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## TENANT SCRUTINY BOARD

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**Meeting to be held in 6 & 7 - Civic Hall, Leeds on  
Friday, 18th January, 2019 at 1.15 pm**

***(A pre-meeting will take place for ALL Members of the Board at 1.00 p.m.)***

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### MEMBERSHIP

Sallie Bannatyne

John Gittos (Chair)

Michael Healey

Maddy Hunter

Rita Ighade

Stephen Ilee

Peter Middleton

Roderic Morgan

Jackie Worthington

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*Please note: Certain or all items on this agenda may be recorded*

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**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><b>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</b></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;"><b>RESOLVED</b> – 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;"><b>No exempt items have been identified.</b></p>	
2			<p><b>LATE ITEMS</b></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><b>APOLOGIES FOR ABSENCE</b></p> <p>To receive any apologies for absence.</p>	

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4			<p><b>MINUTES - 21ST DECEMBER 2018</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 21<sup>st</sup> December 2018.</p>	1 - 6
5			<p><b>RECRUITMENT TO TENANT SCRUTINY BOARD</b></p> <p>The Board discussed and agreed at their October meeting recruitment to the Board and the need to make this a priority piece of work for the Board during this municipal year. This report gives an update on progress in this area of work since the last meeting.</p>	7 - 8
6			<p><b>UPDATE ON ESTATE STANDARDS</b></p> <p>The Board is requested to receive the update on Estate Standards at appendix 1 and raise any questions with the manager in attendance for this item.</p>	9 - 18
7			<p><b>UPDATE ON EAST LEEDS REPAIRS</b></p> <p>The Boards inquiry in 2016/17 municipal year focused on East Leeds Responsive Repairs Service. It was agreed regular updates would be provided by Housing Leeds on progress of recommendations made.</p> <p>Appendix 1 shows the current outstanding recommendations which will be discussed at this meeting.</p>	19 - 22

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8			<p><b>WORK PLAN FOR TENANT SCRUTINY BOARD</b></p> <p>The Board previously resolved 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 :-</p> <ul style="list-style-type: none"> <li>• Note the 2018/19 municipal year's work programme</li> <li>• Consider matters outlined in this report, and raised during the meeting.</li> <li>• Agree or amend the overall work schedule as the basis of the Board's work for the remainder of the 2018/19 municipal year.</li> </ul>	23 - 26
9			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Friday 15<sup>th</sup> February 2019 at 1:15pm (Pre meeting for all Board members at 1:00pm)</p> <p><b>THIRD PARTY RECORDING</b></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> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>	
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## TENANT SCRUTINY BOARD

FRIDAY, 21ST DECEMBER, 2018

**PRESENT:** John Gittos in the Chair

Sallie Bannatyne, Maddie Hunter, Peter Middleton, Roderic Morgan and Jackie Worthington

**41 Exempt Information - Possible Exclusion of the Press and Public**

**42 Late Items**

None.

**43 Apologies for Absence**

Michael Healey, Rita Ighade.

**44 Minutes - 19th October 2018**

The Chair opened the meeting and introduced Stephen Ilee to the Board as a new member of Tenant Scrutiny Board. SI gave a brief overview of his previous work with the Board and how he hoped he could provide a positive contribution to the Board going forward.

The Chair also explained that Lee Ward would be leaving his current role as Scrutiny Officer and as such this would be his last meeting with the Board. The Chair and Vice Chair gave thanks for his work with the Board and wished him success in the future. The Chair noted that Navigation House need to consider the January meeting and preparation for this given it would come soon after Christmas. The Scrutiny Officers in attendance noted this and agreed to make enquiries to minimise any impact of LW's departure on the January meeting.

**RESOLVED** – That the minutes of the meeting held on 19 October 2018 be approved as a correct record.

**45 Minutes of the Scrutiny Board (Environment, Housing and Communities)**

Information only item.

**46 Recruitment to TSB Update**

The Chair explained that he would be changing the agenda order, so the item on recruitment update would be first, given its importance to the Board at present.

Draft minutes to be approved at the meeting  
to be held on Friday, 18th January, 2019

A draft leaflet was distributed to all members for information, its purpose being to raise awareness of the board and advertise the opportunities for new members.

KM noted that at the last meeting there had been a discussion around recruiting members from other involved groups of Housing Leeds. KM explained that whilst this suggestion from the board had been acknowledged, it was important that the Board recognised Housing Leeds ambition to broaden participation. KM explained this further advising that there are currently approximately 155 tenants that are involved with Housing Leeds across various forums such as VITAL, HAP's, High Rise Strategy Group and the Repairs & Investment Group. 49 of the 155 are involved in more than one forum and the average age of members is 63, looking further into this 48% are aged 65 or over.

