



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Friday, 22nd June, 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

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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Neighbourhood Services
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Scrutiny Officer:
Keith Mack
Neighbourhood Services
Tel: 0113 37 83195

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 - 18TH APRIL 2018</p> <p>To confirm as a correct record, the minutes of the meeting held on 18th April 2018.</p>	1 - 4
5			<p>EAST LEEDS REPAIRS INQUIRY RECOMMENDATION 8</p> <p>The Board at February's meeting received a recommendations update for the East Leeds Repairs Inquiry.</p> <p>The recommendations at the time were noted, but recommendation 8 was signed off as completed. However, at the April meeting of the Board, and after further consideration, it was agreed that this response needed further clarification from the service.</p> <p>Members are asked to note the response to the inquiry and make a decision whether the response is appropriate to close down that particular recommendation, or if it needs to remain open subject to further feedback.</p>	5 - 6
6			<p>LIFTS IN COTTINGLEY TOWERS</p> <p>The Chair brought a late item to the Board at April's meeting around the length of time one of the two lifts at Cottingley Towers has taken to be put back into service.</p> <p>Members are asked to note the response from Housing Leeds to the late item from the last Board meeting.</p>	7 - 8

Item No	Ward/Equal Opportunities	Item Not Open		Page No
7			<p>ANTI SOCIAL BEHAVIOUR RECOMMENDATIONS RESPONSE</p> <p>In the previous municipal year, the Tenant Scrutiny Board undertook an in-depth inquiry into the Anti-Social Behaviour Service. Following this, the Board produced ten recommendations from the inquiry and submitted these to the Leeds Anti-Social Behaviour Team and Housing Leeds for response.</p> <p>Members are asked to consider the responses to the recommendations and provide feedback as appropriate following its inquiry into the Anti-Social Behaviour Service.</p>	9 - 16
8			<p>ACTION PLAN FOR TENANT SCRUTINY BOARD</p> <p>The Board agreed at their last meeting in April to hold an informal meeting to review the work of the previous municipal year and identify areas for improvement of the Board and work how we can carry out recruitment of new members.</p> <p>Following this, the Scrutiny Officers took away the feedback and produced a development plan for the coming year with the Board.</p> <p>Members are asked to review and discuss the proposed development plan with a view to agreeing this in its current form or after further amendments have been made.</p>	17 - 20
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Friday 20th July 2018 at 1:15pm (pre meeting for all Board Members at 1:00pm)</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
			<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>	

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TENANT SCRUTINY BOARD

WEDNESDAY, 18TH APRIL, 2018

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Maddie Hunter,
Rita Ighade, Roderic Morgan and Jackie
Worthington

86 Exempt Information - Possible Exclusion of the Press and Public

None.

87 Late Items

The Chair accepted a late item around the lift situation at Cottingley Towers.

88 LATE ITEM - Lifts at Cottingley Towers

The Chair noted that one of the lifts had been out of use for seven weeks, leaving only one lift in operation. Concerns have been raised in the tower block around the number of people who are having to use one lift, exacerbated at present by contractors working in the block fitting sprinklers. The Chair noted that there has been little communication around the lift repair and concerns about the fact that a part is having to be made, delaying the repair further for this lift even though this is a fairly new installation.

Whilst this issue is specific to a particular block, the Board noted there is a programme of works to install new lifts across a number of multi storey blocks across the city and that this could be a problem which the Council need to resolve before the issue occurs in another block.

RESOLVED – That the Board request the Scrutiny Officer to ask for a formal response to the questions the Board posed.

89 Apologies for Absence

Olga Gailite, Michael Healey, Peter Middleton

90 Minutes - 14th March 2018

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

91 Draft March Environment, Housing and Communities Board Minutes

Agenda item for information only.

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

92 Scrutiny Inquiry Anti Social Behaviour Draft Report

The Chair explained he and the Vice Chair had met with Scrutiny Officers to work on the draft report which is presented at this meeting. The Chair advised that the Board will go through the report at this meeting but if members wish to add any suggestions after the meeting to be included in the report to let the Scrutiny Officer know.

The Chair reminded members that 'where any member of the Tenant Scrutiny Board not to agree with the content of the Board's Report, they may produce a Minority Report setting out their findings and recommendations. The Minority Report will be attached as an appendix to the Tenant Scrutiny Board's Report.'

