



TENANT SCRUTINY BOARD

Meeting to be held in 6 & 7 - Civic Hall, Leeds on
Friday, 20th July, 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)

Colin Halliwell

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
Tel: 0113 37 83195

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Keith Mack
Neighbourhood Services
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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 - 22ND JUNE 2018</p> <p>To confirm as a correct record, the minutes of the meeting held on 22nd June 2018.</p>	1 - 8
5			<p>DRAFT JUNE ENVIRONMENT, HOUSING AND COMMUNITIES BOARD MINUTES</p> <p>Information only item.</p>	9 - 14
6			<p>PERFORMANCE INFORMATION</p> <p>To receive 2017/18 year end performance information.</p>	15 - 16
7			<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 - 22
8			<p>VITAL UPDATE</p> <p>To receive an update from the Chair on his attendance at the July VITAL (Voice of Involved Tenants Across Leeds) meeting.</p>	23 - 24
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Friday 17th August 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>	

TENANT SCRUTINY BOARD

FRIDAY, 22ND JUNE, 2018

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Michael Healey, Maddie Hunter, Rita Ighade, Peter Middleton and Jackie Worthington

1 Exempt Information - Possible Exclusion of the Press and Public

None.

2 Late Items

The Chair asked about estate walkabouts, noting that at the informal meeting in April, it had been raised by some members that walkabouts were not being carried out. David Longthorpe was asked what happens in a situation where no Councillor or tenants attend, and what checks are in place that a walkabout has actually been carried out. DL explained that a walkabout should still take place and the relevant feedback forms completed, which should then be sent out to local Councillors and also tenants who might normally come along. DL will carry out checks and report back findings on this to the Board.

RESOLVED – DL to report back on findings on estate walkabouts to the Board.

3 Apologies for Absence

Roderic Morgan.

4 Minutes - 18th April 2018

The Chair welcomed Peter Middleton back to the Board after a period of absence.

It was confirmed that Olga Gailite had now resigned from the Board. The Chair, on behalf of the Board, passed on thanks for the work done in the previous three inquiries.

The Chair welcomed Colin Halliwell who attended the meeting with a view of becoming a Board Member.

It was noted no meeting has been held of the Environment, Housing and Communities Board since the last meeting of the Tenant Scrutiny Board.

RESOLVED – That the minutes of the meeting held on 18 April 2018 be approved as a correct record.

5 East Leeds Repairs Inquiry Recommendation 8

The Chair introduced this item and confirmed that since the last meeting of the Board, a request had been sent to Leeds Building Services for guidance in regard to a recommendation made by Tenant Scrutiny Board in last years report. The response to recommendation 8 was that it wouldn't always be possible for a named officer from Leeds Building Services to be available in the Contact Centre as planned, perhaps due to sickness or leave, as there wouldn't be anyone there to respond to queries. It was therefore suggested the Repeat Call Team at Leeds Building Services are the named officers for the Contact Centre in case of query to ensure a response is provided quickly and effectively. It was noted that the Repeat Call Team are based in Seacroft rather than at the Contact Centre.

RESOLVED – That recommendation 8 of the East Leeds Repairs Inquiry be marked as completed.

6 Lifts in Cottingley Towers

The Chair introduced this item which had been raised as a late item at the last Board meeting. The feedback received was that the wheel which takes the lift up or down had excessively worn which is an unusual occurrence for this part to go wrong and as such a new part had to be made. The part then took seven weeks to be delivered with a further week before being fitted. The Board noted there had been an acceptance that there was poor communication from Housing Leeds to tenants about this work, especially given the size of this block of flats and the excessive use the lift that was working was under. It was also noted that during this period contractors were fitting sprinklers in the block adding to that stress.

A Board Member asked would the same manufacturer be used across the City, and could this be an issue for all lifts?

RESOLVED – Housing Leeds to be asked if this issue could be a problem in other blocks where the lifts are replaced in the city.

7 Anti Social Behaviour Recommendations Response

The Chair introduced this item and thanked the two Officers in attendance, Harvinder Saimbhi and David Longthorpe for their responses.

The Officers proceeded through each of the recommendations, whether accepted or rejected and gave their comments around this decision.

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.

HS noted that this recommendation was accepted.

HS noted that there are concerns around noise and the service wishes to carry out an action week, taking advantage of social media, referencing tenancy action and also the sanctions for causing a noise nuisance. HS noted that we will change the student version of the noise awareness leaflet so that it is suitable for more general tenant usage. It was explained that we would track the progress of this work to measure its impact.

