 2,319 learning sessions delivered to 3,924 learners, many of whom may be tenants of Housing Leeds.

2.5 The Library Service offers free Wi-Fi at 35 locations, many of which are co-located within the community hub model, plus there are almost 90 other public buildings, including town halls and community centres that are Wi-Fi enabled, allowing users of mobile devices to get online without charge.

2.6 Further, growth and reliance on digital service provision is illustrated by the growth in the Council's web presence. The site was created and launched in 1994/5, at that time the website had very few pages and this was purely informational. The website currently has approximately 1,500 pages, covering a wide variety of services from council tax, planning and waste to local democracy, communities, leisure, libraries, museums and galleries; and usually attracts over 450,000 to 500,000 users each month.

2.7 A complete review of the Housing section of the website took place in 2015, with the input of tenants. Prior to the review, the service received 8,000 visits per month which increased to up to 21,000 visits per month after this area of the website was improved. The most frequently visited pages are 'make a rent payment', 'report a repair' and 'housing contacts'. Housing Leeds social media activity has also increased significantly, linking to LCC and others content and responding to comments and posts from tenants and residents.

2.8 Many of our users come to the site to carry out transactions via our digital channels which are configured with our back office systems, examples of which are listed below:

- At the end of 2016/17 quarter 2, over £25million was collected via on-line payments and our customers 'self-served' 635,365 times;
- We have dealt with just under 272,000 customer enquiries and transactions via interactive voice recognition;

- There have been over 200,000 bids for council homes via the Leeds Home website and our housing tenants have checked their rent balance over 20,000 times;
- We have attracted over 15,000 Active Leeds on-line members; and
- The vast majority of our most recent secondary school admission applications were made on-line.

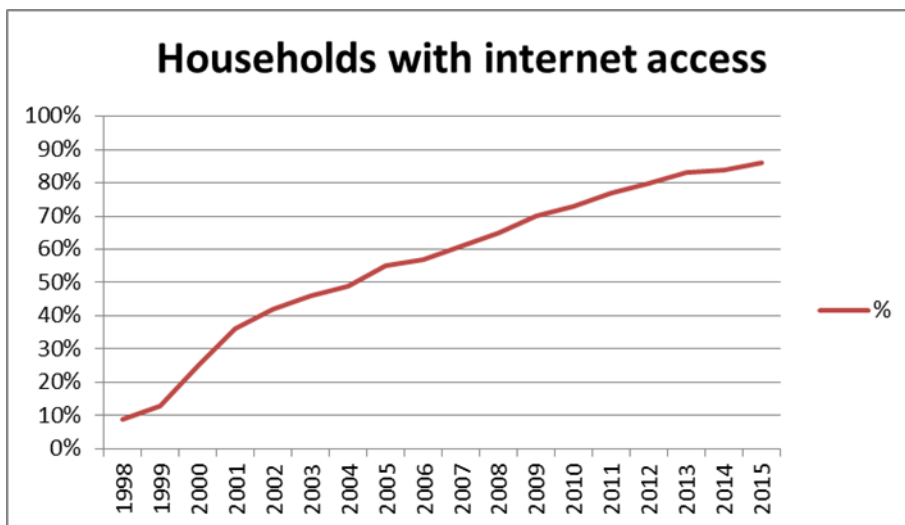
2.9 Nationally, internet access has risen from just 9% in 1998 to 86% in 2015, as illustrated in the table at 3.1.2.

3 Main issues

3.1 Digital Exclusion in Leeds:

3.1.2 Despite this huge growth there remains a sizeable proportion of the population who have not been able to experience the benefits that digital literacy and connectivity can offer.

3.1.3 The graph below illustrates the growth of home internet; however, with approximately 320k households in Leeds, the 13% without internet access equates to approximately 45k households.



Source: ONS Notes: UK estimates from 1998 to 2004. GB estimates from 2005 to 2015.

3.1.4 In addition,

- 13% of adults in Leeds have never been online, and
- 23% of the adult population of Leeds lack basic digital skills equating to approximately 90,000 people.

Source: Go ON UK, Heatmap

3.1.5 These people are also more likely to be disabled, unemployed, on a low income or have low literacy and numeracy levels. These are the very people who would most benefit from being digitally included. The three main barriers that prevent people from getting online are:

- Access - Cost of equipment and broadband access
- Confidence - Lack of online skills
- Motivation - Lack of interest

3.2 Levels of Digital Inclusion for Housing Tenants

Access

3.2.1 These national recognised barriers have also been highlighted in specific data collected relating to Leeds City Council's housing tenants through the Annual Home Visits (AHVs) carried out between April 2015 and June 2016, and via responses to the Tenant Housing (STAR) survey conducted in November 2014.

3.2.2 38% of tenants told us that they do not have access to the internet, including outside of the home; this is supported by the STAR survey results which showed that 41% had no internet access, and a further 11% could only access the internet through a smartphone, and only 3% indicated they could access the internet outside of the home.

3.2.3 The STAR survey also showed that younger people were much less likely to not have any access to the internet (12%) and prefer to use mobile phones, whereas older people were much more likely to say they do not have access (73%) and prefer to use a PC or tablet.

3.2.4 However, it should be noted that some respondents may not have recognised that certain activities (such as accessing social media, online shopping or email), do count as accessing the internet. So actual numbers of tenants accessing the internet are likely to be higher than identified in the survey. AHV information also tells us that tenant access to the internet is changing over time, from 38% not having access during 15/16 to 36% so far during 16/17.

Confidence

3.2.5 During AHVs tenants are asked whether they would be confident making a benefit claim online; overall 34% of respondents (during 2016/17 to date) have said they would not be confident to do this, which rose to 66% of those without internet access.

Motivation

3.2.6 The STAR survey (2014) also asked those that said they don't access the internet, to state why not. Younger tenants were much more likely to report that connection costs were a factor (50%), whereas older tenants were much more likely to report that they don't want access (54%), and that lack of skills (35%) and

security/privacy concerns (22%) were a factor.

		Age Bands			Total
		<35	35-64	65+	
Have no access to the internet		12%	28%	73%	41%
How Access the internet	PC/Tablet and Mobile	31%	24%	5%	18%
	PC/Tablet only	22%	34%	17%	26%
	Mobile only	29%	10%	4%	11%
	Outside of the home only	5%	5%	1%	3%
Why don't use internet (multiple response)	Do not have access to the internet	38%	47%	50%	48%
	Do not want to use the internet	19%	27%	54%	42%
	Equipment costs too high	36%	34%	26%	30%
	Connection costs, e.g. broadband, too high	50%	34%	27%	31%
	No free internet access near me	15%	11%	9%	10%
	Privacy and security concerns	10%	20%	22%	20%
	Physical disability	10%	12%	10%	11%
	Lack of confidence / skills	8%	32%	35%	32%
Other	10%	6%	4%	5%	

3.2.7 This information clearly illustrates a gap in access to online information; on the basis of which up to 2 in 5 council tenants may be unable to bid for a home via the Leeds Homes website, check their rent account, report a repair or claim for benefits online. These would be dependent on using traditional means on accessing services - visiting an office or calling the Contact Centre.

