



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 18th April, 2018 at 1.15 pm

(A pre-meeting will take place for ALL Members of the Board at 1.00 p.m.)

MEMBERSHIP

Sallie Bannatyne

Olga Gailite

John Gittos (Chair)

Michael Healey

Maddy Hunter

Rita Ighade

Peter Middleton

Roderic Morgan

Jackie Worthington

Please note: Certain or all items on this agenda may be recorded

Agenda compiled by:
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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<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 style="padding-left: 40px;">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> <p style="padding-left: 40px;">No exempt items have been identified.</p>	
2			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
3			<p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p>MINUTES - 14TH MARCH 2018</p> <p>To confirm as a correct record, the minutes of the meeting held on 14th March 2018.</p>	1 - 6
5			<p>DRAFT MARCH ENVIRONMENT, HOUSING AND COMMUNITIES BOARD MINUTES</p> <p>Information only item.</p>	7 - 10
6			<p>SCRUTINY INQUIRY ANTI SOCIAL BEHAVIOUR DRAFT REPORT</p> <p>This year, the Tenant Scrutiny Board have undertaken an in-depth inquiry into the Anti-Social Behaviour Service. This inquiry has now concluded and the Board is in a position to report on its draft findings and recommendations resulting from the evidence gathered.</p> <p>Members are asked to consider and provide feedback and agree as appropriate the Board's draft report following its inquiry into the Anti-Social Behaviour Service.</p>	11 - 26
7			<p>RECRUITMENT TO BOARD AND TRAINING OPPORTUNITIES</p> <p>Members are asked to consider the information provided at todays meeting and provide any feedback to the proposed discussion items in May.</p>	27 - 28
8			<p>ELECTION OF CHAIR</p> <p>The Chair has previously discussed with Board Members good practice arrangements in respect of election of Chair.</p> <p>Members are asked to make their intentions known prior to this meeting to identify the number of potential candidates wishing to apply for the role.</p> <p>The Board is requested to receive an update to the election process and carry out an election for Chair.</p>	29 - 30

Item No	Ward/Equal Opportunities	Item Not Open		Page No
9			<p>ELECTION FOR VICE CHAIR</p> <p>The Chair has previously discussed with Board Members good practice arrangements in respect of election of Vice Chair.</p> <p>Members are asked to make their intentions known prior to this meeting to identify the number of potential candidates wishing to apply for the role.</p> <p>The Board is requested to receive an update to the election process and carry out an election for Vice Chair.</p>	31 - 32
10			<p>DATE AND TIME OF NEXT MEETING</p> <p>Future meeting dates and times of the Board to be confirmed during May/June 2018.</p> <p>THIRD PARTY RECORDING</p> <p>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.</p> <p>Use of Recordings by Third Parties– code of practice</p> <p>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.</p> <p>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.</p>	

TENANT SCRUTINY BOARD

WEDNESDAY, 14TH MARCH, 2018

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Michael Healey,
Rita Ighade, Roderic Morgan and Jackie
Worthington

75 Exempt Information - Possible Exclusion of the Press and Public

None.

76 Late Items

None.

77 Apologies for Absence

Olga Gailite, Peter Middleton, Maddie Hunter.

78 Minutes - 14 February 2018

RESOLVED – That the minutes of the meeting held on 14 February 2018 be approved as a correct record.

The Chair explained the administration changes to Tenant Scrutiny Board, following on from the previous Board meeting discussion. Keith Mack was introduced to the Board and explained, given his previous role, he would not be involved with this current inquiry into Anti-Social Behaviour and was attending as an observer and to learn the overall scrutiny process. The Chair explained Ian Montgomery would be the lead support officer the remainder of this inquiry.

79 Environment Housing and Communities Scrutiny Board Minutes

Draft minutes of this Scrutiny Board for information only.

80 Clarification of East Leeds Recommendation

The Chair explained at the last meeting the recommendations for East Leeds were presented to the Board and a number of them were closed as had been completed to the Board's satisfaction. The Chair noted that on reflection, recommendation 8 wasn't explained in the way the Board wished the recommendation to be read. The Chair sought authorisation from the Board to write to the responsible officer and provide written clarification to the Board on the matter.

Draft minutes to be approved at the meeting
to be held on Wednesday, 18th April, 2018

RESOLVED – The Board agreed to re-open recommendation 8 and write to the responsible officer for clarification.

