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## TENANT SCRUTINY BOARD

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Meeting to be held in 6 & 7 - Civic Hall, Leeds on  
Friday, 15th March, 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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# 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 - 15TH FEBRUARY 2019</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 15<sup>th</sup> February 2019.</p>	1 - 10
5			<p><b>MINUTES OF THE SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)</b></p> <p>Information only item.</p>	11 - 18
6			<p><b>RECRUITMENT TO TSB UPDATE</b></p> <p>Members are asked to note the update provided and discuss any further comments around this area of work.</p>	19 - 20
7			<p><b>UNIVERSAL CREDIT UPDATE</b></p> <p>Recognising the significant tasks involved in implementing Universal Credit, the Board previously requested an update on universal credit once implemented and live. Members are asked to note the verbal update provided at the meeting and discuss any points which they wish to raise with the officer in attendance.</p>	21 - 22
8			<p><b>TENANT SCRUTINY BOARD FUTURE REPORT</b></p> <p>The Board requested at their February meeting that Housing Leeds' Head of Neighbourhood Services, be invited to attend to provide an overview of the how the service sees the future of tenant scrutiny.</p> <p>Members are asked to note the update provided and discuss any further comments in respect of this area of work.</p>	23 - 34
9			<p><b>TENANT SCRUTINY BOARD WORKPLAN</b></p> <p>Members of the Board are requested to note the 2018/19 municipal year's work programme.</p>	35 - 36

Item No	Ward/Equal Opportunities	Item Not Open		Page No
10			<p><b>ELECTION PROCESS FOR CHAIR AND VICE CHAIR</b></p> <p>The Board is requested to receive an update to the election process to carry out an election for Chair and Vice Chair in April.</p>	37 - 40
11			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Friday 26<sup>th</sup> April 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> <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>	
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a)				
b)				

## TENANT SCRUTINY BOARD

FRIDAY, 15TH FEBRUARY, 2019

**PRESENT:** John Gittos in the Chair

Sallie Bannatyne, Stephen Ilee, Peter Middleton and Jackie Worthington

### **60 Exempt Information - Possible Exclusion of the Press and Public**

None.

### **61 Late Items**

None.

### **62 Apologies for Absence**

Michael Healey, Maddy Hunter, Rita Ighade, Roderic Morgan.

### **63 Minutes - 18th January 2019**

The Chair opened the meeting and welcomed the attendees. A round of introductions were made for the benefit of the attending guest and members.

**RESOLVED** – The minutes of the previous meeting held on 18 January 2019 were passed as a true record.

### **64 Update on Recruitment to Tenant Scrutiny Board**

JG welcomed the new prospective board members Mary Farish and Stanley Burton to the meeting, and explained that despite attending as observers for this meeting, they are free to take part and ask any questions they wish.

KM began by reminding the board of the recent email campaign discussed in the previous meeting, noting that over one thousand emails had been sent out based on responses from annual home visits and star survey data. KM advised the board that he had received seven responses enquiring about the Tenant Scrutiny Board, elaborating that information about other means of engagement such as HAPs and other tenants' groups was included in the email.

Attempts had been made to get in touch with all seven respondents following which KM and SI met with four interested individuals to discuss the aims of the TSB and to learn more about why they expressed an interest.

KM advised members that it was felt by both SI and himself, one of the individuals, had a much keener interest in matters in his local area, therefore his details had been passed on to the local Tenant Engagement Officer with a suggestion he be considered as a new HAP member.

Two of the three other attendees were in attendance today and a third tenant had been unable to attend this meeting, but hopes to be able to attend the next meeting. If all three prospective members are approved by the board and invited to join, this would take the total number of members to 12.

SI welcomed the two observers and expressed his hope that they both find the meeting interesting and would join the board as members. JG opened the floor to any questions from the board members.

SBa asked if there will be any future meetings with MF, SBu, and the third individual to assess their suitability for the board. JG responded that he would talk with both attendees following the close of the meeting to discuss their thoughts on the meeting and answer any questions they might have around joining. JG mentioned that the previous system of formal interviews could often be a barrier to potential members as they were put off by the formality, and talking in this manner can often be more beneficial to both parties. KM agreed, and explained to the board that this had influenced the decision to invite the 4 tenants to a group discussion and not separate interviews, as it allowed KM and SI to assess how the individuals engaged in a group setting and were confident putting forward ideas.

JG asked if there had been an update on the issue that was noted with the engagement flyers not displaying correctly when viewed on Twitter. KM responded that he had liaised with the communications team, and that the issue could have been caused by a variety of factors, including the device on which the flyer was viewed. The flyer has not been re-uploaded, however it can be deployed again if necessary. KM further informed the panel that the council has recruited a staff member with experience in graphic design who can produce superior content, and may be asked to do so in future.

JG requested an update on the uploading of minutes onto the council website. KM responded that Tracey McGarry (who attended the previous meeting) had personally resolved the matter, requesting the upload of the latest available minutes to the website for each group that wasn't yet up to date. KM advised that due to some groups meeting bi-monthly, the latest approved minutes may appear to be some months behind the present date, though there is potential scope for draft versions of the most recent meetings being uploaded prior to their approval.

JW enquired if there was possibility for a younger member of the TSB to join the board. KM replied that the 3<sup>rd</sup> tenant unable to attend today, is a 35 year old male who would no doubt provide a younger perspective if subsequently approved to join the board. JW further asked if work may be a barrier to his attendance, but it wasn't thought this was the case. JG responded that it is unfortunate that the time of the meeting can conflict with workday hours as it does, but there is the potential for the meeting room to be reserved into the

evening which could better accommodate members that struggle with attending due to work, and the topic can be a matter of discussion at the next meeting.

JG also informed the board that the boards development plan can also be an agenda item for the next meeting, and a request would be sent inviting Mandy Sawyer (Head of Neighbourhood Services) to attend.