It was noted that this inquiry has been very different to ones carried out previously. It was noted that this inquiry had not only looked at procedures but also the behaviour of tenants in their communities.

The Board went through the draft report section by section and gave the following comments.

Noise Nuisance

It was noted through the Board's inquiry this was responsible for over 50% of ASB cases and a large proportion of these are from high rise blocks. The Chair noted that in suggesting an action day for noise, that this was inspired by the clean-up action days on estates which has been seen to work as it was targeting a particular problem. The Board agreed to include the word 'awareness' into the event.

IT Systems

The Board noted this is a common issue and something the Board has come across on all inquiries carried out. It was noted that the Council are gradually bringing in systems which can 'talk' to each other and it was noted that a new housing management system is being brought in which will benefit ASB Case Officers. The Board agreed to add into the report words about 'integration' and 'enable officers to carry out their roles efficiently' which would help better explain how the Board came to this recommendation.

CCTV

The Chair explained that fibre installations could take up to two years where as using radio signals from top of tower blocks could be installed quicker. SB noted that in West Leeds there is some work on upgrading cameras and they are installing equipment on the roof. Board agreed to add into the report clarification around the updates to tenants on work which is being carried out as clearly it was identified there is a planned programme of works available.

Recommendations 6, 7

These were noted by the Board with no additional amendments.

Recommendation 8

The Board noted point 37 in the draft report and that a recommendation should be included to address this issue via some form of audit carried out on these types of cases.

Mediation

The Chair noted that the inquiry had heard this isn't taken up much and he noted that when he had asked someone about this they hadn't heard of the service.

The Chair requested authorisation to sign off on their behalf given there is no formal meeting in May before closing this item.

RESOLVED – The Board agreed to allow the Chair to sign off the report on their behalf subject to amendments which have been made at this meeting and also any made by Board Members received by Scrutiny Officers before 30th April 2018.

93 Recruitment to Board and Training Opportunities

IM introduced this item and discussed his initial thoughts around a planned agenda for the May informal meeting. IM explained that there would be an opportunity for members to give general feedback on what is working well and what could be improved – acknowledging the good work which has been carried out by the Board. IM also discussed potentially having a development plan for the Board which would be things such as training which would be carried outside the formal meetings. There will also be a discussion around recruitment and how we can best attract new members to the Board.

94 Election of Chair

At this point in the meeting the Chair stood down from his position as Chair of Tenant Scrutiny Board and the Scrutiny Officer took the lead for this item.

IM explained as part of governance of the Board, there was a requirement each year to hold an election for Chair. Each member had been provided with a letter in their agenda packs prior to the meeting explaining the situation and offering them an opportunity to stand for Chair if they wished. IM received confirmation from members that all had received this.

IM explained one expression of interest for the Chair role has been received. As no other members came forward it was announced that John Gittos has expressed interest and so a vote was required to elect him to Chair.

RESOLVED – The Board voted by show of hands unanimously to elect John Gittos to the role of Chair for a further 12 months.

95 Election for Vice Chair

At this item the Vice Chair stood down from her position as Vice Chair of Tenant Scrutiny Board.

IM explained as part of governance of the Board, that the Board were required each year to hold an election for Vice Chair. Each member had been provided with a letter in their agenda packs prior to the meeting explaining the situation and offering them an opportunity to stand for Vice Chair if they wished. IM received confirmation that all members had received this.

IM introduced this item and explained one expression of interest for the Vice Chair role has been received. As no other members came forward and it was announced that Sallie Bannatyne has expressed interest and so a vote was required to elect her to Vice Chair.

RESOLVED – The Board voted by show of hands unanimously to elect Sallie Bannatyne to the role of Vice Chair for a further 12 months.

96 Date and Time of Next Meeting

May – Navigation House – informal meeting.

Next formal meeting of the Board will be in June – no date set. The Scrutiny Officer will keep members updated on this.

THE MEETING CLOSED AT 2:35PM



Report author: Lee Ward

Tel: (0113) 3783195

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 22 June 2018

Subject: Clarification to Recommendation 8 – East Leeds Repairs Inquiry

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 at February’s meeting received a recommendations update for the East Leeds Repairs Inquiry.
- 1.2 The recommendations at the time were noted, but recommendation 8 was signed off as completed. However, at the April meeting of the Board, and after further consideration, it was agreed that this response needed further clarification from the service.

