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## TENANT SCRUTINY BOARD

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Meeting to be held in 6 & 7 - Civic Hall, Leeds on  
Friday, 15th February, 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>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p><b>MINUTES - 18TH JANUARY 2019</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 18<sup>th</sup> January 2019.</p>	1 - 8
5			<p><b>UPDATE ON RECRUITMENT TO TENANT SCRUTINY BOARD</b></p> <p>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.</p>	9 - 10
6			<p><b>RETIREMENT LIFE REPORT</b></p> <p>The Board requested at their January meeting that a representative from the sheltered housing service (now rebranded as 'Retirement Life') attend to provide an overview of the service.</p>	11 - 18
7			<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. Members are requested to note the 2018/19 municipal year's work programme and consider the matters outlined in this report, and raised during the meeting.</p>	19 - 22
8			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Friday 15<sup>th</sup> March 2019 at 1:15pm (Pre meeting for all Board members at 1:00pm)</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
			<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> <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)				
b)				

## TENANT SCRUTINY BOARD

FRIDAY, 18TH JANUARY, 2019

**PRESENT:** John Gittos in the Chair

Sallie Bannatyne, Stephen Ilee and Peter Middleton

### 51 Exempt Information - Possible Exclusion of the Press and Public

No exempt items.

### 52 Late Items

None.

### 53 Apologies for Absence

Michael Healey, Rita Ighade, Roderic Morgan, Jackie Worthington.

### 54 Minutes - 21st December 2018

The Chair opened the meeting, welcomed the attendees, and introduced Ian Parr who has taken over from Lee Ward.

SI commented that previous minutes from the various tenant's groups, such as the Repairs and Investment Group, High Rise Strategy group and VOLT have not all been updated to the Leeds City council website and are seemingly some months behind. The Scrutiny Officer (KM) agreed to take this back and clarify procedures to ensure all obligations were being met. An explanation was offered that minutes of these meetings are not normally uploaded until they are approved at the following meeting, which can lead to a one or two month delay depending on whether meetings are monthly or bi-monthly.

JG reiterated that for the Tenant Scrutiny Board there is a 10 day limit to publish the minutes, and that the agenda should be published at least 10 days prior to the meeting.

**RESOLVED** – The minutes of the previous meeting held on 21 December 2018 were passed as a true record

### 55 Recruitment to Tenant Scrutiny Board

KM updated the board members that the leaflet shown to them in a previous meeting advertising the various ways to become involved with the TSB had been circulated via email to over 1000 tenants who had expressed an interest

Draft minutes to be approved at the meeting  
to be held on Friday, 15th February, 2019

in being involved during either their annual home visit or in response to the STAR survey. The leaflets circulated on Facebook had been seen by over 5,000 people, with approximately 300 engagements (likes/shares/comments etc.). KM advised he had received four responses from interested individuals, and is in the process of contacting them via phone and email to obtain further details having undertaken the appropriate checks to ensure the individuals are not in rent arrears, and have no antisocial behaviour/neighbour dispute issues. JG mentioned that he has heard from another potentially interested individual and will pass details on to KM.

SI enquired whether KM had spoken to the individuals, expressing that anybody who responded should receive a personal response and not a generic reply via email or telephone. KM confirmed he had spoken with two respondents and had left answerphone messages with the other two.

KM acknowledged that the global email that was sent out may have been deemed impersonal (as it was addressed from Tenant Engagement Team), but assured the members this was to manage responses noting that anyone contacting the office would be passed directly on to KM or contacted directly as soon as possible.

SB enquired about a letter she had received from a Tenant Engagement Officer (TEO) in the post, advertising the HAPs and other ways to be involved with LCC. SB asked whether the details of any respondents to that letter would also be passed on to KM. KM clarified that responses to targeted letters sent out to tenants in specific HAP areas would be passed to the appropriate TEO to follow up.

JG asked if SI wished to lead on issues of recruitment and provide future updates to the board, as he particularly had expressed concern in this area. SI agreed and there were no objections from any of the other board members. SI noted that following last month's previous suggestion that current members of the HAPs should be able to join the TSB, advice from Legal Services confirmed this would be a conflict of interest and therefore not possible. DL added that this was an issue raised when the three ALMO tenant scrutiny panels became one, and that it was agreed that there would be a conflict of interest.