## **65 Retirement Life Report**

JG introduced Sue Donaldson, Development Manager for Retirement Life, to provide an overview of the Sheltered Housing Service, and its rebranding as 'Retirement Life'. JG asked if SD might begin with a short history of the service and its development into what it is today. SD explained that the sheltered housing service name has been used since 1970, and used to be made up of separate schemes with wardens living on site and effectively providing around the clock service to the residents. From 2003 the service was funded by Support & People, and in order to receive funding the service had to meet many strict KPIs and report the quarterly performance across all three ALMOs that existed at the time. In 2005 the staff that lived on site were given the legal right to their tenancy, meaning they could still occupy the on-site properties even after their employment had finished, creating an issue that new staff could no longer live in such close proximity to the residents. From this, area teams were implemented, creating a team of staff that worked at the site but did not live there. Most of the staff working for Retirement Life today do not live on site and work regular 8am-4pm hours, removing some of that extra availability granted by living on site. When the three ALMOs were disbanded in 2014 and the services joined under the Leeds City Council, the separate working practices had to be revised to be consistent across the whole city. To do this, best practice was observed across other authorities, however many other sheltered services were disbanded due to the withdrawal of funding support from Support & People. The fact that the Leeds service was eligible for housing benefit meant that the service could remain, but had to review the ways in which best value and outcomes could be achieved. The rebranding to Retirement Life ('Life' being an acronym for 'Living in a friendly environment') better reflects the aims of the service, and moves away from the less appealing associations of living in a sheltered property.

SD informed the board of the service as it is in the present day, managing approximately 4,000 properties across 122 schemes. SD elaborated that 77 of these schemes have a community centre or complex for residents, and the remaining 45 are dispersed schemes and do not have a community centre. The Retirement Life scheme is provided to all residents for a flat rate of £13.00 per week which is eligible for housing benefit, and for that price residents can choose to be visited by a member off staff from one to five times per week. Residents can also choose to decline any visits, though the service charge remains as they can then opt in to visits at any time. There are many vulnerable people living in Retirement Life properties and staff may spend more or less time with residents depending on their needs, or visit them multiple times per day. Around 75% of residents stay in their property until the

end of their life, and as a result can have more complex needs than those who are healthy or remain active, so it is vital the service can adapt to the changing needs of residents and provide effective support based on each individual's needs.

Combating social isolation is another important factor in the Retirement Life service, as some residents may not have family networks to provide additional support. Older people often prefer to remain in a local environment with a strong community around them, so there has been a focus on developing the number and range of activities across the 77 schemes equipped to do so. On a monthly basis, over 1,800 activities are delivered across Leeds, which are factored into the role of support officers who share the delivery across their teams. Each staff member can contribute based on their personal strengths, whether it is organisation, running the activity, or another area. Some staff have been trained in the delivery of armchair exercises, for which the number of activities has risen from 267 per month to approximately 700 per month, and some staff cook food and organise lunches for tenants, but the key theme is responding to the residents' requests for the types of activity they would like to see. The evolution of Retirement Life has seen the social aspects become more prominent, additional to the service offer already in place.

SD advised the board that the official launch of Retirement Life will take place on the 1st of April 2019. Training has been key to ensure all staff are fully up to date with the expectations of the service, and consultation with residents via focus groups has taken place to address any issues or concerns that residents may raise. Throughout March, a whiteboard will be installed in prominent locations in each community centre, detailing the members of staff who are working, their available hours, and their contact details so that residents have a clear point of contact should they need it. An activity plan will also be posted near to the whiteboards detailing the available activities, as well as 'meet your team' posters helping familiarise residents with the members of staff they can expect to see. SD opened the floor to any questions.

JG asked SD for clarification on how the 4,000 properties break down into communities. SD reiterated that there are 122 schemes, and that 77 of those have a communal complex, and eight of the complexes are made up of high rise blocks. JG raised a point that he was aware of an individual who was receiving some aspects of the support offered by Retirement Life but who didn't live in a sheltered property, and asked if this support should be offered to them. SD answered that it should not be, though following the merging of the ALMOs, some tenants were left over that had no other means of support and could not be excluded from the support they were receiving at the time. It is an ongoing area of development that in future the service could be expanded to support residents in their own homes who are unable to move to a Retirement Life property, where staff would be able to provide support and update their support files. SD stressed that the support staff are not the ones who provide the service such as cleaning that Adult Social Care would, however they are able to make referrals for such services for the resident if they were needed. JG asked if the people who are receiving support are on a

waiting list to receive support from Retirement Life. SD answered the support they may be getting might be privately offered, and there are many other providers of similar services not attached to Leeds City Council. Retirement Life only cater to the properties included in the scheme, and the properties are advertised as category 2 sheltered when they are in the lettings process. Retirement Life is only responsible for the 4,000 properties that it covers, and consults with every resident about the service they require, and twice yearly with those that decline home visits during the week. JG asked how long the waiting list is for sheltered housing, though SD explained that those figures would have to come from the lettings team, though there are doubtless areas that are more highly in demand than others. The bidding system is based on priority determined by the needs of the applicant as other properties are. SI asked if the new ABRITAS system will show the waiting list for properties, and SD confirmed that it would.

JG asked if there was a cap on the amount of benefits that somebody living in a Retirement Life could receive, based on a similar cap having been put in place on other council residents. SD confirmed that there is no cap she is aware of, but the issue would primarily be the remit of the Universal Credit team. There may be issues in individual cases, such as for those over the age of 65 who fall outside of the UC boundary, or those with a partner under or over the age of 65, but again they are not handled by Retirement Life and so a comprehensive answer could not be provided.

SI enquired how many support officers were a part of the retirement life team, SD answered that there is the full time equivalence of 81 members of staff, comprising both full and part-time staff meaning the number of staff members may be higher than 81. Managing those staff are seven team leaders, each of which covers a geographical area and can cover for other managers in case of sickness. SI further asked if the figures provided were actual or budget, SD replied that they are actual, and that there have been no cut backs from the previous budget. A review of staff numbers revealed there were enough staff to cover the service, although some particular areas may have had a surplus of staff members which meant they may have been moved around, though the demands for each area are constantly changing. SI asked if the sickness rates of staff was known, but SD replied that she did not have that figure as she is not responsible for the direct management of the team.

SI asked how closely retirement life works with Adult Social Care. SD answered that the two services work very closely together, and that Adult Social Care are pivotal in helping to maintain the service offered to the 75% of residents who stay in their property until the end of their life. SI challenged the statement that the two teams communicate closely as he stated there is no continuous interaction from the two services. SD replied that the care packages put into place by Adult Social Care are privileged and not available to the Retirement Life support staff. There are meetings that take place to discuss specific individual cases where necessary, however it is unreasonable to expect the service staff to speak to every social worker about individual cases when it is not necessary to do so. SI further questioned if it was not possible to converse when the two teams may visit a resident every day,

however SD confirmed the confidential information a social worker may have was on a strictly need-to-know basis. SD informed the board that there is a log of calls across the service made by the support staff to social workers regarding the situation of residents, but that the social workers are only active with an individual when the case is live. If there is a safeguarding issue however, it is possible to find out pertinent information about a case which could then be used meet the resident's needs more effectively.

