
TENANT SCRUTINY BOARD

Meeting to be held in 6 & 7 - Civic Hall, Leeds on
Friday, 21st December, 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:
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 - 19TH OCTOBER 2018</p> <p>To confirm as a correct record, the minutes of the meeting held on 19th October 2018.</p>	1 - 4
5			<p>MINUTES OF THE SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)</p> <p>Information only item.</p>	5 - 14
6			<p>MANAGEMENT STYLES IN MULTI STOREY FLATS</p> <p>Members are asked to note the information provided by the Officer around management styles in multi storey flats and ask any questions to further the Board's understanding of this issue.</p>	15 - 16
7			<p>WIFI IN MULTI STOREY FLATS</p> <p>Supporting the city's ambition to be '100% Digital,' negotiations with two independent providers wishing to install broadband equipment (antennas) on specific High Rise Block's roofs have led to several pilot schemes where tenants are being provided with free Wi-Fi in return for a reduced rental charge for the roof space. Members are asked to note the report around this area of work and raise any questions with the Officer in attendance.</p>	17 - 18
8			<p>WORK PLAN FOR TENANT SCRUTINY BOARD</p> <p>The Board previously resolved that a workplan will be provided in all future agenda packs. It should be noted that the workplan does not have a main inquiry at present as the Board agreed to focus on recruitment.</p> <p>Members of the Board are requested to note the work programme and consider and agree any amendments as required.</p>	19 - 22

Item No	Ward/Equal Opportunities	Item Not Open		Page No
9			<p>RECRUITMENT TO TSB UPDATE</p> <p>The Board discussed and agreed at their last meeting in October recruitment to the Board and the need to make this a priority piece of work for the Board during this municipal year.</p> <p>Members are asked to note the update provided and discuss any further comments around this area of work.</p>	23 - 24
10			<p>DATE AND TIME OF NEXT MEETING</p> <p>Friday 18th January 2019 at 1:15pm (Pre meeting for all Board members at 1:00pm)</p> <p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.</p> <p>Use of Recordings by Third Parties– code of practice</p> <p>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</p> <p>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</p>	
2				
a)				
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TENANT SCRUTINY BOARD

FRIDAY, 19TH OCTOBER, 2018

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Maddie Hunter and
Jackie Worthington

35 Exempt Information - Possible Exclusion of the Press and Public

None.

36 Late Items

None.

37 Apologies for Absence

Michael Healey, Rita Ighade, Roderic Morgan

38 Minutes - 21st September 2018

The Chair explained to the Board that since the previous meeting, Colin Halliwell had resigned from the Board. The Chair thanked him on behalf of the Board for his work.

RESOLVED – That the minutes of the meeting held on 21 September 2018 be approved as a correct record.

39 Tenant Scrutiny Board - Discussion

The Chair explained to the Board that prior to this meeting, he had planned the coming municipal years' work with Housing Leeds Scrutiny Officers. However, it was now felt it would be difficult to deliver all aspects of the plan due to the low number of members on the Board at the present time, especially given that recent attendance has been affected through sickness.

The Chair explained that he had initially proposed the Board be suspended and relayed this suggestion to the Scrutiny Officer around two weeks ago. However, in retrospect and after speaking with the Vice Chair he appreciated this should be a matter for the Board to decide, not just the Chair. The Chair noted that the management of the Board falls between Governance Services at Civic Hall, Scrutiny Officers at Navigation House, and also the members of this Board and all three need to agree on changes to this Board.

It was noted that the number of recruits to the Board has been low in the last 3½ years and this has been recognised as a problem by Scrutiny Officers in

Draft minutes to be approved at the meeting
to be held on Friday, 16th November, 2018

the past. In response to this, the Chair suggested that the Board should also be involved with the recruitment of new members, as opposed to leaving this solely with Scrutiny Officers, and going forward the Board should meet with Scrutiny Officers to discuss what the progress has been with recruitment.