3.2.8 The survey data also shows clear differences across different age groups in preference of how to access the internet, which should be considered when targeting online services.

3.2.9 It has also identified a worrying lack of knowledge of the availability of free internet access in libraries, community hubs and other local community access points with only 3% recognising that this is available to them, despite it being freely available to all.

3.3 Next Steps – 100% Digital Leeds

3.3.1 The council, within the Smart Cities programme, has asked its Library and Information Service to coordinate the task of improving digital literacy across the city. In response to this, our ambition is for a 100% Digital Leeds where everyone in the city has the opportunity to get online and to develop their digital skills and confidence. To measure progress against this ambition, one of the council's "20 for 2020 Key Indicators" is the percentage of adults in Leeds who have all 5 basic digital skills.

3.3.2 Some of the actions that the council is taking to increase digital inclusion include:

- **Tablet lending scheme.** The library service intends to procure tablets to be added to the library management system for public lending from local libraries and community hubs. We would then take a geographical and needs-based

approach to lend tablets to the most excluded groups to have the biggest impact. We would establish key referral pathways to identify these people and link the scheme to the city's health and poverty agendas.

- **100% Digital Leeds Map.** We have created a citywide map of organisations that support digital literacy. The library service is Network Manager for the map and it is being developed to be searchable by need, e.g. training and support, free Wi-Fi, IT equipment, etc.
- **Targeted activity in localities.** The council's GIS team is working to identify areas of the city to target. This will include demographic data, indicators for likelihood of internet use, data from the Housing Leeds survey on digital literacy plus data from the Digital Access Team on geographical take-up of council online services. Overlaying this research onto the 100% Digital Leeds map will highlight specific localities where action is needed and will have the greatest impact.
- **Digital skills audit of Leeds population.** A citizen's panel survey will be carried out in the new year to set a baseline for the 20 for 2020 indicator.
- **Digital skills audit of the Council workforce.** Working with the council's E-skills team, a draft survey has been completed and is out for consultation. Analysis of survey results will show the extent of the internal digital skills gap. This links to the Leeds City Council ICT Strategy 2016 – 2020 which stated: ... we will raise the digital literacy of Council and wider city staff so that they are better able to use technology in new ways ... This will also enable them to be digital advocates to assist the wider public.
- **Promote 100% Digital Leeds to the public.** Logo being developed which organisations can use to 'brand' their digital inclusion activities. Planning a series of 100% Digital Leeds events in localities to build on the citywide event held at the Open Data Institute earlier this year.

3.3.3 Although the council is taking a lead role in making 100% Digital Leeds a reality, it cannot achieve this alone. Instead, it is offering to coordinate the work while asking others to collaborate and co-produce solutions. We have already established that there is a willingness on behalf of organisations across the city to work together to achieve this ambition.

3.3.4 Housing Leeds is well placed in terms of its interactions with tenants to support a significant contribution to the 100% Digital ambition. There are clear benefits to both tenants of Housing Leeds and to the service for example, in being able to deliver future policy and legislative changes and support priorities such as maximising rent collection.

3.4 **How will these actions improve access or awareness for Council tenants?**

3.4.1 **100% Digital Map**

- Opportunity to raise awareness to all tenants of the free public access computers and free Wi-Fi in libraries, community hubs and access delivered

by Third Sector with by tailored communications and input from local housing teams and wider engagement service.

- Using 100% Digital Leeds Website to find a tenant or tenant's group appropriate training at a library, community hub, UKonline centre or other venue.
- The promotion, support and signposting of local projects such as Neruka's Soup Kitchen (and other) examples like this.
- Possibility to trial activities with different customer groups – for example by showing tenants how internet can help communicate with family, explore wider interests to break down motivation as a barrier, as well as interact with LCC services.

3.4.2 Tablet lending scheme

- Scope to explore referrals by Housing for tenants to borrow a tablet, including 3G connectivity – either by certain customer group or pilot in certain area and the possibility of buying low cost loaned equipment supporting tenants in MSF's that may receive free Wi-Fi but have no device to be able to access the internet.

3.4.3 Mapping exclusion and provision

- Opportunity to identify where gaps are and investigate group booking of equipment for use by community groups, or clusters of residents in certain areas/places.
- Voluntary and community groups could be trained as trainers. Scope for Housing Advisory Panel funding to community groups leading on this locally, or to Third Sector Partners.

3.4.4 Tower block free Wi-Fi

- Make loanable equipment available, use of mobile library or Housing's mobile office for group training when free Wi-Fi goes live. Attract interest of residents by relevant communications about how they can access useful Council or local services, make savings – any online interaction that can impact on day to day lives.

3.4.5 Staff skills

- Training or briefing sessions for staff to achieve basic digital skills levels. Focus on most common everyday online service transactions for tenants – e.g. checking a rent balance, so this can be part and parcel and conversations with tenants when appropriate.

3.4.6 Citizens Panel Survey

- Promotion to housing teams, tenants via social media, local housing offices and tenants groups.

3.5 Work to date within Housing Leeds:

- 3.5.1 **Mobile office, the ‘HUGO’ Bus** – In a partnership with Leeds Federated Housing Association, Housing Leeds re-branded the mobile office with the HUGO family (Helping You Get Online). The vehicle emits free Wi-Fi and has been used as an eye-catching tool for consultation events, Housing Surgeries, estate clean ups, walkabouts, and engaging with tenants in a variety of ways. Whilst not exclusively a tool to support digital engagement, there is scope to work and in particular show tenants the benefits of being online with loaned or low cost devices.