81 Survey Update

In opening this item the Chair noted that he had been advised by Officers the survey was not sent out to Councillors as there were time related problems around this and the Chair noted that in future this would be better placed to send out future surveys earlier, perhaps in November.

The Scrutiny Officer gave an update to the survey for Anti-Social Behaviour which was distributed to involved tenants with Housing Leeds, which included Chairs of Tenant Associations, Citywide groups and Service Improvement Volunteers.

It was explained the results are provided as is, and Board members should consider that although the returns were 30%, this is a small sample and so conclusions should not be drawn completely from the survey, but regarded as a useful guide to the views of respondents.

82 Senior Management Discussion

The Chair introduced Harvinder Saimbhi and Jeff Clarke back before the Board. The Chair gave a brief update explaining what has been carried out during the current inquiry.

He then went and asked if there have been any work carried out since their previous appearance which may be of use for the Board to know.

HS explained there had been changes in staffing. A supervisor in the West area of Leeds and a Service Delivery Manager working across the three areas of Leeds have been recruited. Enhanced CCTV in some blocks have provided better imagery, and patrols of some of the blocks has reduced incidents within them through having a visual presence.

The Chair asked how many staff are working in the team. HS replied there was 86, which includes partners such as Victim Support and the Police. It was noted by a Board member that the survey and officer evidence revealed frustration around the length of time for support agencies to provide support before further action could be taken by LASBT. JC explained there was some delays and this was down to the number of inquiries the various support agencies are receiving. However, in these instances, dialogue should be taking place between the Case Officer with the customer to make them aware of the current status and activity.

JC explained training has been carried out since meeting the Board previously. This training was explained as important given the natural turnover of staff and in response to the STAR satisfaction survey. 189 staff were trained in total and further training was provided in November when a number

of new recruits were inducted into the service. JC explained as background that in the past new recruits may not have received training on ASB for a long period when coming into post and having to pick a lot of it up while on the job.

A question was asked about when things change in ASB how quickly is this relayed as training to staff? JC explained this is an ongoing debate as to whether training is annually or more frequent, as it has a significant impact to the service to take 200 staff out into training. HS spoke about training can give confidence to some staff to help them deal with cases better. Case audits are carried out by Housing Managers to ensure that cases are being processed correctly.

A question was asked by a Board Member around the length of time to contact a complainant – JC explained this is 20 days as a minimum but this can vary depending on the individual circumstances and is only a guide. The standard is 10 days for a LASBT case and this is because usually these would be more serious cases. A question was asked around the length of time to contact a complainant and if this wasn't achieved could this be down to the Housing Officer having too much to do? JC noted that this is a difficult question to answer because in some cases an issue can be dealt with immediately because the Officer is out on the estate, has the local knowledge and may know the history and context to the complaint. This needs to be balanced against the fact that Housing Officers do undertake a range of duties and there are competing demands on their time.

A question was asked where there have been multiple instances of ASB carried out which normally would be deemed low level should these not be referred to LASBT to pick up? JC explained this can happen if appropriate and also the Officer can ask LASBT for further advice in order to resolve the issue.

The Chair asked if Housing Officers were trained to spot where mediation could be successful? JC explained that whilst they can look out for where it might work, they are not trained mediators and wouldn't act directly. The Chair asked if mediation is not taken up because they are not aware of the service available. JC explained it can be difficult getting parties to come round a table to discuss and this is something we cannot force on people to do. HS explained that in some cases the issue has gone on too long for this to be a viable solution.

A question was asked about complainants being moved away as a solution to ASB. JC explained this is seen as a failure and not something we would want to do, however in some cases, such as hate crime it may be an appropriate option if a person feels they can no longer live in the area.

SB asked about security in blocks, especially those without adequate CCTV. An example was given about non-residents being able to enter tower blocks, these were sometimes especially in the blocks nearer the City Centre and tended to be homeless people seeking shelter.

HS explained some of the measures such as injunctions are used to try and stop this happening in blocks, but HS explained that by 2020 all CCTV cameras will be updated. The Chair noted that during the inquiry it was noted that fibre would be one option to connect the cameras to the main base, but would be expensive, compared to using signals from the top of tower block roofs to accomplish the same task, and could the signals type of set-up be used as an interim measure until fibre can be used. HS explained this is a complex issue – and that the service has to be more cost effective and this will be used by having one fibre link into a block but this can then be linked up to other cameras in the area which is the most efficient solution in the long term for the quality of coverage received.