2.0 RESPONSE TO INQUIRY

2.1 *Recommendation 8 – that there is a named contact at Leeds Building Services for new and existing staff to reference complex repairs, including support with communal repairs.*

2.2 Response

It is felt that a named officer would not be the most appropriate way to provide this support, given the risk of that person being on leave, sickness, or leaving the team.

Therefore the Repeat Call Team acts as the named contact at Leeds Building Services who can provide this support with complex and communal repairs. Team members within the Repeat Call Team are fully trained on all repair ordering, so best suited to advise.

3.0 RECOMMENDATIONS

- 3.1 Members are asked to note the response to the inquiry and make a decision whether the response is appropriate to close down that particular recommendation, or if it needs to remain open subject to further feedback.

4.0 BACKGROUND DOCUMENTS ¹

- 4.1 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 Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 22 June 2018

Subject: Lifts in Cottingley Towers

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 brought a late item to the Board at April's meeting around the length of time one of the two lifts at Cottingley Towers has taken to be put back into service.
- 1.2 Given there is an ongoing programme of lift replacements across the City, it was resolved by the Board to seek a reply to this matter given its potential implications for other high rise tenants across the City.
- 1.3 As of the date of this report, the issue has been resolved and the lift is now back in service in Cottingley Towers.

2.0 BACKGROUND INFORMATION

- 2.1 It was noted one of the lifts in Cottingley Towers has been out of action for seven weeks (as of April 2018) as a part for it is having to be made. It was noted this is one of the highest tower blocks in Leeds and currently sprinkler works being carried out by contractors which means a large number of people having to rely on just one lift.
- 2.2 The Board therefore requests a response to the above and the following points:-
 1. What is the problem with the lift in Cottingley Towers which means it has been out of service for so long? What is special about this part that it's taking seven weeks and counting to be made/installed, and is it a part which could fail again with further delays such as these in future?
 2. There has been very little communication between the Council and tenants with updates. It seems unless a tenant rings up themselves this is the only way to get an update. It was noted that the notice board could have been

utilised to relay information but this has not been done.

3. Given these lifts are only a few years old at most and the Council are looking to install other blocks in the future with new lifts, the Board are ask what questions are the Council asking suppliers when procuring new lifts – especially around length of time to obtain parts?

3.0 RESPONSE FROM HOUSING LEEDS TO THE BOARD

3.1 The response received from Property and Contracts section of Housing Leeds is

1. The lifts at Cottingley were refurbished between 2013 and 2014 with a design incorporating a main motor and worm drive as per the original lift installations due to the height of these particular blocks and the lift speeds required. During routine maintenance the lifting machine diverter, wheel, associated ropes and sheaves which in essence lift and lower the lift were found to be deteriorating at rate not normally associated with this equipment to a point where traction was being lost resulting in the lift being isolated on safety grounds. The replacement equipment was ordered on 16th February 2018 however the sheaves have to go through a specialist production run to ensure they are fit for the purpose intended and this unfortunately takes time. This type of failure is most unusual as the life expectancy is usually around 20 years and when we replace the materials we will have them inspected for manufactured defects.

We have also ordered a spare hoisting sheave and diverter for any further occurrence for the lifts at Cottingley.

2. Housing Leeds apologises for the lack of communication and will in future utilise the notice board as suggested whilst utilising other forms of communications. In terms of this point communications can be things such as emailing, texting or flyers and we will endeavour to engage with local housing teams/officers for the block as well as cleaning services who are likely to be impacted.
3. When procuring lifts (new or refurbished) the specification for Leeds is one of the highest in country in terms of quality and longevity of equipment and the provision and keeping of spares is a pre requisite and we do specify timescales for “off the shelf parts”. However parts do become obsolete over time although this is certainly not the case here, and the failure is almost certainly down to a manufacturing fault that has manifested over time and unfortunately unforeseen.

4.0 RECOMMENDATIONS

- 4.1 Members are asked to note the response from Housing Leeds to the late item from the last Board meeting.