A discussion was held around laminate flooring and that this is now specified in the tenancy agreement review which will hopefully help reduce the instances of this occurring. It was noted that Housing Leeds could explain the different types of laminate flooring which is less noisy than others. It was noted that tenants themselves should have responsibility as well for preventing noise in the first place. DL noted that noise is difficult to eliminate completely.

A member asked if fire doors are checked as they can be very noisy and can be heard in individual flats. DL noted that there are daily checks being carried out by various officers who should be picking this up as an issue.

RESOLVED – The Board resolved that recommendation 1 is not fully implemented, progress made acceptable. Continue monitoring.

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.

DL noted this recommendation was accepted. It was noted the new system would be made up of various modules within Housing Management. It was noted that since the recommendation responses had been made, the date for the lettings module has been delayed and so the whole programme is pushed back a few months. However the principle is agreed and the intention is for the new system to manage cases whereas the current system only records. However this wouldn't be until later next year.

It was noted by a member that during evidence gathering, officers had reported that the letters produced by the current system cannot be easily amended to reflect the current case. However DL noted they can but it isn't straightforward and so the new system would look to address this.

A member asked if the new system would be one which could be used when officers are visiting tenants out on the estate via a tablet device. DL explained that this was the case and as it was just one system we would be using things would be linked up which they are not currently in some instances.

RESOLVED – The Board resolved that recommendation 2 is not fully implemented, progress made acceptable. Continue monitoring.

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.

HS noted that this recommendation was partially accepted.

It was noted a modernisation programme is ongoing – with some blocks having a permanent fibre solution. It was explained this is a long and complex process and as learning will occur throughout the programme, the plan may be changed in order to reflect this.

A question was asked around camera funding. HS explained that there are often different sources of funding depending on the situation.

A member asked if the cameras with poorer picture quality would be replaced first or if it would be by the most problematic areas. HS noted analogue cameras would be moved over to digital and new cameras installed where there is a need and a case for installation can be made based on the prevalence of crime and disorder.

A question was asked if all the cameras would be linked up. HS explained that Council cameras would be linked up to LeedsWatch, but they wouldn't be linked up automatically to the Police, however if requested the data could be passed to the Police if appropriate.

RESOLVED – The Board resolved that recommendation 3 is not fully implemented, progress made acceptable. Continue monitoring.

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

HS noted that this recommendation was not accepted as there are already clear guidelines of how this can be obtained via the LeedsWatch website. DL added that there is a misconception as to who can access the cameras, not least that Housing Officers can view footage. However this isn't the case and Housing Officers have to go through the established protocols for viewing images and sometimes their requests are refused.

A question was asked if the Police can come into the Housing Office and request images, but it was explained that LeedsWatch as the data controller would need to receive a request from them. DL noted that a small number of cameras are recorded locally and the Housing Office do have access to these but any requests for the images would still need to be made formally, however longer term upgrades to cameras would mean these will be linked up to LeedsWatch and fall under the existing protocols.

RESOLVED – The Board resolved that recommendation 4 is achieved.

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.

DL noted that this recommendation was accepted.

DL explained the current training which had been carried out with new starters recently. Refresher training is carried out at all times, through the internal staff newsletter and also at Wednesday afternoon training. The project plan of the new IT system for Housing Management also has training for staff built into this so officers can use the system from day one. HS noted that LASBT Officers work in the Housing Office to help with joint working.

A member asked, given a lot of the recommendations are marked as ongoing, if the inquiry has had any impact on the service? HS noted that from LASBT that they have welcomed these ideas and made procedures more robust based on the inquiry as it has been carried out.

RESOLVED – The Board resolved that recommendation 5 is achieved.

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

HS noted that whilst she understood the reasoning behind this recommendation, it was noted this recommendation is rejected, as the Council are not responsible for the decision on an asylum case.

HS outlined some of the work which is currently being carried out such as door knocking and using translators to explain that they shouldn't have to tolerate hate crime, also how the Council give background when G4S are buying properties to ensure they are located in as safe an area as possible. A question was asked around why using a third party for this – HS explained that this is a national contract from the Home Office and asylum seekers must be housed in a G4S property until their status is confirmed, at which point they can move out of G4S properties.

A member asked if anyone on an estate would know that they are asylum seekers, and it was noted that this isn't the case. It was also clarified that none of the G4S properties are Council housing stock.