KM gave an update on current work he is involved in to analyse the use of Annual Home Visit data and subsequent recruitment of tenants expressing a willingness to become involved. KM referred to his personal experience of using the data to try and identify new members for the High Rise Strategy Group, where he had contacted 74 tenants and recruited one new member. Noting that other officers will contact tenants independently in respect of individual forums (with some delays from receipt of interest until contact), he was inclined to suggest that Housing Leeds should be contacting tenants more quickly on receiving AHV data and making them aware of the full range of involvement opportunities (an A4 menu of involvement' sheet was referred to) rather than ad-hoc opportunities as they arise.

It was also noted that the 'menu of involvement' has been updated and re-worded and the Tenant Scrutiny Board is now listed at the top of the menu rather than lower down to make it more prominent.

The Scrutiny Officer noted that at the previous meeting there was a discussion around the Board's Terms of Reference and the provision that members of Board do not hold a position on any Housing Leeds City Wide group. The Scrutiny Officer would therefore aim to facilitate a meeting between the Governance Team, the Chair and Vice Chair of the Board and Housing Leeds to clarify any scope to amend this rule. The Chair noted that the reasoning behind this rule this has been raised by Councillors before to which a member noted this may have been to preserve independence of the Board due to the type of inquiry they may carry out. The Chair noted that he would argue that Housing Advisory Panels (HAPs) are local rather than citywide and that Councillors sit on HAPs as well as Scrutiny Boards and that if elected members can do this then why can't tenants? A member noted that whilst HAPs are local, they and other forums feed into other citywide bodies i.e. the Cross City HAP Chairs Group which mean that the conflict of interest could occur that way. Another member spoke about whilst not objecting to HAP members joining the Board, that there is still a large risk of someone being on multiple Boards, and that this is currently occurring. A compromise suggested was that someone should be able to join the Tenant Scrutiny

Board and one other group only to try and prevent someone from being on multiple forums.

The Board carried out a vote as to the best way to proceed on this matter giving support to the Chair taking this forward via a meeting with Housing and Governance.

**RESOLVED** – That work continues to be carried out to clarify the reasoning behind HAP members being unable to join the Tenant Scrutiny Board.

#### **47 Management Styles in Multi Storey Flats**

The Chair introduced Sharon Guy to the Board for this item.

SG explained that the High Rise Strategy was introduced in 2016 and contains a 10 year investment programme and service delivery. The Board were explained the differences between the three management styles in multi storey blocks. In identifying the management style which would be applied to a block a number of factors were taken into account such as turnover in the block, demand, number of communal repairs, ASB levels and tenant perception (from the STAR survey). Housing Officers working on an enhanced block have patch size of 100-200 compared to a standard patch of 300-400.

Alongside this strategy is an investment programme of work on high rise blocks, which includes CCTV and connection to LeedsWatch. It was noted by SG that enhanced blocks have been worked on first in order to see if it had a positive impact. This improvement work will also provide much better quality images and in enhanced blocks cameras are also in the stairwells and landings. Improved security measures have also been carried out on enhanced blocks and also standard management blocks where required.

SG noted that the STAR survey results would be available soon and the service is looking at this with interest to see if there has been a positive impact or not.

Going forward, it was noted that an enhanced block could be taken out of this type of management if there are improvements and new blocks could come into enhanced management style.

A question was asked around the fire safety checks which are carried out by the cleaners and if they are getting more time to carry out these checks. SG explained she was not aware of any increase however enhanced blocks do receive a second check.

A question was asked about how blocks with a bad 'reputation' were being given more investment than what could be termed 'good blocks'. SG explained that the overall aim of the high rise strategy is to improve all blocks and that all blocks will receive investment but someone has to be first and someone has to be last.

Asked about Grenfell report and future investment as no additional government money for this work. SG explained that the capital programme is broken down into several parts and not all the investment is focused around enhanced blocks but this work is to be carried out over five years for some elements of the programme.

A member noted that in the past a blocks residents would be informed when work would be carried out to their block, however this no longer occurs and this partly drives the view that enhanced blocks are receiving all the investment. SG explained the recent engagement session in all blocks, and at these the investment plans should have been available for residents who came to them. However SG noted that Property and Contracts can provide this information but agreed that communication of this work programme is an area of improvement.