The Chair also commented that whilst he felt there should be no Chair during any suspension of the Board, and was prepared to stand down, he had since been advised this cannot happen. The Chair asked that the Board make a decision as to whether he should stand down.

SB noted that she felt he shouldn't stand down given his experience and knowledge of the board and being Chair and because of him being passionate about the Board and its success. JW noted there currently is no natural successor and supported the current Chair to remain.

RESOLVED – The Board decided to keep the current Chair in place.

The Chair commented that, looking back, he felt issues with the Board seem to have occurred since March, and in particular since the previous Scrutiny Officer left the role. The Chair explained that he had expressed at the time that it would have been useful for the previous Scrutiny Officer to remain supporting the Board until the conclusion of the prevailing inquiry, however a decision was made by management at Navigation House that the Scrutiny Officer would leave the Board with immediate effect. The Chair noted at the time was not appropriate given the previous Scrutiny Officer had been replaced with a, new Officer who couldn't be involved with that inquiry due to a previous conflict of interest.

The Chair suggested that he had expressed a hope that a handover with the previous Scrutiny Officer would have taken place in order that there was a continuation of the process the Board worked to, but although there had been an interim support arrangement and the new Scrutiny Officer had been briefed by the service, there had been no direct handover. At this point the Chair expressed that he should have explained the issues he was facing to the Board at the time they were occurring.

Focusing on the current situation and the need to prioritise recruitment of new members, the Chair asked those present for their suggestions. It was noted that currently, members of this Board cannot be involved with other tenant involvement groups which is clearly a barrier for tenants wanting to join this Board. A question was asked as to whether this restriction be lifted in certain circumstances? The Board asked that the Scrutiny Officers look into this and identify groups where someone could be on Tenant Scrutiny Board and that group, and to explain to the Board where it would not be appropriate due to conflicts of interest.

It was explained that at a time when Housing Leeds were looking to broaden participation across all tenant forums, drawing new members from an already limited tenant resource would be counterproductive to this aim. It could also result in those tenants having a conflict of interest if the board subsequently

elected to run inquiries on 'Tenant involvement', 'High Rise' or 'HAP's' etc. JW noted that there shouldn't be a situation though where one person sits on several groups/board as this naturally produces a conflict of interest. It was noted that the Repairs group is very popular and it would be useful for the Chair to attend that to find out why this is the case.

SB noted that the current terms of reference of the Board state what you can and cannot be on. The Chair noted that whilst this is the case they are the same as the Councillor Scrutiny Board. The Board asked that the maximum number of members for this Board be looked at as he had seen terms of reference for a Scrutiny Board in Croydon where this wasn't considered in their terms of reference for their Board.

The Chair suggested that the Board should go round to other groups and sell ourselves to them, and explain that they have the opportunity to join us. It was noted by a member that a jobcentre type event where several stalls are set up would be a good way to attract new members to the Board and that this had worked in the past.

The Board spoke about best practice and sharing of ideas and the Chair asked if one of the meetings, perhaps Januarys could be one with the scrutiny Board from Bradford, Rotherham or Wakefield, given these are close.

The Chair also made reference to the times of this meeting, as he is aware of people who would like to join but cannot due to work or family commitments and that the dates and times of meetings could be looked at. The Chair explained that there was no evidence to suggest that the location of Scrutiny meetings being in a room with microphones and TV recording equipment was holding people back from joining, and that the room was appropriate for carrying out Scrutiny inquiries. If however evidence can be provided to show this, then he would be happy to move the meeting to another location, however members noted that should this be a later in the day or evening meeting that a central location is more appropriate given transport links are better nearer the city centre.

The Scrutiny Officer explained that he had listened to the Board's discussion and wanted to clarify that the Council had not asked that the current Chair stand down as Housing Leeds wanted to continue to work with him to help reinvigorate and refresh the board.

In regard to recruitment, the Scrutiny Officer explained this Board is not unique in its challenge to find new members to join and noted that there are vacancies for involved tenants across the engagement framework. The Scrutiny Officer gave an example of the High Rise group which has had 7 new members in the last three years but of those only 2 remain. It was also explained that the Annual Home Visit data had been used where tenants had expressed an interest in being involved, and of 74 emails sent out to high rise tenants advising of vacancies on the High Rise Strategy Group, only one response had been received.