RESOLVED – The Board noted that recommendation 6 has been rejected.

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

DL noted this recommendation was accepted, commenting this is a Council priority and a team within Safer Leeds are working to promote this and how it can be reported in confidence.

Housing Leeds have various posters in HUBs, Housing Offices and is also applying and working with Safer Leeds to obtain the Quality Mark for Domestic Violence to ensure staff are aware of the signs that domestic violence might be occurring and understand why victims might choose not to disclose. DL noted that there are also domestic violence champions who come together for joint learning and ensure teams are updated. It is important that we don't just wait for tenants to come tell us and that we take a pro-active approach.

RESOLVED – The Board resolved that recommendation 7 is achieved.

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

DL noted this recommendation was accepted, and has been picked up during the course of this inquiry and has been introduced accordingly.

RESOLVED – The Board resolved that recommendation 8 is achieved.

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.

HS explained this recommendation has been rejected. Leeds Anti-Social Behaviour Team already survey tenants on this, surveys being undertaken at four weeks and then at case closure. LASBT then look to take any improvements from this feedback.

DL explained that there hasn't been a satisfaction process for this within Housing Leeds as any cases which are not resolved are passed onto the Anti-Social Behaviour Team and then that questionnaire on satisfaction would be acted on.

A member noted that they were surprised this wasn't agreed given this wasn't around apportioning blame across each service, however it was noted that there is dissatisfaction and carrying out this survey would help identify this. It may also identify if the workload of the Housing Officer was having an impact and a separate survey might be the only way to find out if this is the case.

HS noted that the new system may give us some learning and that there is a good working relationship between the services, so that officers can be confident that cases can be passed to LASBT when the Housing Office have completed their work and that any joint learning is picked up for the benefit of all parties concerned.

RESOLVED – The Board noted disappointment with the response on recommendation 9 and that it is not fully implemented, progress made not acceptable. Continue monitoring.

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.

DL explained this recommendation is partially accepted, however we have to accept that not everyone wants to engage with mediation, and although it has been included in the tenancy agreement, that enforcing someone to go down mediation is still difficult, although officers always try to encourage people to take this up.

RESOLVED – The Board resolved that recommendation 10 is not fully implemented, progress made acceptable. Continue monitoring.

The Chair thanked both HS and DL and those Officers who came before the Board over the past year. He also thanked the Board for their work and explained that this report will go to VITAL and also Environment, Housing and Communities Scrutiny Board.

8 Action Plan for Tenant Scrutiny Board

This item was deferred due to time constraints to the next meeting of the Board.

9 Date and Time of Next Meeting

Wednesday 20th July 2018 at 1:15pm
(Pre meeting for all Board members at 1:00pm)

THE MEETING CLOSED AT 3:00 PM

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SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

THURSDAY, 28TH JUNE, 2018

PRESENT: Councillor B Anderson in the Chair

Councillors J Akhtar, J Bentley,
A Blackburn, D Collins, A Gabriel,
P Grahame, R Grahame, P Gruen, A Khan,
J Lennox, S McCormack, R. Stephenson
and P Truswell

- 1 Appeals Against Refusal of Inspection of Documents**
There were no appeals against the refusal of inspection of documents.
- 2 Exempt Information - Possible Exclusion of the Press and Public**
The agenda contained no exempt information.
- 3 Late Items**
No formal late items of business were added to the agenda. However the Board was in receipt of a letter from Councillor K Ritchie, Chair of the Corporate Governance and Audit Committee, seeking to refer the use of powers by the Authority under the Regulation of Investigatory Powers Act 2000 in respect of work undertaken by Environmental Action as a matter for the Board to consider for scrutiny (Minute 10 refers).
- 4 Declaration of Disclosable Pecuniary Interests**
No declarations of disclosable pecuniary interests were made.
- 5 Apologies for Absence and Notification of Substitutes**
Apologies for absence were received from Councillors Knight, Ragan and Wilkinson. Councillors Lennox, R Grahame and Stephenson attended the meeting as their substitutes.
- 6 Minutes - 12 March 2018**
RESOLVED – That the minutes of the meeting held 12th March 2018 be agreed as a correct record.
- 7 Scrutiny Board Terms of Reference**
The report of the Head of Governance and Scrutiny Support presented the terms of reference for the Environment, Housing and Communities Scrutiny Board for Members' information.
RESOLVED – To note the contents of the report and Terms of Reference.
- 8 Crime and Disorder Scrutiny**
The report of the Head of Governance and Scrutiny Support informed the Board of its role as the Council's Crime and Disorder Committee and included

the Protocol between Scrutiny and the Community Safety Partnership in Leeds.