JW raised the issue that the schemes around her area seem to lack staff due to sickness and other reasons, leaving them reliant on family members or other means of support. SD answered that some shortages due to sickness are unavoidable, especially as the service is unable to recruit a replacement for a sick staff member that is off long-term. SD informed the board that the Retirement Life staff do not deliver all of the 1,800 activities per month, and some of the activities are tenant-led by choice. As a breakdown, 25% of activities are led solely by staff, 50% are led by staff and residents in conjunction, and the remaining 25% are led by external providers and volunteers. JG asked SD to clarify the structure of the activities as some of the activities seem to be regimented, SD responded that some activities take place on a regular basis so the residents know they happen at a particular time, and the ones that are led by external parties are also pre-planned so correct rooms and facilities are booked and it can be ensured the activity takes place. Communal facilities, however, are open for tenants to use whenever they need it and for whatever reason, and all tenants have fob access to the buildings. The activities between tenants such as playing cards and board games cannot be captured by the data as only those that are pre planned can be.

JG asked how people are referred to sheltered housing. SD explained that sheltered housing is a part of housing Leeds, and is for those that are over 60 and/or have certain needs. Referrals can be made through the Health and Housing team, or it can be recommended by a GP, but Health and Housing can set the priority of the applications. The bidding system is otherwise similar to the process of bidding on any other property. JG continued by asking if there are any people in sheltered housing who perhaps did not need to be there and so applicants with needs were missing out, however SD replied that the perception of need is important, and not all residents have visible needs. Physical disability is not the only reason a person may need sheltered housing, and some residents may face mental health issues, social isolation, or a range of other invisible needs that means sheltered housing is the best option for them.

SI raised the issue of peoples' general misconception about sheltered housing being more akin to a care home, when in reality they are two different services, with support officers are only there to assess the residents' needs and make appropriate referrals. SD admitted that Retirement Life is like a double edged sword, and that it is uncertain whether it works better under social care or under housing, but the allocation of property based on needs is more effective than the allocation of property solely to fill an empty house. JG further asked if there were ever occasions in which Housing Leeds could

move someone to sheltered housing in order to free up a home that might be more suitable for another family. SD answered that people are not predominantly moved for that reason, though she was responsible for the addition of five questions to the annual home visit survey asked to over 75s about the suitability of their current home to their needs, which can then be used to assess whether a move to sheltered housing might be suitable for them. The five questions are;

1. Can you manage to get in and around your home independently and safely?
2. Can you manage to bathe independently and do your bathing facilities suit your needs?
3. Can you manage to shop, cook, and manage your own finances?
4. Do you get to see your family and friends or are you isolated?
5. Are you able to access your GP and other services when required?

The questions are based on the five health and wellbeing support plan basis that older people need to maintain their independence when living in their own homes. JG questioned what the process would be if there was no space in sheltered housing but there was a resident who needed it, and if their own home could be adapted. SD responded that adaptations would only take place if they are financially viable. SBa asked if there was any available budget to help those who require a move to sheltered housing, but are unable to afford the inherent cost of moving belongings. SD answered that there is no budget available for this, however there is a tenant support team that can make referrals to voluntary services, and that Leeds Housing Options may have money to be able to support a move like this, however it is not usual practice for Retirement Life to fund a move.

SI stated that having looked at the website, the text still refers to the sheltered housing name and onsite wardens, appearing to be out of date. SI mentioned that everyone he knows in sheltered housing believes the quality of service has reduced since teams took over from the wardens. SI also said that the whiteboards due to be put in place don't seem to answer some of the more prevalent issues residents have. As a final point, SI suggested that with an aging population, residents were finding it more and more difficult to maintain the communal gardens when the only service the council provides is grass cutting, and asked if Parks and Countryside might be able to do this. SD replied that where there are communal gardens there is an enhanced grass cutting service and shrub maintenance, but unfortunately tending to flowers and weeds is not a part of the service and would be expected to be maintained by residents, as this level of service across all of the gardens would be unmanageable. A possible solution to this issue would be to replace the flowers with shrubs and add them to the shrub maintenance, though this would likely not be the preferred option for the residents. SI answered if that could be an option then that would be acceptable, however he had previously been told that this would not be possible. JW added that her complex has issues with shrubs that have been seeded by birds in an area unreachable by the residents, but has also been told these cannot be cut. SD answered that the environment comes under Housing Management which looks after the

properties themselves and the environment around them, and they are the ones with the remit to cut those shrubs.

JG raised the issue of sheltered housing not always having provisions for those that require motorised scooters to go about their daily lives. SD answered that there are scooter pods fitted in the schemes with internal complexes, but some areas cannot fit the pods as they can cause a fire safety risk if they were left in corridors or near to emergency exits. Over the last three years the accessibility of complexes has been reviewed, assessing whether there is a safe ramp to access the building, self-opening doors, and key fobs to allow access.

JG asked regarding repairs if there are complaints that are not followed up. SD answered that the support staff often raise the repairs for residents in their own homes who ask for them or are unable to raise them themselves, as well as raising repairs for communal areas. In cases where repairs are not carried out staff will chase them up, and there is an escalation process. The team carry out stage two health and safety checks, ensuring that such repairs are followed up for health and safety reasons.

JG opened the floor to any further questions, summing up that everyone has a different perspective on what sheltered housing is and does, but that it is clear that the reality of people living in sheltered housing is different to the perception of those in sheltered housing. SD in closing told the board that she agreed perception is a focus for Retirement Life, and that the website is on the agenda to be updated, however there have been some issues regarding what details will be included or changed, and that is why it hasn't been able to be altered straight away. SD posed some key questions to be addressed by the service; Do people understand what the service is? Is the service being marketed and promoted appropriately? Is the service fit for purpose? Retirement Life is not meant to act as a care home, however that the services it does provide meet the needs of the residents in the schemes. JG agreed that some more distinction between the two services would be helpful, and asked if the ABRITAS lettings system would help in the allocation of residents into sheltered schemes. SD agreed that it would benefit the service, and would show those that bid the properties that are most suitable for their needs.

JG thanked SD for her update to the board, divulging that it may become a subject of a board inquiry in the coming year if the board choose to pursue it.

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

JG informed the board that the agenda for the March meeting is still to be finalised but he will be asking for TSB members to propose their interest in becoming chair for the election in April.

JG reminded members that because a review of the LASBT service is still underway, they will be attending in April to report on the recommendations

that were made in the TSB review, (of which six were accepted, two partially accepted, and two rejected).