- 3.5.2 **Housing Advisory Panel (HAP) funding local projects** - HAPs remain a potential source of funding for localised projects relating to digital inclusion. A number of the HAPs have highlighted the importance of digital inclusion and how this can support access to skills, education and training as a local priority
- 3.5.3 Some recent examples include projects funded with the additional support of [Get Technology Together](#) - a Leeds based community organisation experienced in setting up digital access points in the community, providing support and training to centre users, staff and volunteers. Projects being developed through joint funding from the Community Committees and HAPs of this nature include:
- A digital access point at the Lincoln Green Community Centre working with the [Leodis Project](#) who offer advice, digital access and a café facility. It aims to support the development and improvement of digital literacy with those who currently use the resources, increase the use of the digital facilities and also improve the confidence and job readiness of everyone taking part. This is in an area with a high concentration of Council and wider social housing.
 - A beginners computer skills and a digital access point at [Neruka’s Soup Kitchen](#) in Harehills. Initially a 10 week course, 2 hours per week for 6 to 12 people. Neruka White – the Chair of the kitchen - has identified the need within her community for basic computer and getting online skills after speaking to many people who access her soup kitchen. Other computer access points are a 20 minute walk away and bus fares are costly for people on JSA / low incomes. Neruka knows her service users well; understanding that some have support and language needs in addition to having low levels of confidence. Neruka’s aim is to support local people and, a few who come

from further away, to go to the soup kitchen to develop the confidence and skills they need to become more work ready.

- 3.5.4 **Support for Tenants and Residents Associations/tenants groups** – In October Information Officers facilitated an informal training session with some of the city’s most active tenants and residents groups on how to use Facebook and Twitter. Helping the groups themselves engage with their communities online. Networking between TARA’s aims to spread these skills to other groups.
- 3.5.5 July’s TARA conference included a digital inclusion stall to help bring those active in the third sector together with residents groups – which helped prompt the two HAP funded examples above.
- 3.5.6 In Garforth, the local Neighbourhood Network delivered a 6 week beginners computer class at the local library in response to group of tenants from a sheltered housing scheme wishing to get online and build their computer confidence.
- 3.5.7 **Free Wi-Fi pilots within Multi-Storey Flats** – The service is currently negotiating with a number of organisations wishing to install broadband equipment (antennas) on some MSFs. Delivered on the principle of exchanging a reduced period of rental charge for the installation of a period of free Wi-Fi for the blocks residents. Installation has taken place in Clyde Grange and Grayson Crest with further Wi-Fi provision planned for Lovell Park Heights, Holborn Towers, Carlton Garth, Marlborough Towers and Clyde Court.
- 3.5.8 This has the clear potential to connect residents who are currently not accessing the internet, as well as providing free access to those currently paying for such. There are also significant opportunities to be able to engage with residents of these blocks in new ways, and use the Wi-Fi installation as a kick start for wider training, support or community building activity.
- 3.5.9 **Self Service Portal (SSP)** – Implemented in March 2016, the portal allows tenants to view their rent account, any garage account, view their personal details, update contact details and view the last 30 days of their homes repairs history. Around 150 tenants view the portal a day. Of the 3,668 registered users, 1,061 have logged in to their account within the last month.
- 3.5.10 **Housing IT Solution** –Delivered over the next two years, the provision of a new IT solution encompassing all aspects of tenancy and stock management that will also improve customer access and support greater self-service. The solution includes:
- A ‘Tenants Portal’ - access to rent accounts, tenants details and the ability to log and monitor the progress of repairs;
 - Enhancements to our approach to mobile working, for example, the more efficient delivery of Annual Home Visits, conducted on mobile devices by employees

3.5.11 **Increasing Tenant Engagement** – Housing Leeds is currently working with VITAL, the Voice of Involved Tenants across Leeds, to review the tenant involvement framework. A focus of the review is to place more emphasis on improving engagement with all tenants, and how this can be achieved by using more digital engagement opportunities, such as:

- On line forums, similar to YAgI’s online discussion forum about Universal Credit earlier in the year;
- Producing YouTube videos to promote events and opportunities;
- Promoting our web and local web pages as the ‘go to’ default to find out or be able to comment on services.
- Supplementing reports with film, video and hyperlinks. The latest Housing Leeds Annual Report is more interactive, offering links to film clips to enhance the written narrative and;
- Making further use of QR codes on our documents

3.5.12 Housing Leeds is increasingly engaging with its tenants through use of social media and the number of followers is steadily growing. Housing Leeds has 1,435 Facebook and 1,599 Twitter followers.

3.6 **Responding to Benefit Changes**

3.6.1 The implementation of Universal Credit highlights the importance of improving digital access for residents and the building of digital skills and confidence. All applications for Universal Credit will be digital by default meaning tenants will have to make the application on line.

3.6.2 To date, Universal Credit has impacted on around 580 newly unemployed single Council tenants. From their contact with the service, these tenants either have internet access or haven’t highlighted access as a barrier to making a Universal Credit claim; reflecting the greater online access and confidence of this customer group.

3.6.3 However, an estimated 22,000 tenants remain in scope for moving onto Universal Credit by 2022. All new claimants from 2018, through to the large scale migration of tenants claiming existing benefits that are included within Universal Credit. Given 34% of Annual Home Visit respondents have said they would not be confident to make a benefit claim online and of those without internet access this rose to 66% there are potentially thousands of tenants where access to claiming benefits is made more difficult.

3.6.4 Currently Housing Leeds is providing an enhanced level of support to tenants claiming Universal Credit to help them through the transition process. When Universal Credit is fully rolled out it will be more difficult to provide this level of enhanced support and so it will become more important to ensure that claimants are supported to access digital services and training. This highlights the importance of furthering activity within Leeds to increase digital access and improve IT skills and confidence for tenants.

3.6.5 Consultation and engagement

3.7 A number of the activities within this report has been instigated in response to tenant and resident feedback, for example, the request from sheltered housing residents. By sharing more information about how and where residents can get online, our efforts will support Leeds to become 100% Digital, support the Council's engagement opportunities and allow greater resident participation and feedback.

3.8 The deployment of Wi-Fi within high rise blocks gives the service the opportunity to engage with residents in a new way, using new communication methods to trigger more local community activity and resident participation.

4 Council Policies and Best Council Plan

4.1 Greater Digital Inclusion complements a number of strategic Council documents, including the Best Council Plan, specifically to achieve one of the council's "20 for 2020 Key Indicators", the percentage of adults in Leeds who have all 5 basic digital skills.

4.2 The Council breakthrough project theme of 'Strong communities benefiting from a strong city' is supported by greater digital access amongst residents and communities.

5 Resources and value for money

5.1 Digital transactions help support the identification of efficiencies with Council teams and services as unit or contact costs are often cheaper. Resources can be more easily focussed on complex service requests that benefit from face to face or phone contact.

6 Legal Implications, access to information and call In

6.1 The report does not contain any exempt or confidential information.

7 Risk management

7.1 Adopting a proactive approach to Digital Inclusion reduces risk and allows services to design more flexible responses to policy and legislative changes. The increased consumer choices digital access provides also reduces the risks of delivering a key housing priority of maximising rent collection.

7.2 Individual risk assessments will be carried out for future localised activity when necessary.

8 Conclusions

8.1 The Housing Advisory Board is invited to note current Digital Inclusion activities and support the collaborative approach to achieving the Councils digital ambitions.