The Scrutiny Officer noted there needs to be other ways to engage with tenants to encourage them to join us. One approach has been to include an article in the high rise newsletter for the High Rise group. Another suggestion could be a press release offering an interview with the Chair to outline the positives of the role and being part of the Scrutiny Board. The Scrutiny Officer explained that having articles about individuals are more interesting and captures people's attention compared to just articles about policy.

The Scrutiny Officer also explained that the times that the meeting is held can also be an issue and something which could be looked at and also reviewing the upper limit on members could be increased because often due to illness or people being on holiday and such, the maximum number of tenants are rarely all available at one meeting.

The Chair concluded the meeting by asking that the Board meet next in December as planned to report back on any progress in recruitment.

RESOLVED – Scrutiny Officers to look into whether tenants on other Housing Leeds Tenant Involvement groups could also be involved with the Tenant Scrutiny Board, and where this is not appropriate that the reason is provided to the Board.

RESOLVED – If there is a possibility of inviting Scrutiny Boards in the local area to share best practice with this Board.

RESOLVED – That the Board look to visit other groups within Housing Leeds to see how they attract members and if there is a way to use their methods to attract new members to the Board.

40 Date and Time of Next Meeting

Friday 21st December 2018 at 1:15pm
(Pre meeting for all Board members at 1:00pm)

THE MEETING CLOSED AT 2:50 PM

SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

WEDNESDAY, 3RD OCTOBER, 2018

PRESENT: Councillor B Anderson in the Chair

Councillors H Bithell, A Blackburn, B Flynn,
A Gabriel, P Grahame, P Gruen,
M Harland, A Khan, S McCormack and
P Truswell

28 Welcomes and Introductions

The Chair welcomed all present to the meeting and brief introductions were made.

Members and Council Officers held one minutes silence in remembrance of former Councillor Lancaster, who had recently passed away.

29 Appeals Against Refusal of Inspection of Documents

There were no appeals against refusal of inspection of documents.

30 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt information.

31 Late Items

There were no formal late items of business, however the Board received the following supplementary information:

Agenda Item 9 – Scrutiny Inquiry into kerbside collection and recycling of domestic waste – additional data showing missed bin collections 2012-2018 and by ward 2015-2018 (minute 37 refers)

32 Declaration of Disclosable Pecuniary Interests

There were no declarations of disclosable pecuniary interests made.

33 Apologies for Absence and Notification of Substitutes

Apologies of absence were received from Councillor J Bentley and Councillor G Wilkinson. Councillor B Flynn attended as a substitute.

34 Minutes - 26 July 2018

RESOLVED – That the minutes of the meeting held on 26th July 2018 be agreed as a true record.

35 Response to Scrutiny Inquiry into Leeds' Response to Grenfell

The report of the Director of Resources and Housing provided an update on the progress made in implementing the recommendations in the Scrutiny Report on Leeds' response to Grenfell, agreed by the Board in December 2017.

The following were in attendance for this item:

- Neil Evans – Director of Resources and Housing
- Jill Wildman – Chief Officer, Housing Management

Draft minutes to be approved at the meeting
to be held on Wednesday, 28th November, 2018

- Sarah Martin – Chief Officer, Civic Enterprise Leeds
- John Gittos – Chair of Tenant Scrutiny Board
- Cllr D Coupar – Executive Board Member for Communities

Members considered each of the recommendations in turn and sought additional information regarding the following:

Recommendation 2 – Block Champion Approach

- Clarity regarding the role of a Council Officer.
- Clarity required on the wording which suggested Block Champions could potentially carry out inspections. Officers agreed to amend the narrative.
- Information to be provided on the recruitment of Block Champions, with specific reference to the East Leeds and Burmantofts areas which have the highest number of high rise flats.
- To consider how to enhance and promote the involvement of tenants.
- The potential to invite a selection of Block Champions when Scrutiny next reviews progress.