JG confirmed that following discussion, the names of the officers and guests in attendance at TSB meetings shall be added to the front page, as it makes it easier to see at a glance who the guests were for each meeting and saves time searching through the minutes to find names. The contact number for IP at the tenant engagement team shall be provided to members and on the front sheet of the meeting packs, as Lee Ward is no longer responsible for arranging taxis.

JG proposed that 'any other business' be added to minutes where anyone has some, adding that it is not included because other similar boards have tended not to include it. JG opened the floor to members who had an opinion on the matter. SI agreed that 'any other business' should be added to the agenda.

SI asked if the prospective members of the board could be sent a copy of the reports on LASBT prior to the April meeting, KM responded that they have already been provided with copies of all 4 completed inquires.

JG asked if an up-to-date list could be created of members' contact details to ensure correct information is held for all members, and requested that anyone who did not want to be on the list tell KM or IP.

KM reminded the board that Mandy Sawyer will be invited to attend the March meeting, and that LASBT will attend in April. KM asked if the May meeting will be cancelled, JG noted that whilst this had been suggested, the May meeting should go ahead but the August meeting should be cancelled instead as members are often away on holiday during August.

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

Friday 15 March at 1:15pm  
(Pre-meeting for all board members at 1:00pm)

**THE MEETING CLOSED AT 2:45 PM**

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## SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

WEDNESDAY, 23RD JANUARY, 2019

**PRESENT:** Councillor B Anderson in the Chair

Councillors J Akhtar, J Bentley, H Bithell,  
A Blackburn, D Collins, J Goddard,  
P Grahame, R Grahame, M Harland,  
S McCormack, P Truswell and G Wilkinson

### 51 Late Items

There were no formal late items of business added to the agenda.

### 52 Apologies for Absence and Notification of Substitutes

Apologies for absence were received from Councillors A Gabriel, P Gruen and A Khan.

Councillors R Grahame and J Goddard were in attendance as substitutes.

### 53 Minutes - 28 November 2018

**RESOLVED-** That the minutes of the meeting held be approved as a correct record.

### 54 Best Council Plan Performance Report Quarter 2, 2018/19

The report of the Director of Resources and Housing and Director of Communities and Environment provided a summary of the Best Council Plan (BCP) performance data for Quarter 2 2018/19.

The following were in attendance:

- Neil Evans – Director of Resources and Housing
- James Rogers – Director of Communities and Environment
- Jill Wildman – Chief Officer Housing Management
- Lee Hemsworth - Chief Officer Customer Access & Welfare
- Paul Money - Chief Officer Safer Leeds
- Cllr Debra Coupar – Executive Board Member
- Simon Costigan – Chief Officer, Properties & Contracts

Key issues identified in discussions with the Board included:

- Rent collection – Discussion focussed on the introduction of Universal Credits. The Board was informed of the preparation work that had been carried out to assist those transferring to Universal Credits. With regard to direct payment to landlords, it was reported that there had not been an informed decision on this but the Council could apply for direct payment for those who were vulnerable or had rent arrears.

Draft minutes to be approved at the meeting  
to be held on Monday, 25th February, 2019

- Void properties – there were no long term void properties.
- Repairs – a high number of claims were still being made due to claim farming. The Board was informed of preventative work being carried out to reduce claims and progress made with disrepair cases. General gathering of satisfaction data is being done by telephone after repair completion.
- Background checks for new tenants – it was reported that some information with regard to history of anti-social behaviour and rent arrears could be identified from applications.
- Adaptations – Prioritisation for those undergoing palliative care.
- Re-let times/exchanges – Various methods were used for arranging exchanges and there was a focus on properties that were under occupied.
- Rough sleepers – there had been a multi-agency approach which focussed on individuals and keeping them from returning to the streets. Concern was expressed regarding rough sleepers on the outskirts of the city centre and using tower blocks entrances and hallways. The Board were advised of the proposals within the 2019/20 budget to invest further in the concierge services for tower blocks.
- Contact Centre – concern was raised that not all customers are receiving call backs after leaving a message, further information was requested with regard to call back statistics.
- Financial Inclusion – The Board was informed of the work carried with the Beat the Odds Campaign which supported those at risk from gambling harm.
- Community Safety – The Board were advised of the increase in reporting of hate crime, which was attributed to previous under-reporting. Enhanced safeguarding support was being provided to medium and high risk domestic violence cases and cases where there was repeat offending.

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

- a) Note the Best Council Plan Quarter 2 2018/19 performance information and to consider if they wish to undertake further scrutiny work to support improvement work in in any of these areas.

## 55 Financial Health Monitoring

The report of the Head of Governance and Scrutiny Support, provided Board Members with information with regard to the financial health of those service areas that fall within the remit of the Environment, Housing and Communities Scrutiny Board.

Information for Month 7 of the 2018/19 financial year was appended to the report.

The following were in attendance:

- Neil Evans – Director of Resources and Housing
- James Rogers – Director of Communities and Environment
- Michael Everitt - Head of Finance
- Bhupinder Chana - Head of Finance - Technical

- Kevin Mulvaney - Head of Finance
- Cllr Debra Coupar – Executive Board Member

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

- a) Consider the attached Executive Board report in relation to the financial health of those services that fall within the remit of the Scrutiny Board;
- b) Agree any specific scrutiny actions that may be appropriate.

## **56 Initial Budget Proposals for 2019/20**

The report of the Head of Governance and Scrutiny Support set out the budget proposals for 2019/20.

The proposals had been considered at the Executive Board meeting in December 2018 and would be re-submitted to Executive Board following Scrutiny considerations and prior to submission to Full Council for approval of the budget.

The following were in attendance:

- Neil Evans – Director of Resources and Housing
- James Rogers – Director of Communities and Environment
- Michael Everitt - Head of Finance
- Bhupinder Chana - Head of Finance - Technical
- Kevin Mulvaney - Head of Finance
- Cllr Debra Coupar – Executive Board Member

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

- a) Considered the Executive’s initial 2019/20 budget proposals as set out in the attached Executive Board report;
- b) Consider any areas where early involvement of the Scrutiny Board may help inform future budget proposals or approaches.
- c) To advise the Executive Board that the Board welcomed i) the commitment to increase investment in concierge services in council high rise buildings, which will help to aid the teams providing intervention services, and ii) the Board’s ongoing commitment to monitor the impact of Universal Credit on Leeds residents and on Council resources going forward. (minute 54 refers)

## **57 Best Council Plan Refresh 2019/20 - 2020/21**

The report of the Head of Governance and Scrutiny Support advised Members of an approach to refresh of the Best Council Plan for 2019/20 to 2020/21.