9 Background documents¹

9.1 None

¹ 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.

Report of the Director of Environment and Housing

Report to Housing Advisory Board

Date: 29 November 2016

Subject: Performance 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:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides a summary of latest available performance against measures relating to the six Housing Leeds priorities agreed by the Housing Advisory Board. It reflects feedback given at a previous Board meeting in relation to the format and content of performance reports, and signposts the Board to performance information that is being provided in other reports on the agenda in order to avoid duplication.

Recommendations

2. The Board is recommended to:
 - Note the most recent performance information relating to the six Housing Leeds priorities.

1 Purpose of this report

1.1 This report presents a summary of the most recent performance data against the six Housing Leeds priorities. It provides performance data, supporting commentary and contextual information, as well as signposting to relevant information contained in other reports on the HAB agenda.

2 Background information

2.1 The six Housing Leeds priorities were agreed by the Board at their meeting on 20th May 2015. They cover a number of key performance areas and, when viewed together, they provide a broad view of the performance of the service. Although dashboards have previously been provided with this report, the intention is to provide a more concise report which sets out the performance information within the body of the report, together with supporting commentary and other contextual information that helps to explain trends in performance over time. It also avoids duplication by signposting to relevant information in reports elsewhere on the HAB agenda.

2.2 The most recent data available (September 2016 unless otherwise stated) is provided within the body of this report in section 3 below. Supporting and contextual commentary is also provided.

3 The Six Priorities

3.1 Priority 1 – Environmental Improvement

3.1.1 Housing Advisory Panel investment in local communities has continued throughout the year, recent panel decisions include:

- Inner West HAP funding of £1,980 to provide an additional CCTV camera, improving existing camera coverage in the scheme, helping improve residents safety and to install a new enclosure for recycle bins to discourage fly-tipping.
- Outer East HAP funding of £1,096 for a stretch of bow-top fencing at Bailey Towers, providing extra security especially for ground floor residents.
- Inner South HAP funding of £6,850 for garden improvements at Dulverton Court Sheltered Housing Scheme, responding to tenants own requests to improve an under-utilised central courtyard style garden.
- Outer West HAP funding of £750 for improved lighting in Acres Hall Avenue, following concerns by residents that an open green space and footpath outside their homes was poorly lit and dangerous to use at night.

Please see below for details of approved schemes and funding amounts:

Type of Scheme	Number of approved schemes	Amount agreed by HAP
Community - Play	34	£72k
Community - Safe and Secure	25	£62k
Community - Grant	56	£126k

Environmental - Clean and Tidy	21	£83k
Environmental - Landscaping and Gardens	31	£55k
Environmental - Parking and Access	6	£32k
Grand Total	173	£430k

3.1.2 The total number of schemes complete within the EIP (Environmental Improvement Programme) is 35 (out of 83 in the whole programme); please see breakdown below::

Type of Project	No.	Cost
Waste	8	£163,618
Parking	6	£262,921
Landscaping	4	£38,938
Play	3	£150,000
Community Safety	14	£164,297
Total	35	£779,774

7 schemes were due in September but some slippage has occurred. Slippage on schemes may be partly attributed to timetables for statutory utilities to be moved (which we have no control over). Another factor may be extended negotiation in the planning approval process; for example, a programme could be delayed where significant redesign is required following consultation feedback from residents. This is often the case with parking schemes where the result of consultation may involve taking into account a number of conflicting views and working these through with Highway Engineers to re-design schemes and re-consult with residents. This does however ensure that residents hopefully end up with a scheme that the majority are happy with; delivers the best scheme in terms of value for money and has minimal impact on statutory utilities which can be a significant cost to the scheme and be a major factor as to whether a scheme can be implemented or not.

Schemes on site / completed in September:

- Tinshills bin stores (waste) – completed.
- Middleton Cinderpath (landscaping) – on site in September, completed in October.
- John O’Gaunts fencing (community safety) – on site.
- St James’s estate footpaths (landscaping) – on site.

Schemes moved to October:

- South Gipton Environmental works (landscaping) – on site.
- Hillside block garden improvements (landscaping) – due to start Monday 24th October.
- Iveson Drive bin stores (waste) – on site.
- Meadowhurst Gardens car parking (parking) – now complete.

Customer satisfaction across all schemes is high with 53% of those surveyed being very satisfied with the work and 35% satisfied. Residents at Meadowhurst Gardens will soon be contacted to request customer satisfaction information from the recent parking scheme there. Initial feedback is one of high satisfaction. (With parking schemes 4-6 weeks are allowed to pass by to allow residents to get used to the new parking arrangements.)

Schemes are now being examined that are due for delivery in January and consultation with residents has begun on a number of parking, community safety and waste schemes. Consultation with draft proposals is carried out as early as possible in order to allow for resident feedback and potential amendments to draft plans. A busy period of work has been identified over the next 3-4 months, with several schemes due to commence on site. Start dates are being agreed with contractors so that we can keep residents informed of the work and the amount of time on site required to complete the work.

3.2 Priority 2 – Rent and Benefits

3.2.1 Information on rent collection and arrears performance is provided within the Housing Leeds (HRA) Revenue Financial Position Period 6 2016/17.

3.3 Priority 3 – Housing People

3.3.1 Homeless Preventions:

	Jul	Aug	Sep
Prevented	501	537	470
Not Prevented	91	108	78
Total Cases Closed	592	645	548
Prevention %	85	83	86

548 cases were closed at LHO in September with 470 of these defined as being homeless preventions: households helped to remain in their existing homes or to make a planned move to alternative accommodation. The prevention rate was 86%. There have been a total of 3,351 preventions in the period April to September and a straight line forecast would be 6,702 preventions.

3.3.2 Temporary Accommodation:

	No. of TA Placements		
	Jul	Aug	Sep
2016/17	73	72	81

There were 81 households in emergency accommodation on 30 September, of which 63 were owed a temporary accommodation duty by the Council. In comparison, Birmingham City Council has placed 1330 households in TA to whom it owed a housing duty and Manchester placed 734 households in TA to whom it owed a housing duty.

3.3.3 Gross average re-let days:

	Jul	Aug	Sep
2015/16	33.03	31.84	31.38
2016/17	28.07	27.61	27.73

The average re-let time is continuing to remain low and under target. It is showing an improved position compared with the same period last year. The works carried out in void

range from minor repair works to full refurbishments including new kitchens, bathrooms, rewires, asbestos works and external works.

