

TENANT SCRUTINY BOARD

FRIDAY, 20TH JULY, 2018

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Colin Halliwell, Maddie Hunter and Jackie Worthington

10 Exempt Information - Possible Exclusion of the Press and Public

None.

11 Late Items

No late items.

12 Apologies for Absence

Michael Healey, Rita Ighade, Peter Middleton, Roderic Morgan

13 Minutes - 22nd June 2018

To confirm as a correct record, the minutes of the meeting held on 22 June 2018.

RESOLVED – That the minutes of the meeting held on 22 June 2018 be approved as a correct record.

14 Draft June Environment, Housing and Communities Board Minutes

Information only item.

15 Performance Information

The Chair introduced Shona Demba (Intelligence Reporting Officer), attending to present data on Housing Leeds which the Board will use to consider an appropriate future inquiry. It was explained that analysing data in order to help decide on a future inquiry is part of the Board's Terms of Reference.

SD explained that a new dashboard of performance information had been produced for the Board and welcomed any comments or suggestions that the board felt were required to improve the report.

SD went through each of the performance indicators. A number of questions were raised by Board members.

A member asked about new build property indicators and whether the measure counting these refers to properties that are solely for rent rather than new builds which are to be sold. SD was asked to clarify the definition on this.

A question was asked around long term empty properties and the target figure. Members questioned why a target had been set on such an indicator when clearly the objective should be to occupy these and that perhaps the 'target' was misleading and should have an alternate measure or comment. It was also asked what this indicator was actually counting. It was suggested this was an aspirational figure with the aim being to reduce long term empty properties to a figure lower than the target.

The Board were given statistics around fuel poverty and it was noted there is a lag in the data due to how this is collected. It was noted that it is pulled from various sources which increases the time to produce data on this. A question was asked as to how policy can be decided around data which is already two years old?

Data was presented around decency standards and that whilst the figure has reduced, it was expected that performance would increase as the year progresses. Members asked if this information could be broken down into areas, such as East, South and West.

Average Re-let Times were reported to not be on target but SD explained there is a focus by senior management team of Housing Leeds around this to improve. The Board asked if this measure could also be broken down into areas.

A query was raised as to why there has been a drop in the performance of Annual Home Visits. SD explained that data is set to zero at the start of the year and this is a measure which improves over the course of the financial year as tenants are visited and data accumulates. CH asked about the process for tenants who do not have this visit over two years and what additional action, if any is given to this and the number of tenancies this relates to.

Complaints performance was reported and it was noted this data always refers to the previous month to ensure accuracy. SD noted the administration of complaints is now undertaken by a central team rather than being based solely within Housing Leeds. Board members noted performance was not good on this indicator and a query was asked if this data could be broken down further especially around what the complaints are relating to. It was explained that some complaints will be withdrawn by the complainant at an early stage and with other more complex complaint investigations may need further time to investigate, especially where multiple officers are involved and the response may be delayed but a response will be provided. Complainants will be advised within the response timescale of the reasons for any delay.

RESOLVED – Board to be provided with clarification around:-

- New Affordable Homes – does this include properties which are to be sold
- S106 – definition and explanation of this in relation to new affordable homes
- Empty Properties – what is included in this figure
- Annual Home Visits – how many have not had a visit for over two years and what process is used to deal with these cases

RESOLVED – Board requested that the performance data be amended in future to show:-

- Average re-let times broken down into East, South, West areas
- Complaints – broken down into reason for the complaint

16 Action Plan for Tenant Scrutiny Board

The Chair introduced the development plan that had been drafted following an informal meeting between the board and Housing Leeds, noting this item had been carried over from the previous meeting.

The Scrutiny Officer went through the development plan and how some of the tasks within this plan were for the Board to work on, whilst some actions were for Officers to work on. The main objective of this action plan is to ensure the Board are working efficiently and effectively.

The Chair noted that this was a piece of work which will be carried out throughout the year, and suggested that a working group is formed which would work on this and monitor, giving feedback to the Board on a three monthly basis. The Chair noted that this plan could be worked on outside of the formal meeting in order to carry out this work effectively.

RESOLVED – CH was given the lead role on this piece of work, to be supported by SB, MH and JW.

17 VITAL Update

The Chair gave an update on the Vice Chair's and his attendance at the recent VITAL (Voice of Involved Tenants Across Leeds) meeting (11/07/18) to discuss the recent ASB Scrutiny Report and some of the questions they raised. VITAL asked about other areas of the report which they felt could have been looked into further, to which the Chair explained that whilst they could have looked further especially in regard to crime on the estates, they would have difficulty in offering recommendations which could be accepted by external partners. The Chair then explained that the ASB Scrutiny Report will now go to the Environments, Housing and Communities Board on 26/07/18.

18 Date and Time of Next Meeting

Friday 17th August 2018 at 1:15pm
(Pre meeting for all Board members at 1:00pm)

THE MEETING CLOSED AT 3:00 PM

Draft minutes to be approved at the meeting
to be held on Friday, 17th August, 2018