JG enquired about progress on his request to meet with Housing Leeds and Legal & Democratic Services (governance) to which KM advised he is putting together a briefing note for the head of service and will update the board when further details are confirmed.

JG informed the board that the recruitment flyer posted on Twitter had not displayed correctly and he advised the communications team to remove it. KM said he was unaware of this, and told the board as far as he knew the leaflet was displaying correctly as it was correct on Facebook, but he will seek clarification from the communications team.

SI mentioned he had recently been in Merrion House, and there were no leaflets or advertising materials promoting opportunities for tenant involvement displayed on the walls or notice board of the building, and also none in the Horsforth housing office.

## **56 Update on Estate Standards**

JG introduced David Longthorpe (Head of Housing Management, Resources & Housing) to discuss the two recommendations given a monitoring brief by the board.

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

DL discussed the first monitoring brief regarding the refuse service, referring to the issue with the bin rooms for the Wortley blocks being closed off and unusable while repairs were taking place. DL confirmed repairs have been concluded and the chutes and bin room are operational.

DL advised the Refuse Service will be conducting a review of waste strategy, concerning the collection routes taken and new housing built since the previous review 10 years ago, which is estimated to take approximately six months to complete. The Refuse Service are aiming to align their strategy with national guidelines released in December, and are working with WRAP to assess how collection and recycling systems can be changed and/or improved. The standardisation of collection around Leeds with the collection service in other authorities would be beneficial to increase the amount of recyclable waste, and ways to achieve this goal are being considered.

JG raised an issue that waste collection is not tailored to the needs of high rise blocks or individual streets where access can be problematic and would require a more bespoke approach. DL confirmed there are already some bespoke solutions in place, for example having a kerbside bag collection on streets that are too steep for wheelie bins, but the review will help to solve further issues that are not yet satisfactorily dealt with.

PM pointed out that there used to be stickers on wheelie bins that told residents what kinds of waste may be put in bins and asked if they were still in use. DL answered that the stickers and letters are expensive to produce and distribute to every Leeds household, and the same information can be more cheaply and effectively accessed online. Residents' awareness of recyclable material can also be increased if new collection services for glass and food for example were introduced in line with existing collections in other authorities.

SB asked if there were bespoke strategies for each high rise block, and suggested solutions might be found by discussing issues with the cleaners. DL clarified the strategy is primarily to deal with the external removal of waste from the blocks and not the internal waste, but chutes are provided, and much work is put in to educate residents about the potential fire hazard and risk of

leaving rubbish in corridors and other communal spaces. Regarding external solutions, DL gave examples of some blocks having more frequent collections and others having outside bin storage to keep in line with the needs of the block.

JG asked about the issue of overflowing bins, as if bins are too full or there are large items in them they are not taken by the collections. JG asked if fly tipping was still as big an issue as it had been two years ago. DL replied that following meetings with the Cleaner Neighbourhoods Teams and the introduction of a charge for the collection of large items it was considered that there would be an increase in fly tipping, however the statistics across Leeds show that there has been no significant increase in cases. PM added that in his sheltered housing complex, large items are placed in the bins that are not put there by residents which would not count on fly tipping statistics. DL confirmed these cases do not count towards the statistics, but cleaners who find large items can report them for removal and where possible perpetrators are identified and appropriate action taken.

JG asked if there are still days on which skips are provided for residents to dispose of large items, DL responded there are action days but their purpose is not for disposal of large items, but are to highlight areas in need of action. DL informed the board that the council pick up service should be used, and that those in receipt of benefits can use this service for free.

**RESOLVED** - Position Status agreed as (4.) Not fully implemented (Progress made acceptable. Continue monitoring)

**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.**

DL provided an update on an action plan for letting of garages across Leeds, aimed at addressing a significant number of garages that are empty, noting that from February 2018 to January 2019 there were 311 fewer empty lettable garages. DL explained the focus was on using social media to promote the availability of empty garages. DL noted it is difficult to let some garages due to the smaller sizes, designed for the smaller cars of the past, however progress is being made.

Garages deemed fit for refurbishment are improved and re-let where there is demand to do so but there is also an ongoing program of risk assessments which have led to the demolition of 68 garages freeing up land which could be repurposed for new housing, allotments, or other uses.

JG asked by what criteria garages are demolished, DL responded that they are risk assessed, and can be a target for vandalism and arson and so demolishing them can result in less antisocial behaviour or risk to the public. The decision to rebuild garages is based on the requirement for residents, and the council is looking to build more in at least one location.