The Board was advised that the Service worked with representatives and tenants to build relationships and encourage individuals to act as Block Champions. The Council had reviewed the approach of ten other organisations to inform a new approach to tenant involvement.

Recommendation 4 – Exploring Handheld Technology

- Discussion focussed on new technology to support and aid staff undertaking their duties.

It was noted that a Phone App, to record fire safety checks and audits was to be piloted and evaluated at the end of October 2018 and rolled out in the New Year 2019.

Recommendation 5 – Ensure further engagement with Scrutiny to consider the impact of the Grenfell national public inquiry on the Council’s Housing Investment Plan. The Board resolved to keep a watching brief on the national public inquiry.

Recommendation 6 – Fire Safety

- Discussed the Government’s position on funding fire safety measures; including the provision of sprinklers in the city’s high rise blocks.

Members were reassured that the protection systems in Leeds are sound in their own right, without sprinkler systems, which provide an additional layer of protection for vulnerable adults. The Boards view was that the Government ought to fund sprinkler systems in Leeds and asked that this be raised.

Members commended all those involved in the recent Cottingley Fire incident and the approach to providing reassurance to residents.

Members were advised of the intention to provide an update report to both Executive Board and Scrutiny Board approximately June 2019.

RESOLVED – The Scrutiny Board (Environment, Housing and Communities)

- a) Noted the progress of the recommendations from the Scrutiny Inquiry into Leeds' response to Grenfell.
- b) Requested a further recommendation tracking update at the beginning of the next municipal year.

36 Draft Terms of Reference - Inquiry into Kerbside Collection and Recycling of Domestic Waste

The report of the Head of Governance and Scrutiny support provided the draft terms of reference for the Scrutiny Boards inquiry into Kerbside Collection and Recycling of Domestic Waste.

The following were in attendance:

- James Rogers – Director of Communities and Environment
- Helen Freeman – Chief Officer, Environmental Action
- Andrew Lingham – Head of Service, Waste Strategy
- Councillor M Rafique - Executive Member for Environment and Active Lifestyles

Members agreed the terms of reference, with the inclusion of Trade Unions as identified possible contributors.

RESOLVED – The Scrutiny Board (Environment, Housing and Communities)

- a) Noted the information contained within the submitted report and the appended draft terms of reference.
- b) Agreed the terms of reference for the inquiry.
- c) Noted that the terms of reference may incorporate additional information during the inquiry should the Scrutiny Board identify any further scope for inquiry or request further witness or evidence

37 Session 1 - Scrutiny Inquiry into Kerbside Collection and Recycling of Domestic Waste

The report of the Chief Officer, Waste Management Services, provided information to support session 1 of the inquiry in accordance with the draft terms of reference.

The following were in attendance:

- James Rogers – Director of Communities and Environment
- Helen Freeman – Chief Officer, Environmental Action
- Andrew Lingham – Head of Service, Waste Strategy
- Matthew Birkett – Service Manager, Communities and Environment
- Councillor M Rafique, Executive Member for Environment and Active Lifestyles

The Head of Service (Waste Strategy) provided the Board with a summary of the national context; legislation and the statutory duties the Authority is required to undertake which have shaped the development of the waste strategy. It was reported that DEFRA was expected to release new recycling requirements by the end of 2018 and the Board was provided with comparative recycling statistics and collection frequency data from other local authorities.

The Board noted the additional information tabled at the meeting showing waste streams and recorded missed collections; and considered each graph in turn during their deliberations.