A question was asked about hate crime, and given it seemed this was something which is under reported could be the reason for that especially where the victim is an asylum seeker and would this affect their chances of remaining in the UK. HS explained that this wouldn't and perhaps communication by LASBT needs to be better to provide reassurance to them.

Noise has been an issue throughout the inquiry and a question was asked if there is enough being discussed on the Annual Home Visit, around flooring especially given the situation when children are being rehoused in blocks? JC noted that this is something which could be discussed further at the visit, and at the new home visit where the tenant is new into the property. Simple advice such as requesting to put down rugs etc could be given.

The inquiry has also discovered issues with the IT system being used for ASB and that it is often 'clunky' and inflexible. A member explained that the Board were also told the system does not distinguish between private and council owned properties. JC explained the system was introduced initially as a temporary measure but over time has been adapted to meet our needs. However the new Housing Management system which is currently being introduced has a module for ASB which should be more flexible to use. Staff are being involved in the development of this system and the service looks forward to its adoption.

In closing, the Chair on behalf of the Board wanted to thank HS and JC for their attendance today and also for their help in arranging Officers to attend the Board previously and information that was provided throughout the inquiry. The Chair explained that at the next TSB meeting there would be a draft of the report for approval by the Board, which will then be passed to Housing Leeds for reply, and it was hoped the ASB team would find the report useful.

83 Recruitment to Board

Ian Montgomery explained the reason for his report is around the reduction in membership of the Board and the need to recruit new members. He noted that the report contains a number of measures which the Tenant Engagement Team want to use in order to do this.

IM explained that recruitment has previously been carried out in isolation, and this needs to be more linked up, as one Tenant Engagement team all officers within the team should be aware of vacancies in other groups and also signpost people who exhibit interest and qualities that may be useful and having further discussions from it.

IM explained that this Board is not unusual in difficulties in finding and keeping tenants to be involved. IM noted that all members are volunteers and it is important that we support them to be involved. IM explained one way to do this could be via an event which occurred for recruitment to the Council, something similar to a 'job fair' for tenants to volunteer in roles such as tenant scrutiny and what the benefits for the people volunteering are.

It was proposed that the May meeting be cancelled and an informal meeting of the Board be held to discuss the issue of recruitment, for officers to update with progress about this and to use this time to reflect on the wider workings of the scrutiny board. As an informal meeting the Chair noted this would be a meeting which would be officer led.

RESOLVED – That the May 2018 Tenant Scrutiny Board meeting be cancelled from the calendar, and replaced with an informal meeting to be held away from Civic Hall to discuss recruitment and training and development only.

84 Update on Estate Standards

The Scrutiny Officer provided an update to the Estate Standards outstanding recommendations. The Board were explained the two outstanding recommendations with the following update.

Recommendation 3 – That the Council introduces the best waste collection solution for individual estates, even if that results in variations across the city.

Housing Leeds continues to work closely with Waste Services to improve waste collection services especially where residents are not able to access a wheeled bin service. Specific waste issues identified by Tenant Scrutiny Board at the Wortley High Rise blocks in Armley where a temporary external waste storage facility has been provided has now been resolved. Exterior concrete repair work which caused the closure of the chutes and bin rooms has now been completed and the chutes and bin room are back in operation. As part of the High Rise action plan Housing Leeds are working with Waste Services to improve waste management at a small number of high rise blocks where problems have been experienced with collection.

Recommendation 10 – That Housing Leeds reports back to Tenant Scrutiny Board back on any recommendations and or proposed policy changes following its review of garages.

Garages are included in Investment Strategy and Housing Leeds are developing a 3 to 5 year programme of refurbishment and demolition of low demand garages.

Works carried out in 2017/18 are:-

- 180 garages will have been demolished by 31st March 2018
- 52 plots will have been cleared
- 25 garages fully refurbished

General improvements to land around garage sites / car parking facilitated by demolition of garages and improvements to access roads and forecourts / vegetation cut back and rubbish cleared / improved lighting to site to encourage use. A number of sites have been identified as suitable for redevelopment for housing.

Various marketing initiatives being undertaken to encourage demand and re-let vacant garages. Garage rents will not increase in 2018/19 to assist with letting. The number of empty garages is reducing.