The following were in attendance:

- Neil Evans – Director of Resources and Housing
- James Rogers – Director of Communities and Environment
- Cllr James Lewis– Executive Board Member

- Cllr Debra Coupar – Executive Board Member

Following feedback, Members were informed that the following areas were likely to be further developed within the plan:

- Reflection of the aging population.
- The reflection of sustainable development in the revised plan.

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

- a) Considered the appended Executive Board report and the initial proposals for the Best Council Plan for 2019/20 to 2020/21; and
- b) To advise the Executive Board of the Scrutiny Boards intention to continue focus on the impact of Universal Credit in the context of tackling poverty for individuals and families, both in and out of employment, which will support the strategic direction of the Council as set out in the refreshed Best Council Plan 2019/20 – 2020/21.

## **58 Work Schedule**

Principal Scrutiny Advisor introduced the report of the Head of Governance and Scrutiny Support which advised Members of the Scrutiny Board's work programme.

Members were informed that the February meeting would have reports on the Housing Growth Programme, road safety issues, an update on the Anti-Social Behaviour Service and an update on cemeteries.

**RESOLVED** –

- a) To consider the matters outlined in the report, particularly in paragraph 2.8 and 2.9, the appended information and matters raised during the meeting;
- b) Agree or amend the overall work schedule (as presented at Appendix 1) as the basis for the Board's work for the remainder of 2018/19.

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

**RESOLVED-** To note the date and time of the next meeting as Monday, 25 February, at 10:00am (pre-meeting at 9:45am).

## **SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)**

**MONDAY, 25TH FEBRUARY, 2019**

**PRESENT:** Councillor B Anderson in the Chair

Councillors J Bentley, A Blackburn,  
D Collins, A Gabriel, P Grahame, A Khan,  
S McCormack, P Gruen, P Truswell,  
J Akhtar, M Harland, B Flynn and  
D Jenkins

**60 Appeals Against Refusal of Inspection of Documents**

There were no appeals against refusal of inspection of documents.

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

There was no exempt information.

**62 Late Items**

There were no late items.

**63 Declaration of Disclosable Pecuniary Interests**

There were no declarations of disclosable pecuniary interests.

**64 Apologies for Absence and Notification of Substitutes**

Apologies of absence were received from Councillors Bithell and Wilkinson.  
Councillors Jenkins attended as substitute for Councillor Bithell and Councillor  
W Flynn attended as substitute for Cllr Wilkinson.

**65 Minutes - 23 January 2019**

**RESOLVED-** That the minutes of the meeting held 23<sup>rd</sup> January 2019 be approved as a true record.

**66 Council House Growth Programme Update**

The report of the Director of Resources and Housing provided an update on the Council House Growth Programme, setting out the proposals for the delivery of further new housing across the City to increase the number of affordable homes.

The following were in attendance:

- Neil Evans – Director of Resources and Housing
- Mark Denton – Head of Council Housing Growth
- Cllr. D Coupar – Executive Member for Communities

Key areas discussed were:

- The assessment of available sites, particularly on greenbelt and brownfield land; It was noted that further work is ongoing and following the roll out of the Housing Growth Programme and the identified need for regeneration, there will be further opportunity for identifying sites;

Draft minutes to be approved at the meeting  
to be held on Wednesday, 13th March, 2019

Members were informed that if there were suitable sites in their wards, these could be assessed.

- Right to Buy (RtB) – concerns were raised relating to new properties, the private rented sector and the ability of tenants being able to access RtB where overhanging debt has been accrued. Members were informed that the Director of Resources and Housing and the Executive Board Member, have written to the Government regarding its policy around access to RtB where overhanging debt is involved.
- The performance and viability of energy efficient properties;
- Clarity was sought on the general approach to modular construction with particular regard to cost and construction efficiency. Members noted the intention to standardise house layouts to alleviate issues regarding contractors.

The Board thanked the officers for the hard work they're doing, to address the need in the city.

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

- a) Noted the contents of the report and discussions during the meeting.
- b) Noted the scope of the council's new housing scheme proposals and initial sites identified for the delivery of new general needs council housing for social rent, and that any decisions on disposal of council land / acquisition of private land to facilitate these schemes have been delegated to the Director of City Development;
- c) Noted that decisions regarding the final funding mix for each housing scheme taken forward have been delegated to the Director of Resources and Housing by Executive Board;
- d) Noted that authority to procure & award contract for each housing scheme is delegated to the Director of Resources and Housing;
- e) Noted that a further report on progress with delivery of the programme be brought to Executive Board in 2019.
- f) Noted the progress made in the delivery of the extra care housing programme.
- g) Noted that the sites at Cartmell Drive South, Halton Moor and Throstle Recreation Ground have been approved for the delivery of extra care housing.
- h) Noted the Adult Social Care system cost savings estimated to be generated from Package 1.
- i) Noted the likely position in relation to capital receipts arising from the programme and that the Director of City Development will negotiate the detailed terms including the financial consideration for the disposal of each site in Package 1 and will seek the approval of Executive Board to the final terms of each disposal.

*Cllr J Akhtar arrived at 10:20am during consideration of this item.*

## **67 Road Safety and Road Casualty Reduction and Initiatives**

The report of the Director of City Development and the Director of Communities provided an update on police related activities to address anti-

social driving behaviour across the district and provided an overview of the progress made on the Leeds Killed or seriously injured (KSI) road casualty programmes.

The following were in attendance:

- Andrew Hall – Head of Transportation, City Development
- Paul Money – Chief Officer Safer Leeds, Communities and Environment
- Harvinder Saimbhi – Head of Operational Delivery, Communities and Environment
- James Rogers – Director Communities and Environment
- Inspector Nick Berry – West Yorkshire Police
- Superintendent Mark Jessop – West Yorkshire Police
- Cllr. D Coupar – Executive Member for Communities

Also in attendance, to undertake a joint scrutiny of this item, representatives of the Scrutiny Board (Infrastructure, Investment and Inclusive Growth):

- Cllr Truswell (Chair and member of the Scrutiny Board Environment, Housing and Communities)
- Councillor Shahzad
- Councillor Carlill
- Councillor Harrison
- Councillor R Grahame

Key areas discussed were:

- The importance of partnership working between LASBT, Localities, Policing and Highways.
- The role of the local community in terms of gathering evidence to identify areas for concern. Members sought clarity on points of contacts for local communities to report issues.
- Driver behaviour and the increased use of drug testing kits.
- Clarity was sought regarding addressing bike related anti-social behaviour, the measurements in place to combat issues and the level of police resources provided for off road bike problems. It was confirmed that this is a team of 4 officers covering the Leeds area. The Board were advised that over the past 12 months the team have responded to over 700 calls and seized 177 bikes, the majority of which were stolen.
- The policy review and changes with regard to the pursuit of off road bikes and quadbikes.
- The coordination of 6 Inspectors in the Neighbourhood Policing Team's (NPT's) and their involvement in identifying and dealing with speeding.
- Concern regarding the enforcement of 20mph zones. The Board was advised that some zones are 'self-enforcing' through the provision of traffic calming. The Board were informed of the tactical approach to the enforcement of speed limits and that local intelligence was useful to

identify areas of focus, therefore the public are encouraged to report concerns.