Key issues identified in discussions with the Board included:

- Strategies to achieve recycling targets – Clarity for session 3 was requested regarding the introduction of glass recycling and if this would assist Leeds achieving overall recycling targets, and what constraints would prevent the introduction of additional kerbside collections (i.e service capacity, cost)
- The development of a cross-party Waste Strategy Working Group
- Impact of extreme weather on waste collection
- The technical definition of a “missed bin” which the Board will consider further during this inquiry.
- The reporting of repeated collection failures. The number of repeat failures from 2015 was requested for presentation at the next inquiry session.
- Clarity was sought regarding the availability of comparative data from other core cities or statistical neighbours. The Board were advised that there is no longer a Government requirement to publish this information, but this information is collected and can be provided at the next session.
- The impact of ward boundary changes on the statistics reported – data collected in 2017 would not be directly comparable after boundary change in April 2018 as some dwellings will have been captured in a different ward
- The impact of new build homes on existing routes and the inclusion of waste management input in planning considerations.
- Walking distances for crews based on locations and risk assessments.
- The roll out of replacement refuse vehicles, which will have a larger capacity, and therefore may face increased access issues.
- Clarification regarding the Councils side waste policy. The Board were advised that this would be considered as part of the developing Waste Management Strategy.

The Scrutiny Board viewed a short presentation, showing the issues and challenges faced by collection crews on a regular basis, and further discussed the issues which prevented successful collection including access to streets; side waste; distance between bin storage/collection point and crew safety.

Members noted that on average, 56 bin collections were missed daily and set this figure within the context of presented collection data: 76,000 collected daily and 23 million collected annually.

RESOLVED – The Scrutiny Board (Environment, Housing and Communities)

- a) Noted the information contained within the report
- b) Noted the content of the discussions on suggested performance improvement options
- c) Requested information as identified in the minute for presentation at the next inquiry session.

(During consideration of this item Councillor Gabriel withdrew from the meeting at 11:10 for 5 minutes, Councillor P Gruen withdrew from the meeting at 11:30 for 5 minutes)

38 Work Schedule

The Head of Governance and Scrutiny Support submitted a report which invited Members to consider the Board's work schedule for the 2018/19 municipal year. A copy of the minutes for Executive's Board meeting held on 25th July was appended to the report for information.

The Board also noted the following:

- Beeston Site Visit – dates to be confirmed, potentially November 2018
- Working Group, Housing Green Paper – 15th October 2018
- Working Group, Selective Licensing – 26th October 2018

RESOLVED – The Scrutiny Board (Environment, Housing and Communities)

- a) Noted the matters outlined in this report, and raised during the meeting.
- b) Agreed the overall work schedule (as presented at Appendix 1) as the basis for the Board's work for the remainder of 2018/19.

39 Date and Time of Next Meeting

RESOLVED – To note the date and time of the next meeting as Wednesday 28th November 2018 at 10.00 am.

(The meeting concluded at 12 noon)

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SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

WEDNESDAY, 28TH NOVEMBER, 2018

PRESENT: Councillor B Anderson in the Chair

Councillors J Akhtar, J Bentley, H Bithell,
A Blackburn, D Cohen, D Collins,
A Gabriel, R Grahame, P Gruen,
M Harland, A Khan and P Truswell

40 Appeals Against Refusal of Inspection of Documents

There were no appeals against refusal of inspection of documents.

41 Exempt Information - Possible Exclusion of the Press and Public

There was no exempt information.

42 Late Items

There were no late items.

43 Declaration of Disclosable Pecuniary Interests

There were no declarations of disclosable pecuniary interests.

44 Apologies for Absence and Notification of Substitutes

Apologies of absence were received from Councillor McCormack, Councillor Wilkinson, and Councillor P Grahame. Councillor Cohen attended as substitute for Councillor Wilkinson and Councillor R Grahame attended as a substitute for Councillor P Grahame.

45 Minutes - 03 October 2018

RESOLVED - That the minutes of the meeting held on 3rd October 2018 be agreed as a true record.

46 Matters Arising

Minute 35 Response to Scrutiny Inquiry into Leeds' response to Grenfell – The Board were in receipt of the Briefing Paper from the House of Commons (Fire Safety Work) and discussed the concerns of residents in privately owned high rise accommodation. The Chair confirmed that he would raise the concerns raised by the Board with the Director of Resources and Housing and Councillor Coupar, Executive Member for Communities.