3.3.4 Number of void lettable properties:

	Jul	Aug	Sep
2015/16	536	571	576
2016/17	355 + 42 PFI / New Build	331 + 30 PFI / New Build	320 + 123 PFI / New Build

Void numbers continue to remain low and on target as does the average re-let time therefore keeping rent loss through voids to a minimum. As at September 2016, the % rent loss on voids stood at 0.62%.

3.4 Priority 4 – Repairs

3.4.1 Repairs Right First Time:

Contractor	Target	Jul	Aug	Sep
City-Wide (including BITMO)	90.50%	93.94%	93.64%	93.60%
BITMO	90.50%	95.51%	94.12%	96.70%
LBS (Formerly Construction Services)	90.50%	95.60%	97.19%	97.07%
Mears South and West	90.50%	93.31%	92.23%	92.16%

At the end of September 2016, city-wide repairs completed right first time is reported at 93.60% against a target of 90.50%. Both Mears and LBS are exceeding the target for this indicator. LBS – 97.07% and Mears – 92.16%.

Strong performance against this indicator has been achieved through a continuous focus on developing contract management procedures around excellent customer service and learning from failures.

3.4.2 Repairs Within Target

Contractor	Target	Jul	Aug	Sep
City-Wide (including BITMO)	99.00%	93.74%	95.60%	95.08%
BITMO	99.00%	99.78%	99.79%	99.61%
Cube Security	99.00%	56.25%	59.09%	87.50%
LBS (Formerly Construction Services)	99.00%	90.65%	96.91%	94.05%
Easaway	99.00%	91.66%	96.95%	97.59%
Mears South and West	99.00%	99.03%	98.84%	99.18%

Citywide performance for repairs completed within target stands at 95.08% for September 2016 which is below the 99% target for this indicator. Mears end September performance is above target at 99.18%. LBS performance at the end of September is 94.05%. Although

LBS performance has fallen from 96.61% achieved in August the general trend since March, when a result of 78.93% was recorded, has been one of improvement.

Work is still ongoing at LBS in relation to this indicator as the learnings from the 'Quick Wins' project continue to bed in.

3.4.3 Overall Satisfaction with Repairs

Area	Target	Jul	Aug	Sep
CITY (excl BITMO)	90.00%	91.68%	92.78%	94.16%
*BITMO	90.00%	-	-	-
ENE	90.00%	94.74%	93.02%	96.15%
SSE	90.00%	91.67%	94.48%	92.80%
WNW	90.00%	88.07%	91.18%	93.29%

* We are unable to report BITMO satisfaction rates because the survey is managed by Housing Leeds and does not include BITMO properties.

Overall citywide (excluding BITMO) satisfaction with repairs and gas stands at 94.16% and 96.14% respectively – exceeding the 90% target.

Positive and negative responses from the customer satisfaction process continue to be fed back to contractors to allow them to identify service improvements.

3.4.4 At its last meeting the Board was informed that the Tenant Scrutiny Board had agreed that it would conduct an inquiry on the responsive repairs service in East Leeds due to the underperformance in this area and the impact on Housing Leeds tenants and the Council's finances. HAB members felt that it would be useful to see the Terms of Reference for the inquiry and the minutes of meetings covering this issue. The minutes of the last Tenant Scrutiny Board meeting dated 28th September 2016 and the Terms of Reference for the Inquiry are attached to this report for information (Appendices 1 and 2).

3.5 Priority 5 – Capital Programme Effectiveness

Information relating to this priority is given within the HRA Capital Financial Position Period 6 Report.

3.6 Priority 6 – Knowing Our Tenants

3.6.1 % of Annual Home Visits completed:

	Jul	Aug	Sep
2015/16	33.51%	54.40%	68.50%
2016/17	47.37%	59.28%	70.08%
16/17 Target	42.50%	55%	65%

By the end of September over 70% of Annual Home Visits have been completed for 2016/17. Based on the visits completed so far this year, some of the key outcomes are as follows:

- 10% of tenants don't have a bank account that allows direct debits (a reduction of 1% on last year due to work to support tenants access affordable banking via Leeds City Credit Union). Details of these tenants are forwarded on to LCCU so that they can make contact about affordable banking options.
- 34% of tenants don't have access to the internet at home (a reduction of 4% on last year). For further information, please refer to the separate report on Digital Inclusion to be discussed at this meeting.
- 34% of tenants are not confident that they could manage a benefit claim on-line (a reduction of 4% on last year due to work to support tenants affected by Welfare Reform). This information is being used to prioritise support for tenants should they become affected by welfare reforms.
- We have discussed waste and recycling with 18,532 tenants during the AHV.
- 6% of tenants identified outstanding repairs during the AHV. These repairs are picked up by housing staff to ensure that repairs are completed. These "outstanding repairs" will include repairs which have yet to be completed but are not actually outstanding in terms of agreed timescales.
- 99% of properties are identified as being in fair or good internal condition.
- We made 1510 referrals to West Yorkshire Fire Service for smoke detection equipment to be installed.
- We made 49 referrals for suspected tenancy fraud.
- We made 541 referrals for additional support for tenants.

Training was delivered to all officers carrying out Annual Home Visits in 2016/17 to ensure a greater focus on having a quality conversation with tenants. Quality checks are also now in place to review the quality of AHVs carried out by officers and for more tailored training and support to be provided to staff. The Annual Home Visit content and process is currently being reviewed and this will be used to inform the programme for 2017/18.

3.6.2 Disrepair:

The 2016/17 financial year target is to reduce the number of open live claims to 150 from a starting point of 394 as at 1st April 2016 (having already reduced this significantly from a June 2015 peak of 762). At the end of October there were 269 open cases against a phased target of 270 (and over the last 15 months the net number of cases has been reduced by 493).

The 150 target was calculated on a forecast of receiving on average 21 new claims per month (a reducing figure over the year) and closing 41 claims per month over the year.

Housing Leeds is currently averaging 30 new claims per month and has closed on average 48 claims per month. The largest number of Claims is focused in the East Area. (see tables 1.1, 1.2, 1.3 & 1.4).