A discussion was held around block champions and that when this was presented to the Environment, Housing and Communities Scrutiny Board it felt this was a 'done deal' and could the role of block champions be explained? The Scrutiny Officer explained that on the back of the Grenfell tragedy that all opportunities for tenants to be engaged with the Housing Service be explored. Benchmarking with other housing organisations bearing in mind not all residents want to attend meetings. It was also made clear Housing Leeds would not want to create a situation where tenants i.e. champions are becoming responsible for fire safety. Working with the High Rise Strategy Group, a questionnaire was developed which residents can complete online in order to give feedback on their block and by doing this a resident can pick and choose what they want to do within giving feedback on their block. The Chair noted that since his attendance at the Environment, Housing and Communities Scrutiny Board that the role of Champions had been watered down.

A member noted that the block champion role in the past was subject to tenants who volunteered for this role being harassed when things don't go right and that they were being blamed for things which ultimately they couldn't control as it was down to Housing Leeds. It was explained that this shouldn't happen and complaints around things which are raised by block champions should be referred to Housing Leeds.

The Chair in closing this item noted he would keep the Board updated around the block champion role through his attendance of the Environment, Housing and Communities Scrutiny Board. The Chair thanked Sharon Guy for her attendance today.

#### **48 Wifi in Multi Storey Flats**

The Chair introduced Keith Mack to present this item. KM explained that this work was part of a wider city ambition to broaden digital inclusion by providing internet access for Council tenants. It was reported that whilst only 13% of the Leeds population are digitally excluded this figure rises to between 25 and 33% for council tenants.

It was explained that seven blocks had been included within the free Wi-Fi pilot programme, blocks having been identified in part by the commercial interests and scheme viability of the internet service provider, but also to blocks where we are aware that internet usage is not very high. Two suppliers are currently providing the free service across 5 blocks in return for which the supplier has reduced costs for siting its equipment/antenna on the blocks roof. The pilots will run for up to 18 months. At the end of the 18 month pilot a review will be carried out to determine if the scheme should continue but this may depend on both take up and whether the pilot has been a commercial success (i.e. the supplier has generated new business through the equipment to offset its free service).

KM noted that the success has been better in some blocks than others and this is in part down to the construction of the blocks, and one supplier had enhanced the service by providing individual routers.

The Chair asked how the free Wi-Fi works for tenants who are already tied into contracts with suppliers for internet and what would the price be after the free period as this would drive whether it would be worthwhile to take it up. KM clarified that it was down to tenants to decide whether to cancel existing contracts noting that this was purely a Wi-Fi service rather than a TV/phone/internet package and any decision on what would happen following the pilots is something which Commercial Asset Management would be better placed to advise on. A member noted that if this was clearer that take-up may improve, and another member noted that when they were on the High Rise Strategy Group that this was brought up then.

#### **49 Work Plan for Tenant Scrutiny Board**

The Board were presented with this for information and a request was made to include Councillor Coupar to attend at a future meeting.

A member noted that minutes of other forums are not being published on the Councils public website as regularly as they should be with some having not been uploaded for several months.

**RESOLVED** – The Scrutiny Officer noted that he would take this up with the Tenant Involvement team to ensure up to date minutes are being regularly provided online.

#### **50 Date and Time of Next Meeting**

Friday 18th January 2018 at 1:15pm  
(Pre meeting for all Board members at 1:00pm)

**THE MEETING CLOSED AT 2:55 PM**

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Report author: Keith Mack

Tel: 0113 3782824

**Report of Scrutiny Officer**

**Report to Tenant Scrutiny Board**

**Date: 18 January 2019**

**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 October meeting that recruitment to the Board would be 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 <sup>1</sup>

- 3.1 None

<sup>1</sup> 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: David Longthorpe  
Tel: 0113 3783195

**Report of**    **Head of Housing Management**

**Report to**   **Tenant Scrutiny Board**

**Date:**        **18 January 2019**

**Subject:**    **Update on Estate Standards Inquiry**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

## 1.0    **SUMMARY OF MAIN ISSUES**

- 1.1    The Boards inquiry in 2015/16 municipal year focused on Estate Standards.
- 1.2    The Board received an update on the outstanding recommendations in December 2016 and requested a future update on the ones which remain incomplete.
- 1.3    Outstanding recommendations which are to be discussed at this meeting are enclosed in this report as appendix 1,
- 1.4    The closed recommendations and responses are shown in appendix 2 for information only.