JG asked if the uptake of garages might be facilitated by a decrease in rent, DL informed the board that a request to maintain the rental price has been put forward but there is also the option to lower and raise the rent per area according to demand. A system is also in place whereby non council tenants can rent garages at a higher rate than for council tenants (standard rent + VAT) to ensure as many garage spaces as possible are occupied, but DL emphasised that priority is given to council tenants. PM asked about those who rent garages and move from the property, or those who use them as storage for household objects rather than for vehicles. DL noted that the garage rents are separate from household rents and therefore a garage could be held by a previous tenant, however the lease should not be passed on to someone else.

**RESOLVED** - Position Status agreed as (4.) Not fully implemented (Progress made acceptable. Continue monitoring)

JG asked if the process for walkabouts is still in place, DL confirmed they are and provide a way for residents of the area to have an input and get involved. Housing officers should be communicating with residents and inviting them to walkabouts, updating them on the changes as a result of walkabouts, and escalating issues that have not been actioned due to the reliance on other services being involved.

JG questioned if feedback from the walkabouts was being sent to councillors as there had been an occasion when he had heard that it had not been received, which DL assured was an oversight, and that there has been no pattern of reports to say process is not being followed. A question was also asked if councillors themselves were attending these meetings so they can then see any issues first hand. SI added that he is the only person in his area that attends the walkabouts, they are not well advertised, and in one case the housing officer didn't turn up. There are also ongoing issues in SI's area that do not seem to be getting resolved. DL noted that the walkabouts should be advertised in more ways than just online, and community notice boards and other means could also be utilised.

DL continued that some issues can be resolved as a priority by certain services, but some issues such as trees that are reported as dangerous may take up to 18 months to be resolved if they are not identified as an emergency. JG raised a question about mapping, and DL explained that though it isn't a common occurrence, areas that aren't mapped have to be researched to find out who is responsible for the land which can take time to be achieved, and then relevant services called which that might not mark certain issues as a priority, leaving them for weeks or even months before they are resolved.

PM asked what the process is if no residents turn up to a walkabout, and JG added the question of how line managers know if a walkabout was attended by the officer. DL answered that walkabouts are diary items and so if an officer is away they should be covered by a colleague and still go ahead. Similarly if no residents turn up, the walkabout should still go ahead as the

officer has a list of inspection criteria to check on any and all site visits, and some residents may want to see the feedback but be unable to attend the walkabout.

JG thanked DL for his attendance.

## **57 Update on East Leeds Repairs**

JG introduced Simon Jarman and Rob Goor to discuss the new repairs system.

**Recommendation 2 – Implement and roll out the Total Works system.** SJ told the board the new repairs system TOTAL has now been rolled out across all of Leeds Building Services.

**Recommendation 3 – Implement new working practices through Total Works, in relation to creating additional appointments, by reducing waiting times and increased tenant satisfaction.**

The TOTAL platform records all orders, labour, and charges, and will incorporate a feature called Optimise which was due to be in use during 2018 but is now scheduled to be trialled in March 2019. The Optimise system acts as a calendar which shows operatives their appointments for the day, can plan journeys and track the time taken per job, re-arranging jobs where necessary or allocating them to other operatives.

The system can show updates on the progress of jobs, and incorporates mapping, so jobs can be attended faster and resolved faster resulting in higher customer satisfaction. The new scheduling system will replace the current manual timesheet system and will allocate each operative 7.5 hours of jobs per day, tracking productivity by time stamping live jobs to ensure they are not over-running.

**RESOLVED** - Position Status agreed as (4.) Not fully implemented (Progress made acceptable. Continue monitoring)

**Recommendation 6 – 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.**

Van stocks are also being reviewed, aiming to reduce the number of times an operative has to visit the stores. TOTAL will also incorporate an out of hour's system that can allocate jobs at any time, or schedule a repair for the first thing the next day. Monthly meetings are in place with subcontractors to chase up projects that are nearing deadline and need to be resolved as a priority. LBS is seeking to utilise a subcontractor portal which will reduce the administration of allocating jobs, and allow subcontractors to report on repairs in the same way as other LBS operatives. The TOTAL system will be trialled with a smaller repairs subcontractor of around 35 staff before being rolled out

across all responsive repairs in the future. SJ offered to bring to a future meeting a live demonstration of the TOTAL system.