5.0 BACKGROUND DOCUMENTS ¹

- 5.1 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 author: Lee Ward

Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 22 June 2018

Subject: Anti-Social Behaviour Service – Response to Recommendations

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 In the previous municipal year, the Tenant Scrutiny Board undertook an in-depth inquiry into the Anti-Social Behaviour Service.
- 1.2 Following this, the Board produced ten recommendations from the inquiry and submitted these to the Leeds Anti-Social Behaviour Team and Housing Leeds for response.
- 1.3 The Board have in attendance today the Head of Anti-Social Behaviour and a Senior Manager from Housing Leeds to give the responses to the recommendations.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to consider the responses to the recommendations and provide feedback as appropriate 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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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.

Response – Recommendation Accepted

In the last 12 months the LASBT West Team in conjunction with the ASB Response Team, have been conducting pop-up events at a number of locations in the predominantly student-dense areas of LS4, LS5 and LS6, so to a degree we have already been meeting some of the Board’s recommendations, however it would be appropriate to roll this out to other areas in Leeds so that tenants more widely can benefit.

For background, to highlight previous work, one of the ASB Response Team’s CCTV Vehicles is utilised as a visual reference and the team have a marquee and pop-up banners. On average we will hand out a minimum of 1000 leaflets. Initially the team started by taking up prime positions on campuses and more recently have included areas with a large footfall of students and the general public for example local shops in the area. Whilst this is targeted activity centred around student populations, this will have an impact on wider communities and council tenants living in them.

The service would like to develop an action week in line with the Board’s recommendation which is likely to include,

- Using social media to provide advice and display the results of noise nuisance action i.e. seizures, court prosecutions etc and to also highlight (subject to Council approval) new elements of the tenancy agreement that are being introduced around everyday, practical issues that can impact on noise, i.e. dog barking and laminate flooring.
- A redesign of the student noise leaflet/pamphlet in order to create a version that is aimed at Leeds City Council tenants. The leaflet/pamphlet would provide advice and guidance to tenants, around household noise, what is deemed a noise nuisance, ways to avoid complaints and how to be a mindful neighbour. The leaflet could help dispel the myths and rumours, for example noise nuisance being allowed until 11pm (it can occur at any time).
- An internal communication reminding staff about day to day noise management practices, hints and tips, key contacts e.g. new tenancy visits and annual home visits where we can raise noise risks and myth busting.
- Research with Housing Leeds to identify ‘hot spot’ areas, and where appropriate instigate any local action, e.g. a local leaflet drop in an enhanced block which by virtue of its type attract higher levels of noise complaints.



Desired Outcomes and Recommendations

The service anticipates undertaking the above during a week in October 2018 subject to other service demands or campaigns. In addition, the service would wish to revisit some of the key messages to tenants and staff coinciding with the National Noise Action Week in May 2019 and where the wider implications are highlighted of noise to the health and well-being of communities and to individuals <http://www.noiseactionweek.org.uk/>

Housing Leeds and LASBT will work together to track the volumes of cases relating to noise for the duration of the implementation period of this response – i.e. until at least May 2019, to be able to report back to the Board whether there has been a reduction in noise related cases reported. The service awaits with interest to see what the effect of raising awareness about noise will have, and if this results in fewer or more noise related cases.

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.

Response – Recommendation Accepted

Housing Leeds new computer system will replace multiple legacy systems. The Housing IT Solution project has prioritised Lettings and Allocations (go-live proposed in August 2018), Capital and Planned Programme Contracts (go-live proposed late 2018), Rent and Arrears and Repairs (go-live yet to be determined).

Therefore whilst Anti-Social Behaviour cases can be put on the new system, development work is currently programmed toward the later end of the project plan. The whole project aims to deliver all modules during 2019. There is a business engagement plan to ensure that there is the appropriate input from relevant staff users and partners. The Tenant Scrutiny Board will be included in such communication and kept informed of progress.



Desired Outcomes and Recommendations

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.

Response – Recommendation Partially Accepted

The Council are adopting a mixed approach to the use of fibre CCTV connections and digital infrastructure to provide CCTV coverage. Some multi-storey blocks are to have a permanent fibre solution installed or existing fibre connections upgraded which will permanently link blocks into the LeedsWatch camera infrastructure. This infrastructure provides the Council with high quality images, monitored centrally. The investment in fibre connectivity to blocks also enables the service to use rooftop signals to link a local network of CCTV cameras. This is a more cost-effective solution for the service and is one that can respond to any local priorities as and when they emerge.