The Scrutiny Officer asked if there were any questions around these recommendations.

Recommendation 3 –

- Are target days for clean-ups still being done and if so are tenants given enough notice of the dates so they know where they'll be etc?
Any examples of this being done recently?

Recommendation 10 –

- Are all garages the same price regardless of area?
- If garages are hard to let why Housing Leeds don't reduce the weekly rental price rather than not collect any rent on them at all?
- Are there any plans for demolished garages to be replaced with new garages?

RESOLVED – That the Scrutiny Officer ask these questions to the responsible officer to provide a written response to the Board.

RESOLVED – That the two outstanding recommendations above be marked as carry on monitoring by the Board.

85 Date and Time of Next Meeting

Wednesday 18th April 2018 at 1:15pm
(Pre meeting for all Board members at 1:00pm)

THE MEETING CLOSED AT 3:00 PM

SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

MONDAY, 12TH MARCH, 2018

PRESENT: Councillor B Anderson in the Chair

Councillors A Blackburn, K Bruce,
D Collins, P Grahame, G Harper, J Jarosz,
A Khan, M Lyons, K Ritchie and
P Wadsworth

80 Late Items

There were no late items.

81 Declaration of Disclosable Pecuniary Interests

There were no disclosable pecuniary interests declared to the meeting.

82 Apologies for Absence and Notification of Substitutes

Apologies for absence were submitted by Councillors Bentley, Gabriel and Wilkinson. Notification had been received that Councillor Jarosz was to substitute for Councillor Gabriel and Councillor Wadsworth was to substitute for Councillor Wilkinson.

83 Minutes - 19th February 2018

RESOLVED – That the minutes of the meeting held on 19th February 2018 be approved as a correct record.

84 Matters arising from the minutes

Minute No. 75 Update on Universal Credit

The Chair confirmed that Board Members had received the additional information requested by the Board last month regarding the position with rent arrears for Universal Credit tenants.

Minute No. 78 Work Schedule

The Chair explained that as the refuse-collection re-routing process was still subject to ongoing engagement with Trade Unions, an update on this will now be brought to Scrutiny early in the new municipal year.

85 Locality working - emerging arrangements and early progress

Draft minutes to be approved at the meeting
to be held on Date Not Specified

The report of the Director of Communities and Environment presented an update on the emerging arrangements and early progress surrounding the new approach to locality working.

The following were in attendance for this item:

- Councillor Coupar, Executive Member for Communities
- Shaid Mahmood, Chief Officer Communities
- Martin Dean, Area Leader

The following key issues were raised:

- There was positive recognition of the contribution made by Scrutiny in helping to inform the initial proposals presented to Executive Board in November 2017.
- It was noted that the earlier issues raised by Scrutiny in relation to future measures of success and accountability measures had been picked up within the agenda report.
- The Board particularly discussed the proposed governance infrastructure surrounding the locality working approach, with specific reference made to the new Locality Working Neighbourhood Improvement Board. It was noted that whilst the terms of reference and membership for this Board were still being developed, a commitment was given to ensuring that its membership includes relevant Elected Members.
- The Board discussed the future deployment of staff from the Communities Team, acknowledging that the team will be re-shaped across the deployment arrangements of universal, targeted and specialist areas. This approach is to be introduced in the new municipal year following discussions with the Community Committee Chairs Forum.
- In terms of measuring success, the Board noted that work had already been undertaken with the Third Sector last year in establishing a narrative for a thriving neighbourhood and that work will continue with the Council's Performance Management Team to develop a set of Indicators for Thriving Neighbourhoods in consultation with Ward Members, services and local residents. Linked to this, importance was placed around ensuring that clear benchmarks are identified around relative and absolute improvements.
- Moving forward, the Board recognised the need for continued Scrutiny and the key role of its successor Board in providing leadership on this agenda as well as engaging other Scrutiny Boards to co-scrutinise the engagement and contribution of all departments and services to the new approach.
- The Board proposed that a further update report be brought to its successor Scrutiny Board by December 2018 and that future Scrutiny also involves gaining a greater insight into the issues and work undertaken surrounding the six identified priority neighbourhoods through case study evidence and site visits.

RESOLVED –

Draft minutes to be approved at the meeting
to be held on Date Not Specified

- (a) That the report be noted.
- (b) That a further update report be brought back to the successor Scrutiny Board by December 2018.
- (c) That the successor Scrutiny Board be encouraged to gather case study evidence and undertake site visits to gain a greater insight into the issues and work undertaken surrounding the six priority neighbourhoods.

