



TENANT SCRUTINY BOARD

Meeting to be held in 6 & 7 - Civic Hall, Leeds on
Friday, 17th August, 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:
Lee Ward
Neighbourhood Services
Tel: 0113 37 83195

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 - 20TH JULY 2018</p> <p>To confirm as a correct record, the minutes of the meeting held on 20th July 2018.</p>	1 - 4
5			<p>DRAFT JUNE ENVIRONMENT, HOUSING AND COMMUNITIES BOARD MINUTES 26 JULY 2018</p> <p>Information only item.</p>	5 - 12
6			<p>NEXT INQUIRY DISCUSSION</p> <p>The Board is requested to discuss with the Chair of Environment, Housing and Communities Scrutiny Board, the work and ambitions of the Tenant Scrutiny Board including possible future.</p>	13 - 14
7			<p>NEXT INQUIRY DISCUSSION WITH CHIEF OFFICER, HOUSING MANAGEMENT</p> <p>The Board is requested to discuss with the Chief Officer, Housing Management, the work and ambitions of the Tenant Scrutiny Board including possible future areas for Scrutiny.</p>	15 - 16
8			<p>DATE AND TIME OF NEXT MEETING</p> <p>Friday 21st September 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, 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)

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

THE MEETING CLOSED AT 3:00 PM

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

SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

THURSDAY, 26TH JULY, 2018

PRESENT: Councillor B Anderson in the Chair

Councillors J Akhtar, H Bithell, D Collins,
A Gabriel, P Grahame, P Gruen,
M Harland, A Khan, S McCormack,
P Truswell and G Wilkinson

- 15 Appeals Against Refusal of Inspection of Documents**
There were no appeals against the refusal of inspection of documents.
- 16 Exempt Information - Possible Exclusion of the Press and Public**
The agenda contained no exempt information.
- 17 Late Items**
There were no late items of business.
- 18 Declaration of Disclosable Pecuniary Interests**
No declarations of disclosable pecuniary interests were made, however Councillor Akhtar reported his “other” interest in agenda item 9 – “Improving Air Quality in Leeds” as a representative of local private hire drivers. (Minute 24 refers).
- 19 Apologies for Absence and Notification of Substitutes**
Apologies for absence were received from Councillor A Blackburn and Councillor J Bentley
- 20 Minutes - 28 June 2018**
RESOLVED – That the minutes of the meeting held 28th June 2018 be agreed as a correct record
- 21 Matters Arising**
Minute 10 Anti-Social Behaviour – The Board received an update on the first of several meetings planned between Burmantofts and Richmond Hill ward Councillors and the Executive Member, Communities, to discuss how to ensure that responsible authorities and partners tackle rising crime and disorder and anti-social behaviour issues in the East End Park area of the city.
- 22 Tenant Scrutiny Board Inquiry into the Anti-Social Behaviour Service - Final Report and Response to Recommendations**
The report of the Head of Governance and Scrutiny Support presented the Tenant Scrutiny Board Inquiry into the Anti-Social Behaviour Service – Final Report and Response to Recommendations.

The Tenant Scrutiny Board concluded their inquiry into the Anti-Social Behaviour (ASB) Service in April 2018, having conducted the inquiry over six formal evidence gathering sessions between October 2017 and March 2018.

The report included a copy of the inquiry report attached at Appendix 1; along with the formal response to the inquiry (appendix 2) and a copy of the minutes of the Tenant Scrutiny Board meeting held on 22nd June 2018 (appendix 3) which considered that response.

The following were in attendance for the item:

- John Gittos – Chair of Tenant Scrutiny Board
- Councillor D Coupar, Executive Member for Communities
- James Rogers – Director of Communities and Environment
- Harvinder Saimbhi - Head of Operational Delivery, ASB & Security Services
- David Longthorpe – Head of Housing Management

John Gittos, Chair of the Tenant Scrutiny Board presented the Inquiry report, highlighting the complex nature of the inquiry which spanned several agencies and the ten recommendations reached. He highlighted those recommendations where agreement had been reached and those areas where further work could progress the issues.