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.

Response – Recommendation Not Accepted

Whilst we are understanding of the common public perception that they have the right to access CCTV images, this is subject to various laws. Where residents want access to CCTV images because of an incident, this can be obtained by the Police when investigating incidents, or insurance companies and solicitors can request footage when they are investigating a claim or other incident where the allegation needs to be verified or evidenced.

The Council's Code of Practice for CCTV gives clear instruction to staff on the circumstances around which footage can be shared and with whom. This is in compliance with GDPR and Human Rights Act.

We have provided examples of how footage can be obtained on the Council website <https://www.leeds.gov.uk/saferleeds/Leedswatch-security-service> and also the reasons why this cannot be obtained by individuals. Please see text below from the website:-

I've been involved in an incident, can I request CCTV footage?

PLEASE NOTE that members of the public are **NOT** permitted to request or view CCTV footage. If you have been involved in an incident, the following action is advised:



Desired Outcomes and Recommendations

• *Car collision / incidents (without Police involvement / crime number) You should contact your insurance company / solicitor to request the footage (which will be chargeable) and these should be sent to cctvenquiries@leeds.gov.uk by your insurance company / solicitor*

• *Car collisions / incidents (with a Police crime number) You should report an incident / crime to the Police who have an internal procedure for requesting CCTV footage. Callers should NOT contact Leeds City Council direct as they will be advised to re-contact the Police.*

• *Parking tickets / fixed penalty notices / lost property If you are disputing the issuing of any tickets / notices you need to address this direct with the issuer. CCTV footage cannot be used to sort out parking disputes or matters such as lost property.*

Can I make a Freedom Of Information (FOI) request for footage?

Members of the public can request footage of themselves ONLY and must state clearly the time when the incident occurred. FOI requests should be sent to the FOI team for assessment, in the first instance. Requests should be sent to E&N.data.enquiries@leeds.gov.uk

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.

Response – Recommendation Accepted

Refresher training has been delivered to 189 members of staff during summer 2017. These included all Housing Managers, Team Leaders and Housing Officers working in Housing Management.

A new starter ASB Training Pack and portfolio of training material was introduced in January 2018 and is available to all staff on Housing Leeds SharePoint site. Team Leaders can also utilise this resource to address locally identified training needs.

ASB Induction Training was delivered to 65 new starters in November 2017, and a further 30 new starters in June 2018.

Ongoing refresher training to all staff is delivered every 6 to 12 months dependent upon turnover and identified training requirements. ASB training needs will also be identified with individual members of staff on a rolling basis during one to ones, mid-year reviews and year end appraisals.

Changes to policy and procedure are communicated to staff through Wednesday afternoon staff training sessions, via our internal staff newsletters and through the attendance of



Desired Outcomes and Recommendations

colleagues from Legal Services and other teams updating managers in regular leadership team meetings within Housing Management and LASBT.

With the introduction of new electronic ASB management and monitoring systems all staff will receive training tailored to the needs and demands of the new systems prior to implementation.

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.

Response – Recommendation Rejected

In terms of supporting Asylum Seekers there are a number of areas we are working on and partners which we work closely with:

- Pro-active work in communities with a high concentration of Asylum Seeker properties to encourage them to report incidents of hate crime without them feeling that it will impact on their asylum status.
- Safer Leeds continues to inform G4S on their decision making in terms of the purchase of new properties to house Asylum Seekers i.e. provide information on crime and incidents of hate crime therefore allowing them to select housing appropriately.
- We aim to develop and deliver a bespoke hate crime training session with a focus on Asylum Seekers to Leeds by working closely with G4S Asylum Seeker case workers and with input from Migration Services.
- Support a review of the G4S Asylum Seeker welcome pack.

Whilst the service understands the intent behind this recommendation it is unable to accept the recommendation as the Council does not make the final decision on asylum applications, but, as described above, is committed to working with partners to help ensure all forms of Hate Crime are reported and sensitively managed.



Desired Outcomes and Recommendations

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.

Response – Recommendation Accepted

Domestic Violence posters are displayed in office public areas / Community HUBs which will help provide confidence to visitors of these offices.