JG noted the TOTAL system had been introduced as a simple way of streamlining the repairs process, however Simon Costigan had revealed to him there have been glitches that have slowed the progress somewhat. JG asked how the vans are currently stocked, and if the current process of stocking vans was still in place. SJ answered they are still stocked with a variety of items for various jobs, and are still partnered with Wolseley for re-stocking. Wolseley had promised 100% delivery to site, however this is not always possible especially in responsive repairs as opposed to voids or pre-planned repairs. RG stated that a target of 100% deliveries would not have been realistic, however the current rate of 30-40% is not high enough at the moment, especially when it takes longer for some parts to reach the operative than it does for the repair to be completed. JG added that the TOTAL system incorporates mobile phone GPS functionality which is standard for all responsive repairs staff, and is less intrusive than the vehicle tracking system used previously that was unpopular with operatives and had to be discontinued.

JG asked if there was some separation between commercial repairs and repairs operatives. RG clarified that LBS is formed by the housing repairs and property management services, and there is work in progress to bring the two services closer together with some of the same infrastructure, operatives, meetings, and accounts. SJ added that there is a focus on trying to utilise LBS operatives wherever there is capacity to do so, and that operatives could clarify the areas they have the skills or are equipped to cover, reducing chances of the wrong person being sent to the job and making sure as many job types are covered as possible.

JG enquired if the number of apprentices has been increased and how many there currently are. SJ answered that the last cohort of QCF apprenticeships have recently finished, and 15 of the 17 have been taken onto full time apprenticeships. SJ added that next year a specialist trade apprenticeship scheme would be in place, recruiting six electrical and six gas apprentices. This is because it is becoming increasingly difficult to recruit apprentices in specialist areas as pay scales are not competitive with other companies or nationwide. RG added that Mears are also struggling to recruit operatives, even though they currently pay their operatives more than LBS, and potential apprentices are choosing to work at other major construction works happening elsewhere. Options exist such as increasing the salary of higher skilled staff to tempt them to join, though discussions are ongoing on how best to overcome these barriers. SB asked if there is the capability to train operatives in more than one discipline to ensure they are more highly skilled. RG answered that LBS training already covers multiple trades and is more advanced than Mears' own training. There is ambition to increase the capabilities of both the system and of operatives, with a potential process that could be developed through which residents can submit a photo so the fault can be better diagnosed and operatives can ensure they are properly stocked. JG questioned if the process would be able to cater to everyone, RG

answered that it might not work for those who are not online or able to access online services, however the needs of those people will also be taken into account.

JG suggested the possibility of TSB members seeing the TOTAL system in use first-hand to see the its benefits, and accepted that there are developments still ongoing despite having expected more progress to have been made at this point in time. JG thanked RG and SJ for their attendance.

**RESOLVED** - Position Status agreed as (4.) Not fully implemented (Progress made acceptable. Continue monitoring).

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

JG told the board that he had proposed that Sheltered Housing (Retirement Life) is to be on the agenda for the next meeting, and provided an update that LASBT would now be an agenda item for April, as LASBT are currently undertaking a review of the service and so it would be worthwhile waiting until the review is over before being discussed.

SI asked if guests to future meetings would be able to submit a report to the board members prior to meetings so members had an opportunity to read beforehand and frame any questions they might wish to ask. JG clarified that the reports in this meeting were not new information and so did not require a new report, but that guests generally do offer to send reports prior to attending a meeting. KM offered to enquire with Sheltered Housing about information being shared with board members before the next meeting.

JG informed the board that he will be on holiday from 29 January to 6 February.

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

The next meeting will take place on Friday 15 February at 1:15pm  
(Pre-meeting for all board members at 1:00pm)

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



Report author: Keith Mack

Tel: 0113 3782824

**Report of Scrutiny Officer**

**Report to Tenant Scrutiny Board**

**Date: 15 February 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: Keith Mack

Tel: 0113 3782824

**Report of Scrutiny Officer**

**Report to Tenant Scrutiny Board**

**Date: 15 February 2019**

**Subject: Retirement Life (Sheltered Housing) report**

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 requested at their January meeting that a representative from the sheltered housing service (now rebranded as 'Retirement Life') attend to provide an overview of the service.
- 1.2 The Board are keen to receive information on the services developments and current priorities.

## 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 Two reports have been provided and are attached to this report highlighting the service offer and a briefing document for tenants.