- The criteria and provision for the deployment of speed cameras.
- The use of MICE funding for the delivery of pro laser training courses in Rothwell and Middleton
- Clarity was sought on the process of reviewing speed limits and the framework in place to assist with this.
- Member's referred to the latest statistic on Leeds Killed or Seriously Injured (KSI) and were informed of enforcement measurements in place in an attempt to tackle the key collision issues.
- Concern regarding the length time taken for the courts to process cases. The Board were advised that Safer Leeds are aiming to establish closer links with the CPS and the Courts, and would seek representation on the 'Silver' Group.
- Clarity was sought regarding income streams from road safety/enforcement; Members were advised that all income is re-invested into improving road safety such as digital cameras.

*During consideration of this item, Cllr. Akhtar withdrew for a short while.*

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

- a) Noted the contents of the report and progress made.
- b) Noted the Board's discussions and the issues identified for further consideration.

## **68 Work Schedule**

The Head of Governance and Scrutiny Support submitted a report which invited Members to consider the Board's work schedule for the 2018/19 municipal year.

Members acknowledged that the March meeting would have reports on reducing repeat customer contracts, the impact of Universal Credit, the Development of Community Hubs, a Migration Update and the Boards draft scrutiny inquiry report on kerbside collections and recycling domestic waste for consideration and agreement.

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

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

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

**RESOLVED-** To note the date and time of the next meeting as Wednesday 13<sup>th</sup> March 2019 at 10am.



Report author: Keith Mack

Tel: 0113 3789703

**Report of Scrutiny Officer**

**Report to Tenant Scrutiny Board**

**Date: 15 March 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 At the last meeting two new members were introduced with a third prospective member unable to attend, but a commitment given to inviting to that individual to a future meeting.

## 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 March 2019**

**Subject: Universal Credit – Service update**

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 Universal Credit (UC) is a single monthly payment for people out of work or on a low income and is part of the Government’s Welfare Reform. It is administered and paid by The Department for Work and Pensions (DWP).
- 1.2 Recognising the significant tasks involved in implementing this reform, the Board had previously requested an update on universal credit once it was implemented and live.

## 2.0 RECOMMENDATIONS

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

## 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 March 2019**

**Subject: Tenant Scrutiny Board – Future development**

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 February meeting that Housing Leeds' Head of Neighbourhood Services, be invited to attend to provide an overview of the how the service sees the future of tenant scrutiny.
  
- 1.2 The Board are keen to hear how the service might wish to reassure members of its commitment to developing the boards' effectiveness and explore with the service how it can attract a more diverse membership and make use of any good practice in the sector.

## 2.0 RECOMMENDATIONS

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

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

- 3.1 a) Discussion Paper
- b) TSB Development Plan

<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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# Housing Leeds Tenant Scrutiny Board – Discussion Paper

March 2019

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## Current position

When done well, we know that tenant scrutiny can be an effective vehicle for service improvement. The TSB have conducted four inquiries since 2014/5, each time publishing a report outlining the information it has considered and making appropriate recommendations. The service has considered and responded as positively as possible to these and many have been beneficial to the service – for example, the recent Noise Action Week was a specific recommendation of the board.

However, there are a number potential barriers that could impact on the effectiveness of the board identified by both the current board and Housing Leeds. These can be summarised as:

- a) The challenge of recruiting new members to the board has not been easy, not least the challenge of attracting younger working age members and the current board are fully aware that current representation doesn't reflect the diversity of the wider community.
- b) The board's current arrangements (meeting during working hours) and approach (mirroring Council scrutiny boards - inviting officers for questions) which may inhibit participation.
- c) Whether the current model represents good practice in the sector and how well connected scrutiny is to tenants as a whole for us to arrive at the best possible recommendations

Due to low attendance, the board decided in October 18 to defer starting a new inquiry during the remainder of 2018/19 until new members were recruited, and has since used its time to focus on their development and receive updates on the progress of any outstanding recommendations from previous inquiries.

## Recognising the potential to develop Tenant Scrutiny

Housing Leeds has an ambition to increase participation and broaden the diversity of involved tenants across the whole involvement framework but particularly within the tenant scrutiny process recognising that more meaningful engagement with a broader cross section of tenants could significantly help gather better evidence to determine scrutiny recommendations.

The TPAS changing world of scrutiny event<sup>1</sup> in 2018 gave officers and TSB members an opportunity to network with other housing providers to share best practice, particularly the emerging shift towards less formal scrutiny<sup>2</sup>. Even where organisations retain a scrutiny panel their processes are evolving to involve more tenants through more informal means with an emphasis on tenants having more access to the service, to frontline staff and to be able to speak to other tenants and for other tenants to participate in the process. Tenants are increasingly being invited to shadow staff, conduct website reviews, map out the customer journey, analyse service data and undertake comparisons with similar services on offer to identify best practice. Looking both inwards and outwards.

The Tenant Engagement Experts, TPAS, noted in their 'Scrutiny – Today and in the Future' report, the need for scrutiny to evolve to make sure it continues to demonstrate its relevance and value, suggesting changes are being driven by;

- The efficiency agenda; being able to show value for money
- The challenge to recruit and retain volunteers

- A reduction in staff time available to support scrutiny
- Channel shift and the availability of a wide range of new digital tools
- The need to evidence impacts and outcomes from all forms of engagement.

There is an opportunity to move towards a more informal process, and be more flexible in how and when our inquiries are conducted.

In practice, this could mean an inquiry in Leeds that would use:

- Star Surveys, other targeted online surveys to particular customer groups, social media quick polls and direct feedback from those with first-hand experience of receiving a service
- Pop up consultations in key areas using iPads to film, photo and capture ideas of residents and what they would like us to do differently
- Posting a short film or info graphic about what the inquiry is and how we'd welcome wider tenant views
- Adopting more informal workshop style evidence gathering events with a cross spectrum of staff and tenants
- Skyping and connecting with other tenant panels who may have done similar inquiries for ideas about recommendations.
- Connect and consult with any relevant equality hub, third sector group, carers' network etc to make sure a wide spectrum of evidence is gathered.