In relation to giving confidence that the Council can deal with Domestic Violence confidently, Housing Leeds are:

- Working with Safer Leeds Domestic Violence team to attain the Domestic Violence Quality Mark in housing management.
- A Domestic Violence Champion support network has also been established and is meeting bi monthly.
- All staff are undergoing the Domestic Violence training module run by Safer Leeds and supported by staff in housing management who have undergone training the trainer.
- Promoting the Leeds Domestic Violence Service telephone helpline (0113 246 0401)
- Working with The Front Door Safeguarding Hub which involves over 15 agencies coming together on a daily basis to share information, co-ordinate and plan responses in high risk cases of domestic violence.
- A Domestic Violence toolkit and Policy for staff has been created.

Whilst there is no routine questioning by Housing staff, they have undergone 'awareness' training to recognise signs of Domestic Violence and what are the appropriate actions to take. This is done through completion of DASH (Domestic Abuse, Stalking and 'honour'-based violence) forms and MARAC (Multi-Agency Risk Assessment Conference) referrals where appropriate.



Desired Outcomes and Recommendations

Desired Outcome – Confidence that all is being done on long term ASB cases

Recommendation 8 – That the Council consider introducing a form of audit of ASB cases which have been ongoing for a period of time.

Response – Recommendation Accepted

Monthly Team Leader Case Reviews and Housing Manager Quality Assurance checks have now been introduced and lessons learned from these are built into training requirements.

It should be noted that the Leeds Anti-Social Behaviour Team look at anything over three months to check that everything that can be done has been done on the case.

Lessons learned from customer feedback surveys and complaints are also built into training programmes.

Desired Outcome – Improve customer satisfaction

Recommendation 9 – 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.

Response – Recommendation Not Accepted

Whilst we understand the reasoning behind the Board's recommendation, Housing Leeds and Leeds Anti-Social Behaviour team adopt a 'One Council approach', where there is no wrong door to accessing services, with teams communicating well with each other and information shared. The survey is aimed at understanding the whole customer experience regardless of the extent of local Housing Office or LASBT involvement and lessons will be learnt and shared equally for the whole services and tenants benefit.

It should be noted the new Housing Management system will be more integrated in future and has the benefit of providing ASB case management which will provide prompts on the process at specific points to also improve the customer experience of reporting and being kept informed of their cases progress.



Desired Outcomes and Recommendations

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

Recommendation 10 – That the Council provide more information around the Mediation Service, and more importantly the benefits to this in potentially resolving complaints between parties.

Response - Recommendation Partially Accepted

The service has undertaken further analysis of our mediation activity. Approximately one in three mediation cases have a successful outcome. This is for a number of reasons including one or more parties not wishing to engage, or where an agreement cannot be reached.

The service wishes to look into more detail the reasons for non-engagement with mediation before any consideration is given to promoting this service more widely with tenants. The service also needs to consider its capacity and appetite to undertake more mediation activity if success rates remain at the current level.

As a principle, all officers engaged with managing ASB activity are encouraged and supported with training, such as with restorative skills, to be able to seek early and local resolution, using their local knowledge, in dialogue with tenants without the need for formal mediation work that may occur later in the life of the case.

The service also wish to monitor the impact of a new clause within the tenancy agreement (subject to final Council approval) that states tenants “may be expected to engage with mediation” and therefore setting clearer expectations, especially for lower level ASB that we may not be able to resolve an ASB case without both parties engagement in the process.

The change in tenancy also represents an opportunity for Housing Officers to resolve issues at an earlier stage, however, the service may wish to consider further mediation and conflict resolution training for staff to support this. This may prevent the increase in formal mediation cases but increase engagement much earlier which longer term is like to achieve better outcomes.

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 22 June 2018

Subject: Action Plan for Tenant Scrutiny Board

Are specific electoral Wards affected?	<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 type="checkbox"/> Yes	<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:		

1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Board agreed at their last meeting in April to hold an informal meeting to review the work of the previous municipal year and identify areas for improvement of the Board and work how we can carry out recruitment of new members.
- 1.2 The main tasks in the meeting were reviewing what has / hasn't worked well, and what we could do more of / what we could do less of. The Board also discussed the best way to attract new members to the Board.
- 1.3 Following this, the Scrutiny Officers took away the feedback and produced a development plan for the coming year with the Board.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to review and discuss the proposed development plan with a view to agreeing this in its current form or after further amendments have been made.