86 Work Schedule

The report of the Head of Governance and Scrutiny Support reminded the Scrutiny Board that this was its last scheduled meeting in the current municipal year.

Appended to this report for Members' information was a copy of the Board's completed work schedule and the minutes of the Executive Board meeting held on 7th February 2018.

In conclusion of the meeting, the Chair took the opportunity to thank Board Members, officers and the relevant Executive Board Members for their support and commitment throughout the year.

RESOLVED – That the work schedule and Executive Board minutes be noted.

(The meeting concluded at 11.30 am)

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Report author: Lee Ward

Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 18 April 2018

Subject: Scrutiny Inquiry – Anti Social Behaviour Service

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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 This year, the Tenant Scrutiny Board have undertaken an in-depth inquiry into the Anti-Social Behaviour Service. Terms of Reference for this inquiry were agreed by the Board in October 2017.
- 1.2 This inquiry has now concluded and the Board is in a position to report on its draft findings and recommendations resulting from the evidence gathered.
- 1.3 Once the Board publishes its final report, the appropriate Director(s) will be asked to formally respond to the Scrutiny Board’s recommendations within three months.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to consider and provide feedback and agree as appropriate the Board’s draft report following its inquiry into the Anti-Social Behaviour Service.

3.0 BACKGROUND DOCUMENTS ¹

- 3.1 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.

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**Anti-Social Behaviour Service
Tenant Scrutiny Board Inquiry
April 2018**

DRAFT



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Desired Outcomes and Recommendations

Desired Outcome – Improve customer satisfaction

Recommendation 1 – That the Anti-Social Behaviour team carry out an initiative such as a 'Noise Action Week' to provide a wide range of information about noise, around prevention in the first place and how to deal with this if it does occur.

Desired Outcome – Increased service improvements, efficiencies and opportunities for savings

Recommendation 2 – That the Board support the implementation of a new computer system for Anti-Social Behaviour cases and that the Board are kept informed of the implementation of this.

Desired Outcome – A consistent approach to the link up of CCTV cameras

Recommendation 3 – The Council look at their current plans and consider in certain circumstances to use rooftop signals to provide centrally linked up CCTV quicker – but with a longer term objective of moving over to fibre.

Desired Outcome – Customers are clear as to what CCTV pictures can and cannot be used for

Recommendation 4 – That the Council make available a clear code of practice around the sharing of CCTV camera pictures to members of the public.

Desired Outcome – Staff are equipped with the most up to date knowledge to support their role

Recommendation 5 – That the Council agree, as a matter of priority, their approach to carrying out future training with staff, especially in regard to the new IT system which will be implemented in the future.

Desired Outcome – Reassure customers of the service the Council provides

Recommendation 6 – That the Council consider providing information that reporting Hate Crime does not affect an asylum case which may be ongoing.

Desired Outcome – Reassure customers of the service the Council provides

Recommendation 7 – That the Council consider providing information that reporting Domestic Violence can be done with confidence.



Desired Outcomes and Recommendations

Desired Outcome – Improve customer satisfaction

Recommendation 8 – That the Council consider looking at the survey being used and identify if dissatisfaction is more predominant in Housing Officer cases or Anti-Social Behaviour Team cases.

Desired Outcome – Customers are aware of all the different types of services available to resolve their complaint

Recommendation 9 – That the Council provide more information around the Mediation Service, and more importantly the benefits to this in potentially resolving complaints between parties.

DRAFT



Introduction and Scope

Introduction

1. This is our fourth Inquiry report since the amalgamation of the scrutiny panels previously established under the three ALMOs.
2. Our first Inquiry report looked at Annual Home Visits. The second report focused on Environment of Estates. The third was around the responsive repairs service in East Leeds, provided by Leeds Building Services. This report focuses on the Anti-Social Behaviour Service.
3. This inquiry has been a complex one, especially in comparison to the previous inquiries the Board has carried out. The number of agencies and parties, alongside the large variety of case types which the team have to deal with means this area of work is not easy to recommend improvements to.
4. Co-ordination of services and agencies
5. Developing and delivering standards
6. Performance measuring
7. Customer satisfaction
5. The Inquiry was conducted over six formal evidence gathering sessions which took place between October 2017 and March 2018.
6. The Board also conducted a survey with involved residents and tenant groups.
7. The Board would like to thank all those involved in this Inquiry. A full list of those who participated is detailed at the end of this report.