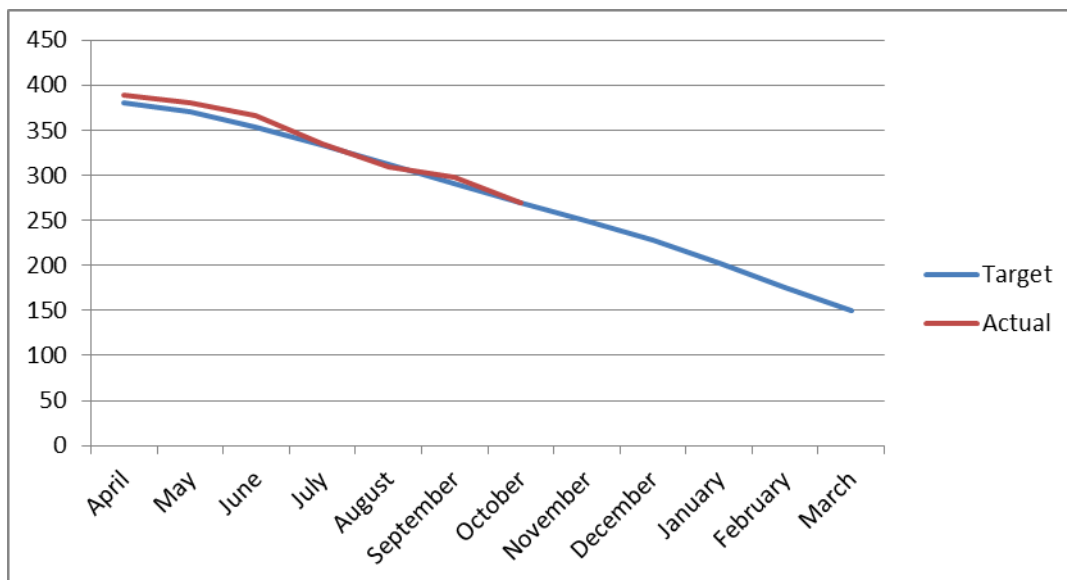
- Table 1.1 – New claims received & closed:

Month	New Claims Total	Forecast	Case closed	Forecast
April	32	(30)	36	(41)
May	43	(30)	41	(41)
June	22	(25)	57	(41)
July	19	(20)	53	(41)
August	48	(20)	45	(41)
September	21	(20)	58	(41)
October	29	(20)	49	(41)

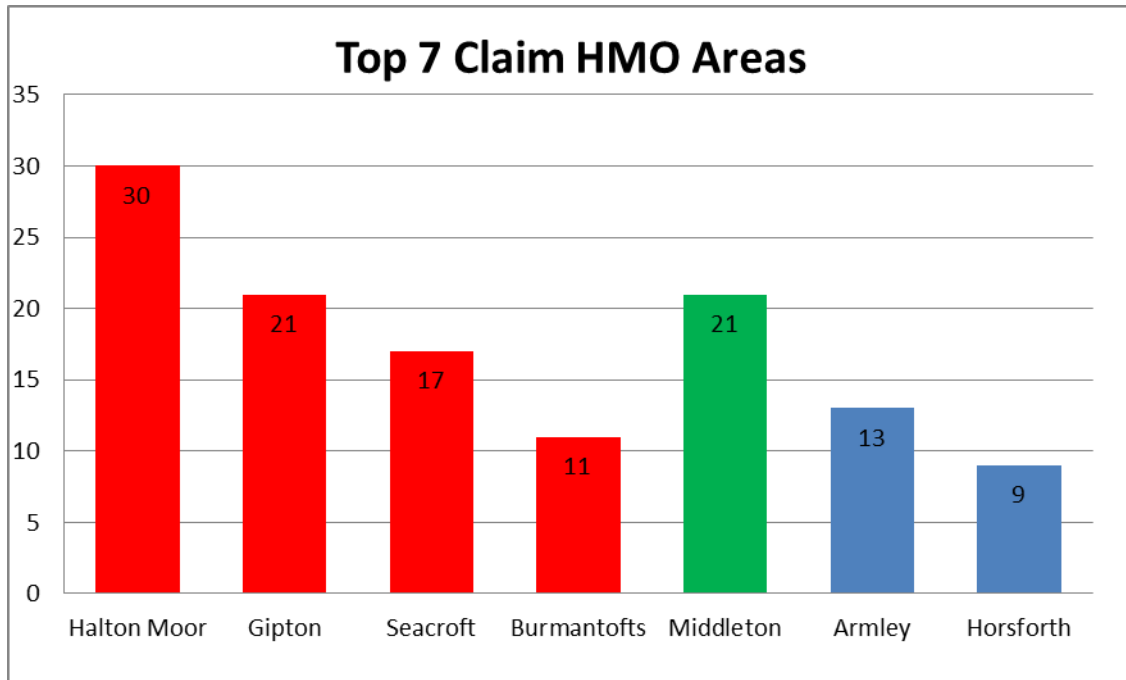
- Table 1.2 – End of Month Targets (31st of Month):

Month	Open Claim Total	Target
April	393	381
May	389	370
June	354	354
July	335	333
August	309	312
September	298	291
October	269	270

- Table 1.3 – Open Claims Total vs Month Target:



- Table 1.4 – Top number of New Claims by HMO Area:



Housing Leeds has received 214 new claims this year to date. This figure is 49 cases higher than forecast. The additional case load has been managed by allocating additional resources to target the increased volume.

Housing Leeds is implementing the following to reduce both the volume and average cost of claims further:

- Mediation Service – The team has engaged with Yorkshire Mediation Service (YMS) to provide an alternative dispute resolution process. This programme commences 28th November.
- Fast Track Resolution – The city-wide pilot commenced 7th November whereby the assessment and repair process is concerted to reduce the opportunities of claimant's solicitors to draw out the process and therefore enhance their costs.
- As part of Housing Leeds' assertive strategy countering the claims, a benchmarking and best practice group has been established with Social Housing providers from across the North of England. The first meeting of this group will be at the Carriage Works on 25th November and will be a forum for exchanging ideas and co-ordinating responses to claims.

3.6.3 Tenant Survey 2016 (STAR)

The large scale two-yearly tenant perception survey is currently being carried out following the Housemark STAR methodology. It follows a similar approach as previously and is at the same time of year, which should allow for robust tracking of trends.

The questionnaire has been developed through wide ranging consultation with services and piloted with tenants, through the Service Improvement Volunteers. Findings from the

survey provide insight and intelligence around a range of services, which have been used to inform service delivery. Actions carried out since the last STAR two years ago have been summarised and shared with tenants through a covering letter.

We have revised the methodology for 2016 in order to save money and encourage greater participation from a broader demographic of tenants. We will not carry out the follow up mail out of the survey (as previously), and instead are using low cost digital methods to supplement the initial mail out. It is hoped that this will increase responses from younger tenants (who do not engage well with the postal survey).

A postal survey has been sent to a representative sample of 15,000 general needs tenants from across the city, including BITMO and all general needs tenants with an email address have been sent a link to the survey, which can be completed on a desktop computer, a tablet or smart phone. This online survey is also being advertised through social media – Facebook and Twitter, and on the Housing Leeds web pages.

The survey has been live from 1st November and will remain open until the end of the year. It is hoped that headline findings will be available by the end of January, with fuller analysis available in February.