## 2.0    **RECOMMENDATIONS**

- 2.1    The Board is requested to receive the update on Estate Standards at appendix 1 and raise any questions with the manager in attendance for this item.

## 3.0    **BACKGROUND DOCUMENTS<sup>1</sup>**

- 3.1    None.

<sup>1</sup> 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.

**Position Status Categories**

- 1 - Stop monitoring or determine whether any further action is required
- 2 - Achieved
- 3 - Not fully implemented (Obstacle)
- 4 - Not fully implemented (Progress made acceptable. Continue monitoring)
- 5 - Not fully implemented (Progress made not acceptable. Continue monitoring)
- 6 - Not for review this session

**Desired Outcome – Cleaner estates**

**Recommendation 3 – That the Council introduces the best waste collection solution for individual estates, even if that results in variations across the city.**

**Position April 2016**

Recommendation Accepted – However it should be noted that the council is committed to expanding Alternate Week Collection where possible but there are some locations where an alternative to the standard fortnightly wheelie bin service is provided that best meets the needs of that locality.

**November 2016 position:**

Introduced an “opt in” recycling scheme in Headingley. Where residents did not “opt in” green bins were removed. Similar scheme being considered for Harehills.

Alternative Solution introduced in Beckhill Estate, Meanwood. Promoted at Beckhill Fun Day on the 28th July

Alternative waste solution introduced at Cottingley Estate.

Housing, Waste and Localities working together to try to resolve waste collection issues in a number of areas but specifically - bagged collection on Ley Lane, Armley, waste issues and improved recycling on Butterbowl and Bawn estates, and reducing fly tipping and side waste in Burmantofts

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome - Improved garage policy**

**Recommendation 10 – That Housing Leeds reports back to Tenant Scrutiny Board back on any recommendations and or proposed policy changes following its review of garages.**

**Position April 2016**

Review ongoing

Current position:

- All garage sites have been inspected and rated regarding their condition and sustainability
- Empty Garages on sustainable garage sites are being advertised for reletting
- Option Appraisals need to be undertaken on other sites for possible investment

and improvement, demolition or possible redevelopment opportunities.

**Additional Actions**

**Garage Procedures Updated**

- Updated clear procedure on garage tenancies and allocations
- New revised Garage Arrears Letters and new Garage Site Arrears Letters
- Revised Tenancy Agreement for both built garages and garage plots
- Garage waiting refreshed and updated.
- Promote and market garages better and raise tenant awareness.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

## ACHIEVED RECOMMENDATIONS (FOR INFORMATION ONLY)

**Desired Outcome** – Assurances that the ‘One Council’ approach is operating at estate level

**Recommendation 1** – That the Tenant Scrutiny Board review in September 2016 progress made towards service harmonisation and implementation of the ‘one Council approach’

### Position April 2016

- Harmonisation ongoing

### Current position:

- Procedure Harmonisation completed and implemented ( see rec 2)
- Team Leaders in Housing , Localities , Parks and Civic Enterprise Leeds are in regular communication and working on Joint Local Action Plans on tackling Estate Management Issues
- Housing Officers represent other services during Walkabouts and act as a conduit for contact with other services.
- Staff from Localities working from or now based in Housing Offices in some locations for improved communication and joint working.

**Desired Outcome** – An improved walkabout process

**Recommendation 2** – That the following be considered as part of the current harmonisation project and the results of the harmonisation project be reported back to Tenant Scrutiny Board

- Better communication of the estate walkabout with greater lead in time
- Proactive campaign to increase tenant participation both at walkabouts and in other associations
- That for some walkabouts specific agencies attend at the request of housing Leeds to target particular issues
- All ward councillors and those attend at the request of Housing Leeds to target particular issues
- All ward councillors and those attending receive outcome reports following walkabouts
- All actions agreed happen within agreed timescales
- Uniform reporting template
- Use of compliment letters
- Consistent approach to enforcement

### Position April 2016

We believe that in the majority of situations the Housing Officer can take ownership of any issues identified during the Walkabout on behalf of other council services and that stronger relationships can be built between services that result in improvements. This means in the majority of cases having additional council officers from other services would not be necessary which makes the best use of officer time.

We also wish to consider alternative ways of identifying issues on estates that result in the same outcomes.

### Current position:

The revised harmonised Procedure was launched officially on Monday 9th May.

## **Communication**

**Annual Schedule;** is to be made available on the Housing Leeds website; direct invitations to Ward Councillors, Tenant Representatives and other interested parties to be sent at the start of the financial year by the Housing Officer.