The following key matters were raised during discussions

- The scope of the TSB Inquiry – noting that several issues identified fell within the remit of other agencies
- The emerging 'One Council approach'
- The possible source of customer dissatisfaction
- The anticipated review of the LASBAT structure and operating procedures
- The capacity and resources available to LASBAT
- The breadth of issues within LASBATs remit, and the impact this had on the timeliness of investigations which crossed several agencies
- The need to manage the expectations of tenants/residents making a referral; and to provide clear information on the process and evidential targets to be met to proceed with an investigation.

(Councillor Akhtar left the meeting at 10:30 am at this point)

The Board considered its role in the review of the Service and resolved to consider this matter further. The Board requested the chronology of the intended review to facilitate further support from Board in a timely manner.

In conclusion it was noted that the Tenant Scrutiny Board would track the recommendations in 6 months' time.

RESOLVED –

- a) To acknowledge the findings and recommendations arising from the Tenant Scrutiny Board Inquiry into the Anti-Social Behaviour Service, and the response to the recommendations made.
- b) To support the review of the LASBAT service by incorporating scrutiny of progress into the work programme.

23 Draft Safer Leeds Community Safety Strategy (2018-2021)

The Board considered the report of the Director of Communities and Environment which presented the draft Safer Leeds Strategy 2018-2021 in line with the Council's requirement for key strategies identified in the Council's Budget and Policy Framework to be made available for Scrutiny, before they are agreed by full Council.

The report outlined that as part of the city's Community Safety Partnership, the Safer Leeds Executive (SLE) has a statutory requirement to prepare and implement a local Crime and Disorder Reduction Strategy, referred to locally as the Safer Leeds 'Community Safety Strategy' (appendix 1). The Executive Board considered the draft Community Safety Strategy 2018-21 on 25th July 2018.

The following were in attendance for the item:

- James Rogers - Director of Communities and Environment
- Paul Money – Chief Officer, Safer Leeds
- Councillor D Coupar, Executive Member for Communities

Having reviewed the draft Strategy, the Board discussed the document and made the following comments:

- Measures to encourage speed reduction to be given greater prominence; specifically information on the enforcement of Leeds 20 MPH. The Board were advised that Roads Policing falls under the remit of West Yorkshire Police however vehicular anti-social behaviour fell within the remit of the ASB Board which reported directly to the Safer Leeds Executive. The Board therefore sought to ensure that the Strategy clearly identified the responsibilities of each Board and their links to the SLE.
- Whether the Strategy should further emphasise work done with schools/education settings regarding sexual harassment education; noting that "Safer Schools" had developed a focus for secondary provision, with further work ongoing to develop a primary age approach
- Clarity to be provided on the statistics for domestic burglaries, setting the information in context.

Additionally, the comments submitted by Councillor J Bentley regarding the impact of vehicular ASB on estates and defining this as a community safety issue, rather than a road safety matter, were shared with the meeting

The Board noted the following during discussions:

- The intention to improve links to the Scrutiny Board to promote its influence
- Recognition that the Strategy needed to clarify links to other services

Draft minutes to be approved at the meeting
to be held on Wednesday, 3rd October, 2018

- The overarching Strategy was not intended to be prescriptive, but responsive, with the Boards established to support the Safer Leeds Executive to respond to emerging issues.
- As speeding/vehicular ASB was one of Safer Leeds top 3 local priorities; in areas where this was a significant issue; strong links needed to be established with Neighbourhood Policing Teams. Liaison with LCC Community Committee Community Safety Champions was suggested to consider the opportunities to tackle this, and Members were encouraged to communicate their concerns to local NPTs.