<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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## Service & Social Offer

**Retirement LIFE** aims to provide a supportive and caring environment for an independent lifestyle. Many of our **Retirement LIFE** schemes have communal facilities such as a laundry and a community lounge within the same building, or located nearby. Other schemes are made up of dispersed properties close to each other with no communal areas attached.

**Retirement LIFE Living In a Friendly Environment (LIFE)** is at the heart of the services we deliver and we believe that it is more than just providing people with a home. Living independently means you are responsible for your own home, and choices for your own everyday needs.

When you move into **Retirement LIFE** Housing, you have the same rights and responsibilities as any other tenant of Leeds City Council. However, **Retirement LIFE** offers many advantages that aim to help you to stay active and independent for as long as possible.

### **Our commitment to Retirement LIFE support is that we will:-**

- \* Meet you at the property on the day of your viewing and share information about living at the **Retirement LIFE** scheme along with information about the wider neighbourhood.
- \* Call to your home when you move in and discuss your preferred contact choices with you, this could be visits to your home, telephone, texts or email or a combination of these methods.
- \* Make an appointment to get to know you and introduce you to the scheme and complete an individual support file with you that will include your personal details such as your next of kin, GP and other health providers who may be supporting you. We will ask you for permission of who we may share your information with, to support you or in times of an emergency.
- \* Provide you daily support up to 5 days a week (Monday to Friday). Tenants who choose only 2-3 days support will be contacted where possible Tuesday, Wednesday and Thursday. Contact can be increased at any time you choose or if your needs change.
- \* Ensure that we visit and contact you as agreed and arranged.
- \* Advise you 14 days before a Bank Holiday what cover will be provided to you.
- \* Support you to help you stay safe and secure in your home and signpost you to other services for any additional support you may need.

- \* Ask you for your number if you have a key safe. This would only be used to gain access into your home to check you are well if we have not been able to contact you on a day we've arranged to have contact with you.
- \* Treat you with respect and allow you to live your life in the way that you choose. We will maintain confidentiality at all times in line with data protection regulations.
- \* Make an appointment with you every 6 months to discuss your support needs and ask how things are going for you and update your support file. We will also undertake a housing management Annual Home Visit every 12 months which will be done at the same time as the support file review.
- \* Provide you with a support file review sooner if you feel you need one, you can also request a copy of your review – ask your Support Officer who can arrange this for you.
- \* Explain the benefits to you of the Telecare 24 hour 365 days a year emergency response service. The Lifeline units and wearable pendants are linked to the response centre via your telephone line. There is a small additional weekly charge payable to Adult Social Care for this equipment and service.
- \* Support you to have any financial assessments to maximise your income and refer you on to other services to help you set up any direct debits or financial support you may need.
- \* Provide you with telephone numbers and contact details of the Support Officer team including who is due to visit you and when.
- \* Support tenants, where possible, in the event of any accidents, serious incidents, or safeguarding concerns and report to appropriate officers.
- \* Support you to help report your repairs if you need help with this.

**Please note, in times of severe weather or other exceptional circumstances Support Officers may need to make contact with you by telephone instead of agreed face to face contact.**

### **Keeping us Informed - What you need to do:-**

- \* It is important if you are due to be visited or contacted and will not be at home to please let the Support Officer team know. This will ensure that emergency procedures are not initiated, which may mean us needing to gain access into your home to check that you are safe and well.

\* Please let us know of any changes to telephone numbers and contact details for you or your family as soon as they change, so that we can make sure our records are up to date should we need to contact anybody on your behalf.

\* If you notice a hazard or repair that needs raising please tell the Support Officer team. If this is out of hours and urgent please call through to the contact centre on 0800 188 4000 or 0113 3760410 and advise them of the situation.

Our **Retirement LIFE** schemes have a team of dedicated staff who manage and oversee the day to day running of them. Support Officers will be available on site a set number of hours each day.

### **Where there is a Retirement LIFE communal area we will:-**

\* Introduce you to the communal facilities such as the lounge, kitchen and laundry facilities and introduce you to your neighbours and groups.

\* Oversee the daily management of the scheme including weekly fire alarm tests, scheme health and safety checks and raising any communal repairs.

\* Explain the availability and use of the communal room, Support Officers are responsible for any bookings for tenants and groups.

\* Advise you how you can hire rooms at the scheme including guest room accommodation where this is available. (A charge is applicable for personal and individual approved private room hire.)