The report also included the 'Principles for Engagement' document developed by the West Yorkshire Police and Crime Panel in liaison with the five local Crime and Disorder Scrutiny Committees.

During discussions, the Board noted two key issues – an overall strategy to tackle drug abuse on the city's estates and traffic policing resources – as matters to consider for further scrutiny.

RESOLVED –

- (a) To note the joint protocol between Scrutiny and the local Community Safety Partnership
- (b) To note the Principles for Engagement document in relation to West Yorkshire Police and Crime Panel and the Local Crime and Disorder Scrutiny Committees

9 Co-opted Members

The report of the Head of Governance and Scrutiny Support sought the Board's formal consideration for the appointment of co-opted members.

The Board was informed that they could appoint the following:

- Up to five non-voting co-opted members for a term of office that does not go beyond the next Annual Meeting of the Council; and/or
- Up to two non-voting co-opted members for a term of office that relates to the duration of a particular and specific scrutiny inquiry.

RESOLVED – The Board agreed to consider the appointment of co-opted members on an ad-hoc basis for any inquiries where it was deemed appropriate.

10 Sources of Work for the Scrutiny Board

The report of the Head of Governance and Scrutiny Support provided information and guidance on potential sources of work and areas of priority within the Board's terms of reference.

The following documents were appended to the report:

- Vision for Scrutiny at Leeds
- Best Council Plan 2018/19 – 2020/21
- Draft Inclusive Growth Strategy
- Request for scrutiny signed by Councillors M Dobson, P Wadsworth and M Robinson regarding Refuse Collection
- Request for scrutiny from the Chair of the Corporate Governance and Audit Committee in respect of the Authority's use of powers under the Regulation of Investigatory Powers Act 2000 for Environmental Protection.

The following were in attendance for this item and were invited to share their views around potential areas of work for the Scrutiny Board this year:

- Councillor Mohammed Rafique, Executive Member for Environment and Active Lifestyles
- Councillor Debra Coupar, Executive Member for Communities
- Neil Evans, Director of Resources and Housing
- Jill Wildman, Chief Officer, Housing Management
- Nehim Mehmood-Khan – Head of responsive Repairs, Voids & Property Management
- Lee Hemsworth, Chief Officer, Customer Access & Welfare
- Shaid Mahmood, Chief Officer, Communities
- Helen Freeman, Chief Officer, Environmental Action
- John Woolmer, Deputy Chief Officer, Waste Management
- Supt. Sam Millar, Safer Leeds Partnership
- John Mulcahy, Head of Elections, Licensing & Registration
- Neil Charlesworth, Principal Asset Management Officer

In summary the following key areas were identified for the Boards consideration:

- Addressing poor quality housing in the Private Rented Sector in Leeds and Selective Licensing.
- Delivery of Council House Growth
- Priority Neighbourhoods
- Update on migration and in particular citizens' rights in the future
- Early assessment of the work of the Street Intervention Team
- Anti-Social Behaviour, including an update from the Tenant Scrutiny Board into their recent Anti-Social Behaviour inquiry. Anti-Social behaviour due to Drug and Alcohol abuse.
- Road safety and the impact of the centralised WYP road traffic function
- Scrutiny of the refreshed Safer Leeds Strategy
- Scrutiny of the waste management to support the emerging strategy (including the environmental enforcement policies)
- A review of service from housing repairs providers
- Air Quality and the Clean Air Zone
- The Councils response to benefit system changes and the implementation of Universal Credit
- Food Poverty and the provision of free food across Leeds
- The provision of information and specialist advice across the city
- An update on the Managed Zone in early 2019

In addition to identifying matters for scrutiny, it was agreed that information on the following matters would be sent directly to Members of the Board:

- Temporary accommodation – the location and number of units in the city and management details
- Miscellaneous properties and proposals for their maintenance, to identify the number and location in the city and provide management details

Finally, in response to a Councillor Call-For-Action request from Councillor R Grahame for support to ensure responsible authorities and partners tackle rising crime and disorder and anti-social behaviour issues in the East End Park area of the city; it was noted that the Executive Member, Communities, would facilitate discussions between local ward Councillors and all relevant agencies.