**2 weeks prior** to the Walkabout the communications strategy includes promotional prepared by the Tenant Information Team via:

- Housing Leeds web pages
- Housing Leeds Facebook & Twitter posts
- Tenant Newsletter (quarterly)
- Posters displayed in housing offices, communal areas and other public places.
- Direct correspondence; letters and emails

**7 days prior** email reminders sent to all interested parties that have received direct invitations to attend.

## **Proactive campaign to increase tenant participation**

The communication of the Estate Walkabouts schedule on an annual basis with a targeted approach 2 weeks/7days in advance of the walkabout ensures maximum participation through direct contact and promotional activity (as listed above) to encourage participation from tenants and also other interested parties e.g. owner occupiers and private residents in the community.

Better communication to increase involvement and contact between Housing Officers and tenants provides opportunity to promote participation in other associations (which are also publicised on social media/posters and in the Tenants Newsletter).

- Promoted walkabouts with our Service Improvement Volunteers
- Taking walkabouts as a theme/topic to the TARA Panel (the body representing all TARA's in the city) to raise awareness, encourage participation.

## **Specific agencies attend at the request of Housing Leeds to target particular issues.**

In the majority of situations the Housing Officer can take ownership of any issues identified during the Walkabout on behalf of other council services to ensure issues are not only referred but monitored and actions chased where necessary. This means in the majority of cases having additional council officers from other services would not be necessary which makes the best use of officer time, but will be considered in specific circumstances.

## **Outcome Reports**

Following the completion of the estate walkabout, the agreed actions are sent in writing to all attendees within 10 working days.

Where an estate walkabout has been completed and actions recorded but there were no other interested parties in attendance the outcome and findings will still be notified in writing to Ward Councillors and Tenant Representatives who had been invited, including photographs taken.

## **All actions agreed happen within agreed timescales**

The harmonised procedure makes clear in the guidance that It is the responsibility of the Housing Officer to ensure that all actions are updated and complete within agreed timescales. These are based on the Scoring Forms completed by all those in attendance at the walkabout.

Any outstanding issues that have not been addressed from a previous walkabout will be escalated by the Housing Officer to the appropriate service to escalate and agree new timescales for completion.

If the Housing Officer is unable to resolve the issue they will need to escalate the issues to their Housing Team Leader or Housing Manager.

### **Uniform reporting template**

The harmonised procedure includes a full toolkit to ensure consistency in assessing estate standards:

- Reporting Forms (with specific forms for multi-storey, low rise and sheltered blocks).
- Estate Standards Rating System
- Scoring Form

### **Use of compliment letters**

Where there are examples of tenants who are contributing to positive estate standards by maintaining their garden/external spaces to a good standard this can now be recognised in writing using the complimentary 'Good Garden' letter.

### **Consistent approach to enforcement**

The harmonised procedure makes clear to officers that they must ensure that prior to commencing an estate walkabout they have awareness of related tenancy management procedures, and estate management guidance, in particular:

- The Messy Garden procedure (includes clear enforcement process).
- Grounds Maintenance & Weeding Agreement

Estate Walkabouts may identify issues that are not related to the Messy Garden procedure e.g. parking issues, pests, misuse of communal areas etc. The procedure for enforcement for these types of tenancy breach is currently being harmonised.

## **Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

### **Recommendation 4**

That the Council provides more bins on estates

### **Position April 2016**

Agreed

### **Current position:**

Additional Waste bins provided in Burmantofts and Richmond Hill

Additional Litter Bins requested for Aviaries and on Ley Lane, Armley

Plans for additional bins at Rossefields, Snowdens and replacement bins on the Broadleas at Bramley

## **Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

### **Recommendation 4 continued - Ensures the timely removal of full glass banks**

### **Position April 2016**

Agreed

**Current position:** We acknowledge the importance of glass banks to the overall recycling strategy and will work with the contractor to review collection frequencies and seek to expand the network of recycling banks.

**Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

**Recommendation 4 continued** – Introduces more clean up days

**Position April 2016**

Agreed

**Current position:** Various Clean up days have been arranged and planned around the city listed below. Also city wide use of Community Payback clearing litter and other horticultural work to improve standards of estates.