4.1 Consultation and Engagement

- 4.1.1 This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's website and is available to the public.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 This is an information report and not a decision so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to wider issues of equality and diversity and cohesion and integration, and there may be occasions when the Board will want to look more closely at these issues, and may request further information.

4.3 Council policies and the Best Council Plan

- 4.3.1 This report provides an update on progress in delivering the council's Housing priorities in line with the council's performance management framework.

4.4 Resources and value for money

- 4.4.1 There are no specific resource implications from this report, although some performance indicators relate to financial and other value for money aspects.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 All performance information is publicly available and is published on the council website. This report is an information update providing the Board with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

4.6 Risk Management

- 4.6.1 There is a comprehensive risk management process in the Council to monitor and manage key risks. This links closely with performance management, and any performance issues that are considered to be a significant risk can be escalated through the risk management process to ensure that mitigating actions are taken.

5. Conclusions

- 5.1 This report provides a summary of the latest available performance against the six Housing Leeds priorities in order to give a comprehensive picture of performance and useful contextual data to consider alongside service performance information. The format and content of the report has also been amended to reflect feedback from the Board.

6. Recommendations

- 6.1 The Board is recommended to:
- Note the most recent performance information relating to the six Housing Leeds priorities.

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TENANT SCRUTINY BOARD

WEDNESDAY, 28TH SEPTEMBER, 2016

PRESENT: Christine Gregory in the Chair

Sallie Bannatyne, Olga Gailite, Michael Healey, Maddie Hunter, Rita Ighade, Peter Middleton, Roderic Morgan and Jackie Worthington

9 Exempt Information - Possible Exclusion of the Press and Public

No items.

10 Late Items

There were no late items.

11 Apologies for Absence

Received from John Gittos.

12 Minutes - 31st August 2016

RESOLVED – That the minutes of the meeting held on 31st August 2016 be approved as a correct record.

13 Chair's Update

The Chair has held a meetings with Sharon Guy to plan today's meeting and the associated agenda.

The Chair discussed the recent walkabout at John O'Gaunts which was done as part of the follow up to the previous inquiry.

The Chair noted that there is a sub-group of the board which will be holding their first meeting Friday 30th September at Navigation House to look at the Lettings Standard. They will be speaking with the Voids Manager and then have further meetings as part of the inquiry.

The Chair noted to the Board that Peter Marrington had now retired from the Council and offered their best wishes for the future to him.

14 Scrutiny Inquiry - East Leeds Repairs

The Chair introduced this item and guest speaker, Simon Jarman who was in attendance for this item.

Minutes approved as a correct record
at the meeting held on Wednesday, 26th October, 2016

Simon gave an update on his responsibilities in relation to responsive repairs for East at Leeds Building Services (LBS). Simon deals with day to day repairs, performance, site visits, and complaints. He is currently working on the performance of LBS and recently instigated special measures to look at the current performance which have now been put in place.

Simon spoke about the recent presentation to staff on the findings and provided a copy to the group.

Simon talked about the importance of tenants coming first. He spoke about the problems with the Orchard Direct Works system. only 30 out of 80 working on PDAS and current work is taken from timesheets. Recording systems are also a problem. Simon also explained there are failures around inputting data onto the system.

Questions raised by the group:

Q Will the new system (Total Repairs) link to the Contact Centre, or will it be a separate system.

A The Contact Centre use Orchard and once the order has been raised on Orchard it will be compatible and the order will appear on the Total Repair system. Working with Kirklees currently to iron out any problems they are currently facing. Contact Centre will be able to look at a glance on the new system where the job is currently at. Simon offered an invite to the group to view Total Repairs to see how it works.

Q TSB have heard from Simon and Tony about the problems with the IT system. Is this masking a real problem with the staff?

A There may be some issues with staff, bricklayers, supervisors need to do paperwork. We would like the supervisors to be out on site with them. We are aware of operatives who start late, leave early. We are working towards tackling this in one-2-ones. We have a lot of hardworking staff but like any other organisation some staff ...

Q TSB have heard stories about operatives being out and the supervisors not supervising.

A We have a full team of technical officers based at Navigation House who merge between the organisations, some staff have dual roles. There have been discussions about a split so that supervisors can be out on the estates with the operatives. There are shared frustrations about the processes and we are in talks to find a solution.

Budget allocation for the three areas South, East, West. Are they the same for each area? If not why is there a difference?

There is still a bit of a divide, due to the former ALMOs. We are trying to bridge the differences as East were in house and South and West staff worked with contractors. There are three areas, South and West work with the Mears contract. There are better working patterns having staff under one roof.

Can you give us the background as to why East Leeds repairs was done in house and not contracted out?

Simon unable to answer. Don't know the exact reason why. At the time the ALMOs were formed, the internal service provider wasn't big enough to deal with the whole city. We are now a bigger organisation which can manage the capacity and now want to keep the service under one roof.

How many employees dealing with repairs in East Leeds are employed directly by Leeds City Council?

We have 350 members of staff, both office based and operatives. The majority of the staff are operatives and we are looking to recruit. Every year we take on 18 apprentices. The apprenticeship is a 14 month scheme where participants do 2 days a week at college and 3 days training on site. It gives them a taster of the whole service, they leave with a recognised qualification and every year we take on 5 for full time apprenticeships. Looking to increase the opportunities for apprentices, up to 36 and take 10 for full time apprenticeship. The course is a modular course, giving a taster for each trade. We then recruit to the trades we are short of. We are an ever growing organisation which we hope will enable us to take over some of the works currently done by outside contractors.

Are any of the repair services contracted out in East Leeds and what are they?

Where we can we do in-house. Responsive is subcontracted out, because we don't have the resources to do the works. All our contractors go through the procurement exercise; they are quality checked and pricing taken into consideration. We always go for the best. We have recently introduced the sign with pride cards (a card that operatives sign at the end of their job which promotes them taking a pride in the work they've done). We are rolling out the same process to our sub-contractors.

Given East Leeds has a big number of High rise does that make dealing with repairs more complex compared to the other areas?

Yes, particular blocks such as Burmantofts in the winter time; we have lots of repairs due to mould. Fire damage within flats is a problem. A quarter to a third of our emergencies could be for high rise. Our operatives become more expert in their trade, when it comes to leaks, always a learning process and repairs within the high rise helps us to develop our knowledge and customer service skills to their best. We have a robust procedure in place working with local housing offices for access. Leaks are not left overnight; we manage the out of hours team so are able to ensure a team is sent out to the repair asap.

When a tenant in East Leeds reports a repair via the contact centre does the system treat it in the same way as it would were the tenant in West or South Leeds?

Yes it should be. Some problems may occur because Mears and LBS have different ordering codes, which we are trying to change. Every job has a SOR code attached to it; at LBS we don't have a specific code.