## **Moving forward**

We recognise there is a need to explore new ways of delivering scrutiny, whilst respecting existing relationships with EHC Scrutiny Board chair and working with the current TSB board to shape any proposals.

The preferred actions and next steps for the service are therefore to consult with the board to take on board their ideas, develop new ways of working that are open and accessible to others and outline a fresh approach with a view to trialling a new model during Quarter 2, 2019

<sup>1</sup> [TPAS 'Scrutiny – Today and in the Future'](#) report

<sup>2</sup> CIH ['New approaches to Tenant Scrutiny'](#)

## TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

V3 06/03/2019

Ref	Development Objectives	Actions - How We Will Do This	Responsible Officer	When	Progress/Discussion points
<b>RAISING AWARENESS OF TSB &amp; RECRUITMENT</b>					
1.	Successfully attract new members to the Tenant Scrutiny Board (TSB).	(a) Create a simple role profile/introductory document that explains the purpose and functions of the TSB and gives prospective new members a clear understanding of what they are volunteering for. This should also set out the recruitment process.	IM/KM/LW		Noted that the role profile should set out expectations and should refer to the times when the TSB meets as this can impact on younger people's/young parents availability. Also need to refer to TSN members not being involved in other Housing Leeds tenant involvement groups.
		(b) Targeted campaign to recruit new members to the TSB from current tenant involvement forums who may want a change in focus, to capitalise on their experience.	KM/LW Info Team		Noted that this approach could create gaps within other Housing Leeds tenant involvement groups, whilst this should not inhibit recruitment from existing groups, any tenant recruitment strategy needs to be applied across the wider involvement spectrum.
		(c) Wider community publicity and promotion to recruit new volunteer members to TSB via range of communication outlets/methods; <ul style="list-style-type: none"> <li>• Taster session / 'job fair' to promote tenant involvement opportunities</li> <li>• Scrutiny Officer to email tenants on a regular basis who have expressed an interest through AHV's of helping Housing Leeds improve services</li> <li>• Use data analysis to drive targeted recruitment via Social media (Housing Leeds, Twitter and Facebook)</li> </ul>	KM/LW Info Team		Agreed that board representation isn't fully representative of the wider communities hence publicity should be targeted at underrepresented groups/areas. Give due consideration to where we advertise, locally, newsletters, online Agreed that some existing actions within the plan are sub actions of the recruitment objective. CH talked about OSCs and C. Tax noting applicants have to have interviews with the professional teams and they have a list of volunteering organisations and

## TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

V3 06/03/2019

Ref	Development Objectives	Actions - How We Will Do This	Responsible Officer	When	Progress/Discussion points
		<ul style="list-style-type: none"> <li>Bespoke messaging to tenants and advertising of vacancies using electronic noticeboards</li> </ul>			maybe TSB can be on this as the advert as well and it is more personal as one to one
2.	Ensure the Tenant Scrutiny pages on the Housing Leeds website up to date and provide explanatory details of the TSB alongside minutes and reports.	Review content.	LW	September	Standard governance pages remain as is, but Housing Leeds involvement pages have been refreshed, and brought up to date with achievements and current activity
3.	Raise the profile of Tenant Scrutiny Board to all Housing Leeds staff via 'Housing Leeds Matters'	Article written into staff newsletter explaining what is currently going on in the inquiry based on the previous meeting	KM/LW Comms Team	From September monthly	<p style="color: red;">Noted that YEP sometimes attend the Board and have generated new stories that naturally raises awareness of the TSB – Could these stories be referenced in HLM?</p> <p style="color: red;">Possible promotional stories in HLM about current board members etc. i.e. new member's experiences. Article about what the TSB are doing this year in HLM. Provide a copy of the article to group.</p> <p style="color: red;">Shouldn't just focus on published recommendations but is an opportunity to reference other observations found during investigations.</p>

## TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

V3 06/03/2019

Ref	Development Objectives	Actions - How We Will Do This	Responsible Officer	When	Progress/Discussion points
<b>MEMBER TRAINING AND DEVELOPMENT OPPORTUNITIES</b>					
4.	Induction programme to support new members	Short briefing away from Civic Hall prior to coming to an Board meeting explaining role and expectations of being a member	KM/LW Board Member		Already in place – is this documented?- Initial meeting with TSB chair to explain purpose and functions, introduction to Civic hall, attendance at first meeting to observe etc.
5.	Improve information sharing amongst the group outside of meetings to encourage questions and active participation during meetings.	Board can use pre-meeting to discuss ideas of questions based on the agenda and papers	Board		Already being done
6.	Develop a clear and informative role profile for the position of TSB Chair, supported by appropriate training to ensure continuity of function.	(a) Provide formal Chair training so a member can take the place of Chair in event of absence or part of succession	KM/LW		Discussed that most of the Chairs work is done prior to the meeting and the skills of Chairing the meetings is only one part of the role. Perhaps discuss with John what he is having to do.
		(b) Include member(s) in planning agendas and leading on specific areas of work during an inquiry to build knowledge of the chairs wider responsibilities.			To assist members transitioning to Chair to understand how this works. Need to be aware of issues around the minutes and how they are public and what is said is reported in the public arena.
7.	Get out of Leeds – TPAS and other events	Provide members with opportunities to visit other boards and organisations or take part in related training courses/conferences and workshops.	Board KM/LW		Noted that delegates at the TPAS changing world of scrutiny event had suggested reciprocal visits inc. Peaks & Plains Housing Trust and Barnsley TSB.

## TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

V3 06/03/2019

Ref	Development Objectives	Actions - How We Will Do This	Responsible Officer	When	Progress/Discussion points	
					Discussion around differences in organisations and what happens in Leeds is different to what happens with smaller housing associations. Suggestion made that we should only be visiting comparable authorities, despite suggestion that there is much to be learned from different approaches and methodologies?	
<b>SCOPE FOR IMPROVEMENT (BOARD FUNCTIONS)</b>						
Page 30	8.	Meeting agenda too full	Reduce number of non-standard agenda items to no more than two, one relating the current inquiry and one other	Chair LW	July onwards	Already doing this.
	9.	Strengthening investigations with targeted survey work and visits to services linked to current inquiry.	Inquiries to include planned site visits where possible.	KM/LW Officer	September	Noting this could be inhibited or complicated by numbers of the Board
	10.	Improve the timeliness of wider engagement (with surveys and consultations being carried out earlier on in the inquiry)	Use Annual Home Visit data to be able to consult with or survey a wider tenant base to support current inquiries.	LW	Throughout 2018/19	

## TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

V3 06/03/2019

Ref	Development Objectives	Actions - How We Will Do This	Responsible Officer	When	Progress/Discussion points
11.	Ensure Board members are better able to understand and interpret performance information	Members should be able to interrogate data better leading to more queries around service performance	Board		Members felt the information previously provided was too complicated and needs simplification. It was also felt that whoever comes along should be able to answer basic questions about the data. It was noted that a suggestion that future reports were supported by a narrative had already been requested and that data provided sits within HCA standards framework.
12.	Follow up on previous recommendations to ensure all outstanding recommendations have been responded to – can we tighten this process	Look back on previous inquiry recommendations if issues are being progressed	Board	Throughout the year	we are doing this year and is being superseded
13.	Benchmarking / comparisons / case studies	Scrutiny Officer to provide best practice where identified	KM/LW	Ongoing throughout the year	Talked about the size of areas and how the smaller area have to follow the larger ones. Concern around comparing Council Scrutiny with Housing Associations. Of the big cities how many council properties do they have? KM talked about should the Board focus on smaller areas of inquiry because the Council is so big - but CH said this is internal rather than what the TSB can do like the current scrutiny boards in Leeds

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## TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

V3 06/03/2019

Ref	Development Objectives	Actions - How We Will Do This	Responsible Officer	When	Progress/Discussion points
					Check Rotherham for ASB report LW to do - this would avoid working in a silo already doing
14.	Events and networking	Keep members informed of events as they come up and we are made aware	KM/LW	Ongoing throughout the year	
<b>OTHER AREAS OF DEVELOPMENT</b>					
15.	Provide support for (non-management) officers coming into Civic Hall to meet the Board to ensure officers do not feel they are being 'caught out'	Ensure Officers – especially non-management understand what will happen during the TSB meeting, giving them access to the room prior to meetings so they are comfortable with the Civic Hall Scrutiny environment and are then confident giving responses to questions asked.	LW	August onwards	It was suggested a Scrutiny guide or briefing note outlining the process could be provided to attending officers prior to attending. SB suggested officers should volunteer to attend rather than being selected or put forward? A guide for staff could be promoted/shared through HLM.
16.	Allocating work out especially fieldwork	Other involvement groups become involved in specific tasks within an inquiry	Board	Throughout the inquiry	This will be done as part of the work programme for this year.
17.	Using other groups, TARAs, committees, forums to help gather evidence	Give groups specific tasks carrying out work on behalf of the Board	Board KM/LW	Throughout the inquiry	Suggested this will be done as part of the inquiry this year so in progress. Communal cleaning not just high rise
18.	Make terms of reference more flexible	Speak with Governance at Civic Hall around the procedure to follow	Governance KM/LW	October	
19.	Ensure all members of the Board are signed up to the universal Code of Conduct				

## TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

V3 06/03/2019

Ref	Development Objectives	Actions - How We Will Do This	Responsible Officer	When	Progress/Discussion points
	for tenant involvement in Leeds				
20.	Look at the way the Board decides on future inquiries, keeping within the terms of reference, using best practice models as a guide.		Board KM/LW	April	Needs governance Discussed how we might organise the next scrutiny, noting that currently members have limited information upon wish to make a decision. Noted that the process could be strengthened by a workshop style event with services, councillors, tenants and members having the opportunity to ask informal questions about concerns raised to be able narrow down their choice.

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**Report of**    **Housing Manager, Tenant Scrutiny**

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

**Date:**        **15 March 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 updated work programme at Appendix A provided includes details for the remainder of the 2018/19 financial year and April 2019 given the need to highlight the forthcoming Chair’s election process
- 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 whilst reviewing previous recommendations.

## 2.1 **RECOMMENDATIONS**

- 2.1    Members of the Board are requested to note the 2018/19 municipal year’s work programme.

## 3.0    **BACKGROUND PAPERS<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.

**APPENDIX A**

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

<b>AREAS OF REVIEW</b>	<b>Jan 18<sup>th</sup></b>	<b>Feb 15<sup>th</sup></b>	<b>March 15<sup>th</sup></b>	<b>April 26<sup>th</sup></b>	<b>May 17<sup>th</sup></b>
Main Inquiry					X
Preparation of Final Report					
(X) Recommendation Tracking/ (P) Presentations	X  <b>(1) Estate Env Response</b>  <b>(2) East Leeds Repairs Response</b>	P  <b>Retirement Life</b>	P  <b>(1) Universal Credit Update</b>  <b>(2) Housing Leeds/Tenant Scrutiny Board</b>	X  LASBT Response (Delayed due to LASBT /Safer Leeds ASB Service Review)	
<b>UPDATES</b>					
Attendance	(1) David Longthorpe (2) Rob Goor Siimon Jarman (LBS)	Sue Donaldson	(1) Kevin Bruce/ Paul Harris (2) Mandy Sawyer		
Board Administration	Changes to scrutiny Support/admin				
Election of Chair Election of Vice Chair			Notification of election Process	Elections for Chair/vice Chair	
Action Plan updates to Tenant Scrutiny Board	X		X		
Communal Cleaning	X Responses				
Universal Credit Discussion (once live)			X		



Report author: Keith Mack  
Tel: Tel: 0113 3789703

**Report of** Scrutiny Officer

**Report to** Tenant Scrutiny Board

**Date:** 15 March 2019

**Subject:** Election Process for Chair of 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 Chair has previously discussed with Board Members good practice arrangements in respect of election of Chair.
- 1.2 Members are asked to make their intentions known prior to the April meeting (no later than Friday 12 April 2019) to allow Housing Leeds to identify the number of potential candidates wishing to apply for the role of Chair.

## 2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive an update to the election process to carry out an election for Chair in April.

## 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 of Scrutiny Officer**

**Report to Tenant Scrutiny Board**

**Date: 15 March 2019**

**Subject: Election Process for Vice Chair of 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 Chair has previously discussed with Board Members good practice arrangements in respect of election of Vice Chair.
- 1.2 Members are asked to make their intentions known prior to the April meeting (no later than Friday 12 April 2019) to allow Housing Leeds to identify the number of potential candidates wishing to apply for the role of Vice Chair.

## 2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive an update to the election process to carry out an election for Vice Chair in April.

## 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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