RESOLVED

- a) Having considered the draft Safer Leeds 'Community Safety Strategy' for 2018-21 as part of the consultation phase; the comments made by Scrutiny Board (Environment, Housing and Communities) were noted for action.
- b) To note the funding allocations from West Yorkshire Police and Crime Commissioner, as outlined in the report, for 2018/19
- c) To prepare a statement of the Scrutiny Board's conclusions and recommendations for consideration by decision makers as the strategy progresses through the Budget and Policy Framework progress.

24 Improving Air Quality in Leeds

The report of the Head of Governance and Scrutiny Support presented an update and an overview of the consultation responses received on the Clean Air Charging Zone proposal and detailing how the first stage of consultation responses had been considered and reflected within an updated proposal.

The report provided a brief history to the development of the proposals; including the Scrutiny Board (Environment, Housing and Communities) working group which met on the 15th December 2017 to consider the air quality solution proposed to Executive Board on 13th December 2017 - a Class B Clean Air Zone was proposed, effectively introducing a charge for any buses, coaches, HGVs and taxi and private hire vehicles that did not meet pre-determined emission standards.

A copy of the report to the Executive Board meeting on 27th June 2018, and the minutes of that meeting were included within the report as appendices.

The following were in attendance for the item:

- Cllr James Lewis, Executive Member for Resources and Sustainability
- Neil Evans - Director of Resources and Housing
- Polly Cook - Executive Programme Manager

The Board welcomed the additional opportunity for involvement at this latter stage in the process, before the submission of the Full Business Case to Government in September 2018.

The Board discussed the following key issues:

Draft minutes to be approved at the meeting
to be held on Wednesday, 3rd October, 2018

- Clarity on Leeds' standards when compared to other Authorities to ensure residents understood that Leeds actions were in line with other authorities seeking achieve the Euro 6 or Euro 4 standards.
- The measures put in place to provide a period of transition and support for the hackney carriage and private hire trade.

The Chair outlined the Boards endorsement of the approach taken so far to implement the proposals.

RESOLVED -

- a) To note the content of the report, appended Executive Board report and the decision of the Executive Board;
- b) To note the information communicated at the meeting;
- c) To note the comments made during discussion of the item and the offer to provide an update to the Board in the Autumn.
- d) The endorsement of the Scrutiny Board to the approach taken in Leeds.

25 Kerbside Collections of Domestic Waste

The report of the Head of Governance and Scrutiny Support was considered as the basis for a scoping discussion on Waste Management and Kerbside Collection, following consideration of a request for Scrutiny regarding refuse collection. At its meeting on 28th June 2018, Scrutiny Board (Environment, Housing and Communities) identified current performance and the developing waste management strategy as a potential area of focus for the 2018/19 municipal year

The report provided advice on key considerations when determining the scope of any review/inquiry and included a report submitted by the Chief Officer, Environmental Services, setting out further information on the Waste Management Service in Leeds in order to help inform Scrutiny discussions on the scope of an inquiry into this service.

The following were in attendance to discuss the issue with the Board:

- James Rogers - Director of Communities and Environment
- Helen Freeman – Chief Officer, Environmental Action
- Susan Hardy – Service Manager, Waste Management
- Andrew Lingham – Head of Service (Waste Strategy)
- Councillor Mohammed Rafique – Executive Member
- Councillor Matthew Robinson
- Councillor Paul Wadsworth
- Councillor Mark Dobson

The Board heard from Councillors M Robinson; P Wadsworth and M Dobson as signatories to a letter submitted requesting scrutiny of this issue.