Recommendation 6 Fire Safety – The Board sought clarify on the action taken since the 3rd of October 2018. A verbal update was provided which advised that the initial response on behalf Rt Hon Sajid Javid M.P in February 2018 was that Council's should use their existing resources to fund such work.

Since October there has been information provided from Birmingham about the combined lobbying with another Local Authority to request funding from the Government to fund sprinkler systems. Leeds City Council has responded

to confirm that it would support any joint lobbying to ask for funding to install sprinkler systems to high rise blocks.

47 Locality Working and Priority Neighbourhood Update

The report of the Director of Communities and Environment provided an update on progress with Locality Working, including emerging issues and areas for further development. The report outlined the 4 key features of the new arrangements,

- Community Committees
- Neighbourhood improvement Boards
- Strategic Delivery Team
- Core Team

The following were in attendance:

- Jane Maxwell – Area Leader, Communities and Environment
- Martin Dean – Area Leader, Communities and Environment

Key issues identified in discussions with the Board included:

- Clarity regarding the evaluation of outcomes in the 6 priority areas including health inequality indicators. The Board were advised of the need to monitor and evaluate the projects against performance indicators and the ongoing work to develop indicators to implement across the 6 priority areas, with input from external partners.
- The need for a comprehensive approach in order to keep a focus on those wards with areas just above 1% index of multiple deprivation, that are not within the 6 priority neighbourhoods.
- Clarity regarding the timeframe for implementation of projects. Members noted the response that a future report could review how services meet the needs of each ward.
- Work to identify services where take up of an offer is low and to understand the reasons for this. – i.e. health screening in areas of high health inequalities.
- The need to work with partners to alleviate high unemployment rates in the most deprived areas of Leeds, including the further training opportunities in the locality and digital access/WI-FI in high rise residential blocks.
- Clarification on how communication feeds through the strategic boards and committees to front line services for delivery and vice versa in accordance with new governance arrangements.
- That Schools Clusters, Children's Centres and Children and Young People Hubs are engaging and form part of the partnership.
- How to connect volunteers to spaces available in the community, to support and accommodate homework space and adult training.

RESOLVED - The Scrutiny Board (Environment, Housing and Communities):

- A. Note the contents of the report and the progress made
- B. Note the Board's discussions and the issues identified for further consideration

- C. Support the request that the Chair of the Scrutiny Board (Environment, Housing and Communities) work with officers to engage dialogue with the Chairs of other Scrutiny Boards to support the direction and progress of the present work; and noting the suggestion that the Scrutiny Board (Strategy and Resources) may have a key role in this work

48 Inquiry into Kerbside Collection and Recycling of Domestic Waste - Session 2

The report of the Head of Service (Waste Strategy) provided the Board with an update on service standards and engagement with customers.

The following were in attendance:

- Helen Freeman – Chief Officer, Environmental Action
- John Woolmer – Deputy Chief Officer, Waste Management
- Susan Hardy – Head of Service, Cleaner Neighbourhoods
- Adam Quesne – Head of Customer Contact
- Andrew Lingham – Head of Service, Waste Strategy
- Matthew Birkett – Service Manager, Communities and Environment
- Councillor M Rafique, Executive Member for Environment and Active Lifestyles

Key issues identified in discussions with the Board included:

- Clarity regarding the clinical waste removal process.
- Members referred to recent media coverage which suggested recycling bins could be withdrawn from certain areas of the city. Officers provided assurance that this was not an accurate media reflection of the report which had referred to two specific areas of the city where an opt-in scheme is in operation, recycling is still available for residents in those areas. Work was on-going with universities to promote an opt-in pilot, to encourage students to recycle.
- Further collaboration with the Highways Team was suggested to alleviate issues with access. Clarity was sought regarding the use of traffic regulation orders and the impact this would have in the community.
- Footpath obstructions caused by bins left out for 48 hours which impact on visually impaired residents.
- The use of in-cab technology, including the barriers which need to be overcome, to ensure its utilisation across the fleet.
- The role of Community Committee environmental sub-groups in providing local ward members with updates.
- Side Waste – Clarity was sought regarding the implementation of the policy for the collection of side waste in areas of alternate weekly collections. Members also questioned if side waste would be collected where a previous collection had been missed.
- Clarity was sought regarding the types of bags used for mixed dry recyclables. Members noted inconsistencies in the information provided and how this is advertised.
- Clarity was sought regarding the analysis of black and green bins to identify if there were any particular themes that the public need advice

on. Members heard of difficulties in dealing with contaminated waste which impacts directly on recycling.