Simon explained the differences and confirmed that is something which is being looked at.

Would you say that you expect the same standards from East Leeds repairs that you do from those you give contracts to eg Mears?

Yes, the procedures we have to work to are shared with Mears and they should provide the same service. Regardless of where you live, you should be getting the same standard. We cannot vouch for it, but it is our priority to raise repairs to a high standard. The whole repairs process should be the same. People think because it's Leeds City Council that we don't have high expectations, but we do.

Which is the higher percentage, poor workmanship or repair not done at all? (Do you receive many/more complaints re-repairs either those that are undertaken but are of poor standard or that the repair has not been dealt with in a timely manner?)

The repair not done at all, where possible we will always try to ring the person to say we can't attend but we still have problems with 'no access'. We always investigate each complaint which comes in. Total Repair (new system) with GPS will prove we've been to the property, it can also take a photograph of the door so Housing Office staff can see we have proof we attended. One issue is access to multi storey flats as operatives do not have a master key.

How are complaints logged and who deals with them, (I would presume that the South and West complaints are dealt with by the contracting company) for East Leeds?

Yes, we have our own complaints team who deal with this. We also benchmark with our contractors. We look at Mears key performance but the onus is on customer satisfaction regardless of what Mears or anyone else is doing.

Q Do you get a lot of instances where incorrect information is given to you, does it happen a lot?

On a regular basis. Turnover of staff at the Contact Centre means we have to make sure a robust training process is in place. People ring up and they are not sure about the repair, we develop with the contact centre to make sure there is enough information on the system but maybe 10% of orders are raised wrong. Training is in place and we always refer back to the order raiser. It's never going to be a quick win, but we do have processes in place to resolve the situation

Q In East Leeds do they have fire safety checks?

Yes, the team based at Navigation do regular checks. Fire Safety review for the high rise, they'll do a check, this happens in all areas.

Q It appears that there needs to be more training for staff.

A There are over 350 staff who can raise a repair, concerns are that staff only get 5 minutes training and a login without having an in depth training session. We are looking at limiting the number who can raise repairs. We

could take it out of the office, setting up a team who would do this correctly. Problems with orders being raised incorrectly can raise tenants expectations; we are working hard to try and stop the problems at the start and are looking into a phone line for staff to call for help with raising orders.

Q Looking at the graph figures have come down, 58 complaints what percentage would that be?

A Between 4,000 and 5,000 repairs are done in a week. The complaints make up a very small percentage, over 90% go smoothly. We have a team who telephone customers to do ad-hoc repair surveys about the service they received. We get information from people, who wouldn't normally complain, but we also get compliments, we publicise them, name the operative and thank them for a job well done, it acts as a great motivation for staff.

Q Do you give a specific time for repairs?

We can only give an am or pm. We take into account when tenants say they are not in and try to adhere to the notes. Operatives will ring ahead to stop some of the no accesses.

Q Do you provide an out of hours repairs service?

A Occasionally, given the circumstances we can arrange an alternative at the managers discretion. We do have operatives working 24-7 so we can be flexible.

The Chair thanked Simon for his attendance today.

Simon extended an invite to attend any other meetings TSB require and he is organising a demonstration of the new Total Repairs system with members of TSB.

RESOLVED: Sharon Guy to arrange dates for this demonstration.

15 Work Programme 2016/17

The Chair asked the group to look at the Work Programme for 2016/17 and suggested that because Simon had offered for members to visit Leeds Building Service, the programme can be looked at then. Because there are two visits coming up, it was suggested that TSB members names were chosen randomly to attend the visits.

RESOLVED Sharon to find dates for visits, names will then be chosen randomly in October to decide.

RESOLVED The draft work programme was agreed.

16 Sharing of Board Member Contact Details

The Chair explained that details would be shared between the board members, including telephone numbers and email numbers if appropriate. This will not be shared with anyone else.

RESOLVED That Board members details would be shared with the exception of JW who agreed that only her email would be shared, not her mobile number.

17 Date and Time of Next Meeting

Wednesday 26th October 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)

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.

Housing Advisory Board

Forward Plan

Tuesday 29th November 2016



Tuesday 29 th November 2016			
Deadline for first drafts	Deadline for final drafts after Chair's brief	Item	CO/Author
Tuesday 8 th November 2016 12 noon Chairs Brief Monday 14 th November 2016 2pm	Thursday 17 th November 12 noon	<ul style="list-style-type: none"> • Action Plan/Outstanding Actions • Update from Tenants Representatives • HRA Capital Financial Position Period 6 2016/17 • Housing Leeds (HRA) Revenue Financial Position Period 6 - 2016/17 • Performance Update • Final Housing Strategy 2016-2021 • Council House Growth Programme Update Presentation • Lettings Policy Review - consultation update and next steps • Digital Inclusion • HRA budget 2017/18 – Budget pressures and financial options available to deliver a balanced budget position <p>Shaid Mahmood to attend</p>	Chief Officer coordinated by Debra Scott John Gittos Stephen Boyle Richard Ellis Debra Scott Mandy Sawyer Lorraine Wright Martyn Long Jill Wildman/Richard Hart/Ian Montgomery/Frank Perrins/Girish Solanki Richard Ellis

Tuesday 28 th February 2017			
Deadline for first drafts	Deadline for final drafts after Chair's brief	Item	CO/Author
Chairs Brief		<ul style="list-style-type: none"> • Visit to multi storey flats in Armley • Action Plan/Outstanding Actions • Update from Tenants Representatives • HRA Capital Financial Position 2016/17 • Housing Leeds (HRA) Revenue Financial Position - 2016/17 • Performance Update • Housing Strategy Updates • The Housing Leeds Asset Management Strategy to include reference to Housing Standards • High Rise Update • Sheltered Housing Support Models with focus on Extra Care Sheltered Housing • HRA Business Plan report - (a high level report which identifies pressures and savings options asking HAB members for their views) • Tenant Scrutiny Board Enquiry – Environment of Estates - six monthly update on Action Plan delivery – (discussed at 7th June 2016 HAB) • Lettings Standard (all tenures) • Mandatory Direct Debits 	<p>Chief Officer coordinated by Debra Scott John Gittos Stephen Boyle Patrick McGuckin</p> <p>Debra Scott Mandy Sawyer Phil Charlton/Mark Grandfield Jill Wildman/Martyn Long</p> <p>Jill Wildman/Mandy Sawyer</p> <p>Richard Ellis /Mandy Sawyer/Jill Wildman/Simon Costigan</p> <p>Dave Longthorpe</p> <p>Simon Costigan</p> <p>Jill Wildman</p>