Scope of the Inquiry

4. The Board chose this topic as there was compelling performance evidence and feedback from key stakeholders that indicated there was a need to improve performance and service for tenants.
5. The Terms of Reference for this Inquiry were agreed on 11th October 2017 when it was concluded that the purpose of the Inquiry would be to make an assessment of and, where appropriate, make recommendations on the following areas:
 - Current policies and processes
 - Consultation with tenants (questionnaire)



Conclusions and Recommendations

Noise Nuisance

1. The Board noted from their evidence gathering throughout the inquiry, that the largest type of Anti-Social Behaviour cases are around noise and that this complaint makes up around 50% of the workload.
2. The Board appreciate that there are a number of factors which can cause this complaint, from lifestyle, flooring and property construction type.
3. Evidence suggested that some noise, especially in blocks of flats was caused due to children running around above and that this is becoming more prevalent, given the shortage of stock the Council has not got the ability to rehouse families in other types of property.
4. It should be noted that the Board support the Council's initiative to have some blocks in the City identified as 'Family Friendly'.
5. The Council have a difficult task in dealing with noise, but the Board felt that there was more emphasis on dealing with the problem once it had happened, rather than trying to prevent it occurring in the first place.
6. The Board were also informed that there is often a number of weeks wait before noise equipment can be installed, and the Board were told this can't always be used in some cases because it would not be possible to identify the source of the noise.
7. The Board therefore recommends that the Council look towards carrying out a 'Noise Action Week' which could

highlight what things can cause noise, in an educational format.

8. This measure could potentially cause an increase in number of noise complaints as any such initiative would, but it may have longer term benefits of informing tenants of the ways their lifestyle may be having an impact on their neighbours which they were otherwise unaware of. It is important that the name of the week is considered, and has a positive stance, because the image which needs to be portrayed is that the Council want to deal with noise nuisance but and also prevent it.

Recommendation 1 – That the Anti-Social Behaviour team carry out an initiative such as a 'Noise Action Week' to provide a wide range of information about noise, around prevention in the first place and how to deal with this if it does occur.

IT Systems

9. It has been a theme during all the Boards investigations that the IT systems which are used are not always positively received by those using them.
10. However, the Board were informed during their evidence gathering about the introduction of a new Housing Management system, which as part of it contains a module for Anti-Social Behaviour case monitoring.
11. This will replace the current system being used, which was reported by officers as being 'clunky' and not user friendly. An example of this being that template letters which are in the system cannot be



Conclusions and Recommendations

easily changed to be more bespoke to a particular case. This has an impact on the time taken to carry out general administration of a case.

12. The Board were also advised that the current systems do not easily identify whether a property is Council or privately owned.
13. The Board are supportive of any measure which will make Officers work easier and more efficient, and appreciate there will always be issues faced when introducing a new IT system into an organisation.

Recommendation 2 – That the Board support the implementation of a new computer system for Anti-Social Behaviour cases and that the Board are kept informed of the implementation of this.

CCTV

14. The Board support the view that CCTV should be an effective tool for supporting with Anti-Social Behaviour case evidence.
15. However, the Board were informed that there currently isn't a consistent approach to CCTV across the City, and this has been due to how systems have been installed in the past.
16. Because of this, the Board were informed that there is a programme ongoing to make this consistent across the City and that all areas are linked centrally.

17. It was explained that there are two possible approaches to ensuring this; through fibre or rooftop signals.
18. The Board were told that fibre is a more expensive approach when compared to rooftop signals. However, rooftop signals would be a quicker way of providing the ability to link up cameras centrally.
19. The Board appreciate in the longer term, fibre is the future and by ignoring this option could leave the Council technologically disadvantaged in the future.
20. However, the Board do recommend the Council look at their current plans and consider if it would be appropriate in some instances to use rooftop signals to provide centrally linked up CCTV quicker – but with a longer term objective of moving over to fibre.

Recommendation 3 – The Council look at their current plans and consider in certain circumstances to use rooftop signals to provide centrally linked up CCTV quicker – but with a longer term objective of moving over to fibre.