Butterbowl Estate April; Beckhill Estate, Meanwood – May; Drighlington Clean up May; Bawn Estate – June; Wellstones – Pudsey – June; Manor Estate Rothwell –July; Holbeck – 20th July (part of Neighbourhood Improvement Approach); Hyde park close St John close, Little London July 2016; Ebor Gardens July; Beckhill Estate Meanwood –July  
Lincoln Green Shops Area – July 2016; Lewisham Park Community Action Day July  
Duxburry, Livina and Hawkins Little London Aug 2016; Newlands, Denshaw's and Rydal's Environmental Action day September; Alwoodley Estate – 7th Sept  
Aysgarth area – September; Seacroft South –September; Boggart Hill/ The Rein September; Drighlington Action Day September

**Planned Clean up days**

Gipton South – Autumn; Rookwoods – November; Wortley - Heights Drive; Cottingley Estate – Autumn; Harrop Clean-up Day October; Hepworth's & Williams Street Action Day November; Moorland Crescent Clean up December

**Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

**Recommendation 4 continued** – Undertakes an education campaign to raise variations across the city

**Position April 2016**

**Current position:** All departments working on various education / information campaigns  
Promotion of “one piece of rubbish” campaign on Facebook  
Clean Leeds campaign,  
Keep Harehills Tidy Campaign

Promotion of Key Waste Management messages, via bin stickers, Council Tax bill inserts, Roadshows, Digital and Social Media, a new Leedsbin App, Education programmes at the RERF Visitor Centre,

- Put the right thing in the right bin to provide good quality recycling;
- Remember your bin days and what can be recycled and where;
- Recycle for Leeds so your waste can be made useful again;
- Saving money on waste disposal can safeguard vital local services.

All Housing Officers Trained on providing recycling advice and waste management at RERF.

Housing using Facebook and Twitter e.g. improve issues caused by improper disposal of household rubbish / waste in Burmantofts.

Pilot Recycling Incentive Scheme to a number of high rise blocks in the city.

Housing - information and education campaigns planned for quarter three on Ley Lane, the Raynville blocks and the Clyde and Wortley blocks and Heights Drive

Joint working between Housing and Waste on education to residents in the Beeston and Holbeck following introduction of AWC  
Plus residents of low rise flats throughout Inner South

Education project with residents of Alderton Blocks in Alwoodley on waste management and recycling.

Education project with Housing and Waste targeting 2 bedroom flats regarding waste management, ensuring all have appropriate bins and what each is used for. Plus more general work in Middleton following roll out of AWC.

**Desired Outcome – Improved appearance of gardens**

**Recommendation 5** - That appropriate enforcement action is taken to ensure tenants fulfil their tenancy agreement with regards to the upkeep of gardens.

**Position April 2016**

**Current position:** The Messy Garden procedure (includes clear enforcement process) has been harmonised and rolled out to all teams.

**Desired Outcome – Improved knowledge of tenants as to their responsibilities**

**Recommendation 6** – That the responsibilities of tenants with regards their gardens are clearly communicated, particularly during pre-tenancy training.

**Position April 2016**

Tenant responsibilities for gardens are outlined during accompanied viewings, signing the Tenancy Agreement, New Tenant Visits, Annual Home Visits and specific contact and communication with tenants when the standard of their gardens fall below acceptable levels.

**Current position:**

Pilot Pre –Tenancy Training – Planned from December 2016.

**Desired Outcome – Providing tenants with the tools to keep their gardens neat and tidy**

**Recommendation 7** – That Housing Leeds encourages and facilitates the start-up of tool bank schemes

**Position April 2016**

Historically Tool Banks have not been sustainable.

**Current position:**

Love your Garden project in Middleton proposed with Health for All. To explore how we can continue to support and learn from the model so that we can roll out to other areas as the new sustainable toolbank model.

**Desired Outcome** – A better understanding by tenants of what is achievable and within what timescales

**Recommendation 8** - That greater publicity be given to the constraints faced by the Council in terms of grounds maintenance.

**Position April 2016**

It is proposed that an e-leaflet (pdf file) is produced setting out what grounds maintenance works are undertaken and the constraints on these as explored by the scrutiny board. The use of an e-leaflet approach will be low cost and allow the information to be placed on the council's website for tenants to access and can be highlighted in newsletters etc. It would also be available for local housing staff to print for those requesting a hard copy format and would act as a common reference guide to officers and other stakeholders

**Current position:**

Leaflet completed and distributed to Housing Teams

**Additional Actions**

- FAQ document produced by Forestry on Tree Management
- Housing now receives a monthly report on tree work progress
- Housing receives weekly report from Parks regarding grassed areas not cut and reasons.