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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TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

Ref	Action	How We Will Do This	Responsible Officer	When	Progress
MEMBERSHIP					
1.	Attract new members to the Board who may not have been involved with Housing Leeds before	Taster session / 'job fair' to show tenants who attend different types of involvement with Housing Leeds	IM/KM/LW		
2.	Attract members to the Board with previous experience who may want a change in their involvement	Separate type of promotion to invite tenants who are already experienced in tenant involvement	KM/LW Info Team		
3.	Use Annual Home Visit emails to identify new members or provide a wider base for consultation during an inquiry	Scrutiny Officer to send emails to tenants on a regular basis who have expressed an interest of helping Housing Leeds improve services	LW	Throughout 2018/19	
4.	Board representation isn't fully representative of the wider communities	Use data analysis to drive targeted recruitment via Twitter and Facebook.	LW		
5.	Social media recruitment push	Carried out via Housing Leeds Facebook and Twitter	KM/LW Info Team		
6.	Make the Tenant Scrutiny pages on the Housing Leeds website up to date	Standard governance pages remain as is, but Housing Leeds involvement pages refreshed, and brought up to date with achievements and current activity	LW	September	

TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

Ref	Action	How We Will Do This	Responsible Officer	When	Progress
7.	Tenant engagement – bespoke messages in electronic noticeboards	Add poster advertising vacancies to electronic noticeboards are utilised in pilot blocks	KM/LW Info Team		
TRAINING AND DEVELOPMENT					
8.	Induction programme to support new members	Short briefing away from Civic Hall prior to coming to an Board meeting explaining role and expectations of being a member	KM/LW Board Member		
9.	Chair continuity / Chair training so a member can take the place of Chair in event of absence or part of succession	Include member(s) in planning agendas and leading on specific areas of work during an inquiry to build confidence in the Chair role	KM/LW		
10.	Get out of Leeds – TPAS and other events	Members visiting other organisations and training courses	Board KM/LW		
11.	Understanding performance information	Members able to interrogate data better leading to more queries around service performance	Board		
12.	Can we share questions amongst the group	Board can use pre-meeting to discuss ideas of questions based on the agenda and papers	Board		

TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

Ref	Action	How We Will Do This	Responsible Officer	When	Progress
LIKE TO DO MORE OF					
13.	Raise the profile of Tenant Scrutiny Board in Housing Leeds Matters	Article written into staff newsletter explaining what is currently going on in the inquiry based on the previous meeting	LW Comms Team	From September monthly	
14.	More targeted survey work and way to capture this	Inquiries to plan site visits where possible	KM/LW Officer	September	
15.	Keep more updated outside of meetings – sharing information	Send out relevant information discovered in between meetings	ALL	Ongoing throughout the year	
16.	Events and networking	Keep members informed of events as they come up and we are made aware	KM/LW	Ongoing throughout the year	
17.	Benchmarking / comparisons / case studies	Scrutiny Officer to provide best practice where identified	KM/LW	Ongoing throughout the year	
COULD BE IMPROVED					
18.	Support for officers coming into Civic Hall to meet the Board	Provide an introduction to the room and equipment in Civic Hall before the meeting begins	LW	August onwards	
19.	Not trying to catch out Officers out approach	Provide Officers – especially non-management what will happen during so they are confident giving responses to questions	KM/LW	August onwards as required	

TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

Ref	Action	How We Will Do This	Responsible Officer	When	Progress
20.	Follow up to recommendations to ensure all outstanding recommendations have been responded to– can we tighten this process	Look back on previous inquiry recommendations if issues are being progressed	Board	Throughout the year	
21.	Allocating work out especially fieldwork	Other involvement groups become involved in specific tasks within an inquiry	Board	Throughout the inquiry	
22.	Using other groups, TARAs, committees, forums to help gather evidence	Give groups specific tasks carrying out work on behalf of the Board	Board KM/LW	Throughout the inquiry	
23.	Timeliness of wider engagement	Surveys to be carried out earlier on in the inquiry	Board KM/LW	October	
24.	Meeting agenda too full	Reduce number of non-standard agenda items to no more than two, one relating the current inquiry and one other	Chair LW	July onwards	
25.	Make terms of reference more flexible	Speak with Governance at Civic Hall around the procedure to follow	Governance KM/LW	October	