- The enforcement options currently available to the Council and their effectiveness.
- The need to re-evaluate the methodology for recording and reporting missed bin collections to Elected Members, the contact centre and the wider public.
- The Board requested further details relating to the number of customer complaints received over the past 3 years, including a breakdown by type of complaint; the number of complaints resolved at each stage and referrals to the Local Government Ombudsman.

(During consideration of this item, Councillors: Akhtar, Cohen, Blackburn, Collins, Gabriel & Khan withdrew from the meeting for a short while)

RESOLVED- The Scrutiny Board (Environment, Housing and Communities):

- A. Noted the contents of the report and information provided at the meeting;
- B. Requested that the information outlined in the minute be provided as requested.

49 Work Schedule

The Head of Governance and Scrutiny Support submitted a report which invited Members to consider the Board's work schedule for the 2018/19 municipal year. A copy of the notes from the Scrutiny Working Group which considered Housing Repairs and the Social Housing Green Paper were appended to the report.

RESOLVED-

- A. To note the matters outlined in this report.
- 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.

50 Date and Time of Next Meeting

RESOLVED- To note the date and time of the next meeting as Wednesday 23rd January 2019 at 10am.

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 21 December 2018

Subject: Management Styles in Multi Storey Blocks

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 Housing Leeds introduced three distinct management styles to their multi storey blocks in 2016. These are:-

Family Friendly: improving the position for families in our blocks, strengthening their choices and significantly improving conditions in blocks where there is already a high level of children present.

Enhanced: with support for blocks with low levels of satisfaction, offering improved security and support.

Retirement Plus: offering targeted management and investment in a number of blocks to maximise choice to enable older tenants to live independently for as long as possible in their existing home and avoid the need for them to move.

1.2 Where a block does not fall into one of these models, they will be managed under the standard housing management model supported through agreed service standards for cleaning in the blocks, targeted tenant involvement, and improved partnership working with other council services to ensure we maximise the service on offer to all our customers.

1.3 These models will be continually reviewed to ensure that they are meeting the needs of tenants and the service.

2.0 RECOMMENDATIONS

2.1 Members are asked to note the information provided by the Officer in attendance and ask any questions to further the Board's understanding of this issue.

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.



Report author: Keith Mack

Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 21 December 2018

Subject: Wi-Fi in Multi Storey Blocks

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 BACKGROUND

- 1.1. Supporting the city's ambition to be '100% Digital,' negotiations with two independent providers wishing to install broadband equipment (antennas) on specific High Rise Block's roofs have led to several pilot schemes where tenants are being provided with free Wi-Fi in return for a reduced rental charge for the roof space.

- 1.2. This has the clear potential to connect residents who are currently not accessing the internet, as well as providing free access to those currently paying for such. There are also significant opportunities to be able to engage with residents of these blocks in new ways, and use the Wi-Fi installation as a kick start for wider training, support or community building activity.

- 1.3. Whilst 13% of all households in Leeds do not have internet access, amongst social housing this rises to 33% of households. This suggests there is significant potential to:
 - Improve access to services by supporting tenants to get online to help manage their tenancy, as well as communicate and interact with lots of other services.

 - Carry out local project work to tackle a number of agendas around health and wellbeing, energy efficiency, employment and skills and IT skills and confidence.