\* Facilitate and hold activities at all **Retirement LIFE** complexes that have communal facilities attached to them. Where tenants live in a dispersed scheme we will inform them of activities they can attend in nearby complexes.

\* Support tenants and residents to get involved in groups and activities that meet their needs, interests and hobbies which may include volunteering. We will also be welcoming to tenant's families, friends and neighbours in the wider community.

\* Hold tenants "have your say meetings" at least every 3 months where you can speak with the Support Officers and provide your views on the service at your **Retirement LIFE** scheme.

\* Promote activities run by other groups and Neighbourhood Networks in our schemes and in the wider community.

\* Keep our noticeboards up to date with information for tenants including when your Support Officer is due to visit the scheme.

## **Please Note that Support Officers MUST NOT:-**

- Accept gifts or goods from you. However, in exceptional circumstances Support Officers are able to accept a gift of low monetary value for example a small box of chocolates.
- Handle your money or deal with your finances. We will support you to make referrals to someone who could provide you with financial advice.
- Give you medication or help you administer any medication.
- Lift you if you have fallen. (We will make you as comfortable as possible and get help for you.)
- Provide any kind of home care service, nursing or medical care.
- Do your shopping (but will help you find a service that can do this)
- Fix fuses, tune in TV's or any other small DIY jobs.
- Breach Cohesion and Diversity standards or exclude any individual or group of people of the rights, privileges and courtesy due to all
- Hold keys for your home. However, permission can be granted to access keys in a key safe in an emergency situation

For more information, to discuss an issue or to make a complaint please speak to your Support Officer, or contact the Older People's team on 0113 3783696. Or you can email

[housing.leeds.olderpeople@leeds.gov.uk](mailto:housing.leeds.olderpeople@leeds.gov.uk)



Autumn 2018

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**Housing Leeds are enhancing and rebranding the services they provide to Older People living in Sheltered Housing.**

**Retirement LIFE** will replace the term Sheltered Housing.

**Why?** Living In a Friendly Environment (**LIFE**) is at the heart of the services we deliver and we believe that it is more than just providing people with a home. We want to make our services more appealing for people in Leeds both now and in the future.

**What will change?** We will make sure that tenants continue to receive the same level of service that they choose through support contact and visits. The wellbeing, independence and quality of life for our tenants is at the heart of what we do. We will also be developing more social activities for tenants to get involved in to keep people active and socially engaged in the local community.

**How will the service be better?** **Retirement LIFE in a complex** will allow us to have more of a staff presence on site. Staff will be available for a set number of hours each day delivering individual support and promoting activities. **Retirement LIFE in a dispersed setting** will allow staff to continue to support individuals through agreed contact and visit times.

**How do you know it will work?** A trial commenced across 3 team areas covering schemes in Whinmoor, Seacroft, Bramley and Kirkstall in October 2017.

Before we started we met with tenants at the schemes and they told us that they liked the idea of having more of a staff presence on site, along with support to run and promote activities.

We undertook regular monitoring and reviewing of how the pilot service was running over a six month period and positive outcomes have been:

- An increase in the number of activities taking place across the trial schemes with tenants joining in who had never done so before.
- Tenants have told us that they liked the new whiteboards which tell them which Support Officer is coming and when.
- Support Officers have embraced the trial and told us that they enjoy spending time with tenants and getting to know them better while running and supporting new and different activities.
- Most tenants told us that they liked the new rebranding **Retirement LIFE** with only a few tenants saying leave it as sheltered.

**Our next steps.** During early 2019 we will roll out our **Retirement LIFE** service. As part of this we will:-

- Consult with tenants locally at their schemes through meetings and newsletters and answer any questions or concerns they may have.
- Consult with wider Partners and Ward Members to update them of the **Retirement LIFE** rebranding.
- Advertise future properties as **Retirement LIFE**.
- Update our communication and marketing materials.

**How can I find out more?** If you have any questions please discuss them locally with your Support Officers or you can contact the Older People's team on 0113 378 3696 or email [housing.leeds.olderpeople@leeds.gov.uk](mailto:housing.leeds.olderpeople@leeds.gov.uk)





Report author: Keith Mack

Tel: 0113 3783195

**Report of** Housing Manager, Tenant Scrutiny

**Report to** Tenant Scrutiny Board

**Date:** 15 February 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 ( <i>delayed due to LASBT / Safer Leeds review</i> )					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		X			

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