The Board noted the suggested areas for review and identified the following as areas for Scrutiny:

- To provide a better, accurate understanding of performance of kerbside collections, with a focus on what is being collected, recycling rates and whether the rates are sufficient and continue to move in the right direction.
- To understand/agree what constitutes a true service failure and therefore the point at which escalations should be made by Members and residents and how best to do this efficiently.
- To make recommendations on improving the customer focus of the service, including an ability for residents to readily check for themselves what's happening with current collections in their area; and the role of advice; education and enforcement to encourage residents to become involved in improving the service.
- To understand the process of recording and reporting daily collection activity and to recommend how that can best be reported to Members and other external interested parties.
- To understand the process of recording and reporting longer term issues that hinder the collection of refuse that need to be addressed by other parts of the local authority or other organisations.
- To explore and understand the reasons for missed collections across the city, including the measures available to tackle blocked highway access and the possibility of a pilot scheme for the use of Traffic Regulation Orders
- To see the patterns and trends of collection rates & the incidence and reasons behind repeat misses in certain locations.
- To consider the needs of Leeds Residents and the longer term aspirations for Leeds in the developing waste management strategy, to enhance service, build resilience, ensure compliance and overcome problems. This is to include focus on Environmental Enforcement in accordance with the request for Scrutiny in June 2018.
- As part of the developing waste management strategy to understand the fleet and the potential for route review to enhance service delivery and effectiveness.

To conclude, Councillor M Rafique, Executive Member for Environment and Active Lifestyles, briefly addressed the meeting. The Chair suggested that the opportunity to join collection crews on their rounds in August/September be explored, and that members participating report their findings at the next full Board meeting.

RESOLVED -

- a) To note the information contained within the report and the report submitted by the Chief Officer Environmental Services.
- b) To agree the scope of the review/inquiry having regard to the advice provided in paragraphs 2.2 and 2.3 of the submitted report
- c) To request that the Principal Scrutiny Adviser draft a terms of reference for the review/inquiry to be presented to the working group for consideration and agreement.

26 Work Schedule

Draft minutes to be approved at the meeting
to be held on Wednesday, 3rd October, 2018

The Head of Governance and Scrutiny Support submitted a report which invited Members to consider the Board's work schedule for the 2017/18 municipal year. Copies of the Board's draft work schedule and the minutes of the Executive Board meeting held on 27th June 2018 were appended to the report for information.

In respect of the Board meeting currently scheduled for 11th January 2019, the Board noted that following a canvas of Members availability, this meeting would be moved to Wednesday 23rd January 2019.

RESOLVED –

- a) To note the matters outlined in this report, and raised during the meeting.
- b) To agree the overall work schedule (as presented at Appendix 1) as the basis for the Board's work for the remainder of 2018/19.
- c) That the work schedule and Executive Board minutes be noted.
- d) To note the new date for the January Board meeting as Wednesday 23rd January 2019
- e) That Board members be canvassed about their availability for a visit as detailed in minute 25.
- f) That Board members be canvassed about their availability for a working group in late September to consider Housing Repairs.

27 Date and Time of Next Meeting

RESOLVED – To note the date and time of the next meeting as Wednesday 3rd October 2018 at 10.00 am

(The meeting concluded at 11:50 am)

This page is intentionally left blank



Report author: Keith Mack

Tel: 0113 3783195

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 17 August 2018

Subject: Tenant Scrutiny Board's Next 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 At its meeting in June, the Board agreed to invite the Chair of Environment, Housing and Communities Scrutiny Board, Councillor Barry Anderson, to attend today's meeting to provide ideas for topics for a future inquiry by the Tenant Scrutiny Board.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to discuss with the Chair of Environment, Housing and Communities Scrutiny Board, the work and ambitions of the Tenant Scrutiny Board including possible future areas for Scrutiny.

3.0 BACKGROUND DOCUMENTS¹

- 3.1 None.

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

This page is intentionally left blank



Report author: Keith Mack

Tel: 0113 3783195

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 17 August 2018

Subject: Discussion with Chief Officer, Housing Management

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 At its meeting in June, the Board agreed to invite the Chief Officer, Housing Management, Jill Wildman, to attend today's meeting.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to discuss with the Chief Officer, Housing Management, the work and ambitions of the Tenant Scrutiny Board including possible future areas for Scrutiny.

3.0 BACKGROUND DOCUMENTS¹

- 3.1 None.

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

This page is intentionally left blank