**Desired Outcome - Up to date map**

**Recommendation 9** – That Parks and Countryside in liaison with Housing Leeds pro-actively identify those areas 'not on the map' and action accordingly

**Position April 2016**

Unmaintained land frequently identified during Walkabouts, Estate Inspections and during routine visits to estates. While the land is question is often mapped and included in the Grounds Maintenance contact to be maintained but the problem may often be that grass cannot be cut for other reasons such as fly tipping that has not been removed access issues or blockages such as vehicles blocking access.

Housing and Locality teams receive a weekly report from Parks where grass has not been cut and the reasons for Housing or Locality Teams to resolve. Community Payback has been used in some sites to bring the area back to standard to be maintained on contract.

It is important to note that a level of due diligence is required before instructing works to ensure that the land is in public ownership. When land is found to be in private ownership then action is considered using formal enforcement powers to undertake minimal maintenance to prevent public nuisance e.g. where vegetation impacts on the highway.

**Current position:**

Position has not changed

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Report author: Keith Mack

Tel: 0113 3783195

**Report of** Housing Manager

**Report to** Tenant Scrutiny Board

**Date:** 18 January 2019

**Subject:** Update on East Leeds Responsive Repairs Inquiry

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

## 1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Boards inquiry in 2016/17 municipal year focused on East Leeds Responsive Repairs Service.
- 1.2 It was agreed regular updates would be provided by Housing Leeds on progress of recommendations made.
- 1.3 Appendix 1 shows the current outstanding recommendations which will be discussed at this meeting.
- 1.4 Appendix 2 is for information only and shows the previous recommendations which the Board have signed off as complete.

## 2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive the update on East Leeds Responsive Repairs Service recommendations and raise any questions with the manager in attendance for this item.

## 3.0 BACKGROUND DOCUMENTS<sup>1</sup>

- 3.1 None.

<sup>1</sup> 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.

**Position Status Categories**

- 1 - Stop monitoring or determine whether any further action is required
- 2 - Achieved
- 3 - Not fully implemented (Obstacle)
- 4 - Not fully implemented (Progress made acceptable. Continue monitoring)
- 5 - Not fully implemented (Progress made not acceptable. Continue monitoring)
- 6 - Not for review this session

<b>Desired Outcome</b> – Increased service improvements, efficiencies and opportunities for savings
<b>Recommendation 2</b> – Implement and roll out the Total Works system.
<b>Comments</b> - Recommendation Accepted
<b>Position Status (categories 1 – 6)</b> <i>This is to be formally agreed by the Scrutiny Board</i>

<b>Desired Outcome</b> – Optimum use of operative time and ability to create additional appointment slots and reduce waiting time for repair appointments
<b>Recommendation 3</b> – Implement new working practices through Total Works, in relation to creating additional appointments, by reducing waiting times and increased tenant satisfaction. We also request that this Board be provided with an update on progress.
<b>Comments</b> – Recommendation Accepted  New working procedures are being designed alongside the roll out of Total Mobile which will remove the inefficient and ineffective parts of existing processes. This will improve the customer experience and address key issues such as waiting times and communication when follow on visits are required.  A progress update will be presented to the Board as the Total Mobile roll out programme progresses.
<b>Position Status (categories 1 – 6)</b> <i>This is to be formally agreed by the Scrutiny Board</i>

<b>Desired Outcome</b> – Administration of repairs ordered is carried out effectively
<b>Recommendation 6</b> – Administration on repairs performance is improved – so that orders are closed down in a timely manner on systems, including sub-contractor orders. This will ensure that performance reporting is not adversely affected.
<b>Comments.</b> – Recommendation Accepted
<b>Position Status (categories 1 – 6)</b> <i>This is to be formally agreed by the Scrutiny Board</i>

**ACHIEVED RECOMMENDATIONS (FOR INFORMATION ONLY)**

<b>Desired Outcome</b> – To reassure tenants that Housing Leeds aim is to get it right first time
<b>Recommendation 1</b> – That Housing Leeds provide dedicated repairs training for new staff as part of their induction and regularly review training needs of existing staff. In addition, that Housing Leeds supports the Contact Centre’s training programme.
<b>Comments</b> - Recommendation Accepted  We will review training needs to ensure that all staff involved in the repairs process are appropriately trained. This will include standard training for new staff as part of the induction process.  Specific damp related training is being delivered to staff in-order to ensure that reports of dampness are dealt with as effectively as possible. This will include a programme of collocating technical staff within the Contact Centre in-order to train out a consistent approach to diagnosing damp related repairs.