21. The Board were told of a project to identify where the Council and Police have CCTV cameras. This is so that in future, both parties do not install cameras in the same place, as it was told that the camera pictures can be shared with both parties in appropriate circumstances. The Board appreciate that in some cases, Police operational cameras would remain secret and that duplication could be an unavoidable occurrence.



Conclusions and Recommendations

22. The Board also queried the ways that CCTV pictures could be viewed by members of the public. The Board were informed that there are limitations as to who can view it and under what circumstances. The Board felt that this should be made clear to residents, who may rely on this information in the case of incidents occurring to themselves or their property.

Recommendation 4 – That the Council make available a clear code of practice around the sharing of CCTV camera pictures to members of the public.

Staff Training

23. The Board appreciates the work which has gone on whilst the inquiry has been ongoing around training Officers around Anti-Social Behaviour, especially for new starters in the Department.
24. The Board however are concerned as to how this training is carried out in future, especially in regard to new policies and procedures and for existing staff. The Board were informed of the complexities of taking out a large number of Officers from their roles to provide training to.
25. The Council need to agree, as a matter of priority, their approach to carrying out future training with staff. The Board feel that training allows Officers to carry out their roles effectively and efficiently.

Recommendation 5 – That the Council agree, as a matter of priority, their approach to carrying out future training with staff, especially in regard to the new IT system which will be implemented in the future.

Hate Crime

26. The Board acknowledge the good work being carried out on Hate Crime by the Council.
27. However, the Board are of the belief that Hate Crime is still being under-reported. Concerning information was received which explained that sometimes asylum seekers who could be more at risk of a Hate Crime think that if they were to report this to authorities it may jeopardise their asylum case.
28. Given the above, the Board were assured this wasn't the case by Officers, however the Board feel that if this is the perception, then there is a need to provide confidence to people that this isn't the so and the Council should consider better information on this.

Recommendation 6 – That the Council consider providing information that reporting Hate Crime does not affect an asylum case which may be ongoing.

Domestic Violence

29. As with Hate Crime, the Board felt that there could be concerns around confidence of reporting domestic violence to authorities.
30. The Board note that in some cases domestic violence may be reported via the Police, but the Council should advertise that people are able to report Domestic Violence to the Council in confidence.



Conclusions and Recommendations

Recommendation 7 – That the Council consider providing information that reporting Domestic Violence can be done with confidence.

Response Time to Cases

31. The Board were provided with evidence in a number of ways around concerns around the time taken to respond to Anti-Social Behaviour cases. Evidence received from Officers and also via the involved tenant survey showed this was a concern.
32. Tenants expressed concerns that response times in some cases were poor. However when the Board presented this concern to Officers, it was explained that there are service standards which act as the timescales in which cases should give updates to tenants. The Officers when explaining this said that the service standards should be seen as a minimum, and that in some cases more frequent contact would be better.
33. The Board understand that some ASB cases would be quicker to resolve than others, and that tenants may have a mind-set where they think something should be resolved quickly, when in practice this isn't possible.
34. Following on from this, Officers expressed concerns around where other agencies may need to be involved with a case that they often have such a backlog that they do not get dealt with quickly which makes a case go on longer, with a knock on effect of causing dissatisfaction.
35. In providing advice the Board felt that Officers should, even though it may be a difficult conversation, be honest about timescales and what can be done on a case at the outset, which may help with setting expectations.
36. Evidence was received by the Board that what are deemed 'low level' cases, which are usually related to the tenancy, are dealt with by local Housing Officers. More serious or complex cases would be dealt with by the Anti-Social Behaviour Team.
37. The Board received evidence of cases which are deemed low level and continue for a long period of time without resolution. The Board were informed that Housing Officers can liaise with the Anti-Social Behaviour Team, for advice and if they could help with resolving the case, but the Board felt that because these cases were ongoing for such a long time that something wasn't working right.
38. The survey conducted also provided evidence on dissatisfaction with the Anti-Social Behaviour Service. The Board have looked at this information and have questioned which element, is it the Housing Officer cases or the Anti-Social Behaviour cases, or both causing the dissatisfaction. And if dissatisfaction is being caused because the Housing Officer is carrying this work out, is it because they have other duties which take up their time, and so cannot commit more time to cases?
39. The Board feel that this is an area of work which should be looked at,



Conclusions and Recommendations

perhaps through the current survey which is carried out at the end of the case, which highlights who was responsible for satisfaction or dissatisfaction.