1.4. Formal 18 month leases have now been signed with a company called Telcom (Comet) to install Wi-Fi in 5 blocks:

- Clyde Court in Armley (The 'Enhanced' management model)
- Lovell Park Towers in Little London (Enhanced)
- Marlborough Towers in the City Centre (Standard)
- Naseby Grange in Burmantofts (Retirement)
- Holborn Towers in Little London (Standard)

1.5. Similar temporary leases have been signed with Internexus (6G) in two blocks with pilot schemes running for 14 months:

- Clyde Grange in Armley (Enhanced)
- Grayson Crest in Kirkstall (Standard)

1.6. There are a range of opportunities that now present themselves to exploit the benefits of Wi-Fi provision in the blocks, for example:

- Developing a landing page that includes direct links to Self-Service Portal, local health services, MyLeeds etc. to encourage wider access to services.
- Linking with the Library Services tablet lending pilot
- Linking in with the commitments from Mears within their Social Value plan – a number of actions include trying to improve digital skills, tackle isolation and the supply of tablets for project work.
- Sharing with Library Services and Employment and Skills information around take up, skills and resident interest to instigate formal or informal support to tenants, digital skills 'outreach'.
- Third sector partnership activity, mapping out skills and tenant feedback to instigate local work in tune with tenants and residents interests.
- Acting on Annual Home Visit data and other customer insight to offer services in a different way, or to develop more digital forms of communication to keep people informed about services and day to day management issues, empowering local staff.

2.0 RECOMMENDATIONS

2.1 Members are asked to note the comments to the Board around this area of work and raise any questions with the Officer in attendance about this project.

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.



Report author: Keith Mack

Tel: 0113 3783195

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 21 December 2018

Subject: 2018/19 Work Programme

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 previously resolved that a workplan will be provided in all future agenda packs.
- 1.2 The work programme includes details of the current years inquiry as well as other actions which require follow up, such as recommendations from the previous municipal years inquiry. It is noted that as an inquiry progresses, further items may be included as required.
- 1.3 It should be noted that the workplan does not have a main inquiry at present as the Board agreed to focus on recruitment.
- 1.4 Members should recall the Board's agreement not to be tied to the previous years methodology of concluding an inquiry by May, and as such this will ensure more time can be given if required to investigate an inquiry topic. However it should be noted that an inquiry will need to reach a conclusion in a reasonable length of time.

2.0 RECOMMENDATIONS

- 2.1 Members of the Board are requested to
 - Note the 2018/19 municipal year's work programme
 - Consider the matters outlined in this report, and raised during the meeting.
 - Agree or amend the overall work schedule (as presented at Appendix 1) as the basis for the Board's work for the remainder of 2018/19.

3.0 BACKGROUND PAPERS¹

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.

	SCHEDULE OF MEETINGS/SITE VISITS DURING 2018/19					
AREAS OF REVIEW	Dec 21 st	Jan 18 th	Feb 15 th	March 15 th	April 26 th	May 17 th
Main Inquiry – Recruitment to Tenant Scrutiny Board	X	X	X	X	X	X
Attendance at Repairs Focus Group (21 st January)		X				
UPDATES						
Attendance at Environment, Housing Communities Scrutiny Board		X		X		
Election of Chair Election of Vice Chair					X	
Recommendation Tracking Anti Social Behaviour <i>(delayed due to LASBT / Safer Leeds review)</i>			X	X		
Recommendation Tracking Environment of Estates / East Leeds Repairs		X				
Action Plan updates to Tenant Scrutiny Board		X			X	
Management Styles in Multi Storey Blocks	X					
Wifi in Multi Storey Blocks	X					
Universal Credit			X			
Mobile working update				X		

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Report author: Keith Mack

Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 21 December 2018

Subject: Recruitment Update 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 discussed and agreed at their last meeting in October recruitment to the Board and the need to make this a priority piece of work for the Board during this municipal year.
- 1.2 The Board requested that an update be provided at future meetings around progress and to notify where there may be issues which need resolving with the Board's support.
- 1.3 Following the last meeting, the Scrutiny Officers took away the comments from the Board to work on how to encourage recruitment to the Board in the future.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to note the update provided and discuss any further comments around this area of work.

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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