<b>Desired Outcome</b> – Improve customer satisfaction
<b>Recommendation 4</b> – Improve customer satisfaction by using and act on learning from complaints. Improve the process and communication where follow on work is required including follow up work after accessing out of hours service. Take ownership of complaints and enquires and see through to conclusion.
<b>Comments</b> – Recommendation Accepted Key procedural improvements will be addressed through Recommendation 3. Improvements to the complaint / members enquiry process will be made to ensure a more joined up approach across Housing Leeds teams. Procedures will be reviewed and revised to ensure clarity of responsibility for teams and individuals and include a robust approach to capturing learning outcomes and developing them into service improvements.

<b>Desired Outcome</b> – Improve ease of finding information and getting it right first time
<b>Recommendation 5</b> – That Leeds Building Services, work with the Contact Centre, HUBs and local housing offices to ensure staff know how to identify key properties types such as heating type, to enable more accurate repair reporting. Ensure staff are adequately trained and information is readily available on systems to enable accurate reporting in relation to dual communal heating systems, for example; gas boiler but with electrical components in individual flats, to ensure the correct trade is allocated. Provide portable heating for tenants when repair is not possible.
<b>Comments</b> – Recommendation Accepted Access to information on property types and components will be included as part of the repairs training for staff. In addition, local training will be developed to better inform area

based teams about local issues such as district heating schemes and common problems affecting non-traditional housing stock.

The replacement housing management system, Civica, will provide better links between the repair ordering system and asset management data which will mean better, more accessible property information is available for frontline staff.

#### **Desired Outcome – Improve tenant access to repair service**

**Recommendation 7** – Make repair raising more accessible online. Whilst this is currently available, it is not actively promoted or widely utilised. Ensure that systems are user friendly, use Plain English and make use of photographs. Utilise involved tenants to critique the service and ensure all follow up enquiries are dealt with promptly.

#### **Comments.** – Recommendation Partially Accepted

The current online repair system is widely used. Over 12,000 repairs were reported online last year.

A new online repair ordering tool will be implemented through the ongoing Civica project which is replacing the current housing management systems. The new system will have improved functionality such as enabling tenants to book repair appointments 24 hours a day and posting photographs of faults. Tenants will be involved in the set-up of the new system via the 'Repairs and Investment Tenant Group'.

#### **Desired Outcome – Improve Officer knowledge, get it right first time**

**Recommendation 8** – That there is a named contact at Leeds Building Service for new and existing staff to reference complex repair enquiries, including support with communal repairs.

#### **Comments** – Recommendation Accepted

We feel that giving a specific named contact will lead to problems during absences, change of roles etc. Leeds Building Services will provide a dedicated phone line for staff to ring to progress complex repair issues. Calls will be handled by a team of experienced members of staff who will have direct access to management support.

#### **Desired Outcome – Manage operative capacity**

**Recommendation 9** – Where a trade has a shortfall in operative numbers, Leeds Building Services consider apprenticeships in these trades and continues to work to upskill operatives in multi skilled trades.

#### **Comments** – Recommendation Accepted



Report author: Keith Mack

Tel: 0113 3783195

**Report of** Housing Manager, Tenant Scrutiny

**Report to** Tenant Scrutiny Board

**Date:** 18 January 2019

**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 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 of the Board's work for the remainder of the 2018/19 municipal year.

### **3.0 BACKGROUND PAPERS<sup>1</sup>**

3.1 None

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<sup>1</sup> 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.

**Tenant Scrutiny Board Work Schedule for 2018/19 Municipal Year**

**APPENDIX 1**

	SCHEDULE OF MEETINGS/SITE VISITS DURING 2018/19				
AREAS OF REVIEW	Jan 18 <sup>th</sup>	Feb 15 <sup>th</sup>	March 15 <sup>th</sup>	April 26 <sup>th</sup>	May 17 <sup>th</sup>
Main Inquiry – Recruitment to Tenant Scrutiny Board	X Estate Env Responses  East Leeds Repairs	X	X  East Leeds Responses	X  LASBT	X  LASBT Responses
Attendance at Repairs Focus Group (21 <sup>st</sup> January)	X				
<b>UPDATES</b>					
Attendance at Environment, Housing Communities Scrutiny Board	X		X		
Election of Chair Election of Vice Chair				X	
Attendance by Councillor Coupar (to be confirmed)					
Changeover of administration		X			
Recommendation Tracking Anti Social Behaviour ( <b><i>delayed due to LASBT / Safer Leeds review</i></b> )		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					
Sheltered Housing (date to be confirmed)					

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