



Commentary:

During 2014/15 84% of Housing Leeds tenants received either an Annual Tenancy Visit (or New Tenancy Visit for new tenants). This is a significant increase on performance from 2013/14 when 73.12% of tenants received a visit.

- The main barriers to not achieving the 100% target were as follows:
- Implementation of the Housing Management restructure has meant that for a period of several months there were significant housing officer vacancies, which meant that a number of Housing Officers were covering more than 1 patch. These vacancies will all be filled by the end of April 2015.
 - The visits for 2014/15 were unannounced (in order to detect tenancy fraud) which has meant that there have been high levels of no accesses. Following a recent Tenant Scrutiny visits in 2015/16 will be arranged by appointment, and this should reduce the levels of no access.

A Tenant Scrutiny Board enquiry has been undertaken during 2014/15 and this has resulted in a number of changes to the way that visits will be undertaken in 2015/16 as follows:

- While tenancy verification will remain part of the visit, the main focus will be on other areas - identifying tenancy management issues and support needs. The visit will therefore be more customer focused.
- Unannounced visits will be undertaken where there is suspected tenancy fraud.
- The visits will be renamed Annual Home Visits to reflect the change of focus.
- Updated questions with additional questions to help with preparations for the implementation of Universal Credit.
- Combined Annual Home Visit and Support Plan review for sheltered tenants.

The target for 2015/16 will remain at 100%.

Chart 1

Annual Tenancy Visit (ATV) Summary					
Metric	S & SE	BITMO	E & NE	W & NW	CITY
Visited	12,458	1,755	14,716	17,698	46,627
Outstanding ATVs	3,494	150	2,487	2,746	55,504
KPI (% Completed)	78.10%	92.13%	85.54%	86.57%	84.01%

Table 1