RESOLVED – That the report and discussions be noted and used to help inform the Board’s work schedule for the forthcoming municipal year.

11 Performance Report

The joint report of the Directors of Resources & Housing and Communities & Environment provided Members with a summary of performance against the strategic priorities for the Council and city and other performance areas relevant to the work of the Board.

The following were in attendance for this item to respond to questions from the Scrutiny Board:

- Councillor Mohammed Rafique, Executive Member for Environment and Active Lifestyles
- Councillor Debra Coupar, Executive Member for Communities
- Jill Wildman, Chief Officer, Housing Management
- Nehim Mehmood-Khan – Head of responsive Repairs, Voids & Property Management
- Lee Hemsworth, Chief Officer, Customer Access & Welfare
- Shaid Mahmood, Chief Officer, Communities
- Helen Freeman, Chief Officer, Environmental Action
- John Woolmer, Deputy Chief Officer, Waste Management
- Supt. Sam Millar, Safer Leeds Partnership
- John Mulcahy, Head of Elections, Licensing & Registration
- Neil Charlesworth, Principal Asset Management Officer

The following was discussed:

- The intention for an update on Welfare Rights to be presented to the Board early 2019 dependant on roll out.
- Community Safety performance and the potential for more detailed information in the next performance report.

RESOLVED -

- a) To note the most recent performance information contained within the report and Appendices 1 – 3 and the issues which have been highlighted.
- b) To note that Appendix 1 contained a new dashboard format for Housing indicators which was still in development.

12 Financial Health

The report of the Head of Governance and Scrutiny Support provided information with regard to the financial health for areas aligned with the Boards terms of reference. The report included the Financial Performance – Outturn Financial year ended 31st March 2018 and the Financial Monitoring Report 2018/19 Month 2 (May 2018) reports which had been considered by Executive Board on 27th June 2018.

The Board noted the information related to budget provision and actual spend, and that Appendix 1 was amended to reflect information relevant to this Scrutiny Board only.

The following representatives from financial management attended the meeting to present the budget reports and address any queries from the Board:

- Michael Everitt, Head of Finance
- Bhupinder Chana, Head of Finance, Technical.

The Board noted comments made regarding staffing savings made within the Communities and Environment Directorate during 2017/18 and a concern was raised regarding the impact of this in the Community Safety service area.

RESOLVED - To note the financial report for 2018/19 and the outturn summary for the financial year 2017/18.

13 Work Schedule

The report of the Head of Governance and Scrutiny Support presented the draft work schedule for the forthcoming municipal year. This included the traditional items of Scrutiny work which involves performance monitoring, recommendation tracking and Budget and Policy Framework Plans.

RESOLVED –

- a) To note and approve the work items already identified within the work schedule
- b) Having reflected on the information presented at the meeting where the Board identified potential areas for Scrutiny for the forthcoming municipal year, it was noted that the Principal Scrutiny Adviser would work with the Chair to incorporate those areas of work into the Board's work schedule for the forthcoming year.

14 Date and Time of Next Meeting

RESOLVED – To note the date and time of the next meeting as Thursday 26th July 2018 at 10.30 am (with a pre-meeting for all Board members at 10.00 am)

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Report author: Keith Mack

Tel: (0113) 3783195

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 20 July 2018

Subject: Performance Information

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 As part of the Boards evidence gathering to determine an area of inquiry for the coming year, it is appropriate to receive performance information which may assist in making this decision.
- 1.2 Performance information as at year end 2017/18 was deemed to be the most appropriate for the Board to view.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to note the performance information provided at the meeting and discuss any points which they wish to raise with the officer in attendance.

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: Keith Mack

Tel: 0113 3783195

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 20 July 2018

Subject: Action Plan for 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 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	

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 20 July 2018

Subject: Update from attendance at VITAL

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 It was agreed previously for the Chair of Tenant Scrutiny Board to attend VITAL (Voice of Involved Tenants Across Leeds) in order to discuss the recently completed inquiry into Anti-Social Behaviour, and also to ask the group for topics which the Tenant Scrutiny Board could consider for investigation in the coming year.
- 1.2 The Chair and Vice Chair of Tenant Scrutiny Board attended VITAL on 10th July 2018 to carry out the actions noted in 1.1 above.
- 1.3 The Chair will provide an update to the Tenant Scrutiny Board on this meeting and what was discussed.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to note the update given by the Chair and discuss any points which they wish to raise around this item.

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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