40. The Board in providing the recommendation below do not wish to cause a 'them and us' attitude between the two teams who deal with cases, and that this information should be used to drive service improvements and thus provide a better service to customers.

Recommendation 8 – That the Council consider looking at the survey being used and identify if dissatisfaction is more predominant in Housing Officer cases or Anti-Social Behaviour Team cases.

45. The Board feel that there may be some work which the service can do which could encourage better take up of mediation, for example providing more information on the mediation service, how it works and how it could provide a quicker resolution to cases.

Recommendation 9 – That the Council provide more information around the Mediation Service, and more importantly the benefits to this in potentially resolving complaints between parties.

Mediation

41. Finally, in closing this report the Board met with the Mediation Service, which is provided internally within Leeds City Council.
42. The Board were informed of what the service provides and in what types of cases this is used.
43. However, the Board were surprised to learn that the mediation service isn't taken up by complainants very much.
44. The Board appreciate some of the reasons that this might not be the case, most importantly that both parties have to agree to such an approach, a case going on for so long that mediation is no longer viable, or in some cases it wouldn't be appropriate, but there were other cases the Board found surprising that this isn't taken up by complainants.



Evidence and Witnesses

Monitoring arrangements

Standard arrangements for monitoring the outcome of the Board's recommendations will apply.

The decision-makers to whom the recommendations are addressed will be asked to submit a formal response to the recommendations, including an action plan and timetable, normally within two months.

Following this the Scrutiny Board will determine any further detailed monitoring, over and above the standard quarterly monitoring of all scrutiny recommendations.

Reports and Publications Submitted

- Terms of Reference for the Board's inquiry into East Leeds Repairs
- Questionnaire on Anti-Social Behaviour Service and responses to tenants and tenant groups

Witnesses Heard

- | | |
|----------------------|--------------------------------|
| • Harvinder Saimbhi | Head of Operational Delivery |
| • Jeff Clarke | Housing Manager |
| • Sharon Guy | Housing Manager |
| • Lee Ward | Neighbourhood Services Officer |
| • Neil Bowden | ASB Team Manager |
| • Jamie Martin | Housing Manager |
| • Claire Smith | Housing Manager |
| • Bryan Wagner-Adair | Senior Housing Advisor |
| • Zahid Butt | Service Development Manager |
| • Michelle Pollard | Police Link Officer |
| • Leon Burton-Davies | Housing Officer |
| • Michael Vilia | Housing Officer |
| • Maria Wheeler | ASB Officer |
| • Melissa Pye | ASB Officer |

Dates of Scrutiny

Tenant Scrutiny Board meetings were held on:

- 11 October 2017
- 15 November 2017
- 13th December 2017



Evidence and Witnesses

- 17th January 2018
- 14th February 2018
- 14th March 2018

DRAFT

DRAFT

**Tenant Scrutiny Board
Anti-Social Behaviour Service April 2018
Report author:**

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Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 18 April 2018

Subject: Recruitment to Board and Training Opportunities

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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Board agreed at their March meeting to hold a meeting to discuss recruitment to the Board and also training and development opportunities.
- 1.2 The Scrutiny Officer will discuss the proposed plans for this meeting to ensure best use of time.
- 1.3 As an informal meeting the Chair noted this would be officer led.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to consider the information provided at todays meeting and provide any feedback to the proposed discussion items in May.

3.0 BACKGROUND DOCUMENTS ¹

- 3.1 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.

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Report author: Lee Ward
Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 14 April 2018

Subject: Election Process for Chair of Tenant Scrutiny Board

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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Chair has previously discussed with Board Members good practice arrangements in respect of election of Chair.
- 1.2 Members are asked to make their intentions known prior to this meeting to identify the number of potential candidates wishing to apply for the role.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive an update to the election process and carry out an election for Chair.

3.0 BACKGROUND DOCUMENTS¹

- 3.1 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.

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Report author: Lee Ward
Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 14 April 2018

Subject: Election Process for Vice Chair of Tenant Scrutiny Board

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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Chair has previously discussed with Board Members good practice arrangements in respect of election of Vice Chair.
- 1.2 Members are asked to make their intentions known prior to this meeting to identify the number of potential candidates wishing to apply for the role.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive an update to the election process and carry out an election for Vice Chair.

3.0 BACKGROUND DOCUMENTS¹

- 3.1 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.

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