



TENANT SCRUTINY BOARD

**Meeting to be held in Navigation House GFW Boardroom on
Friday, 28th June, 2019 at 2.00 pm**

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

MEMBERSHIP

Sallie Bannatyne

John Gittos (Chair)

Maddy Hunter

Rita Ighade

Stanley Burton

Mary Farish

Peter Middleton

Roderic Morgan

Jackie Worthington

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

Agenda compiled by:

Keith Mack

Neighbourhood Services

Tel: 0113 378 3330

Scrutiny Officer:

Keith Mack

Neighbourhood Services

Tel: 0113 37 83330

A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p>No exempt items have been identified.</p> <p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p> <p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	
2				
3				

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p>MINUTES -</p> <p>To confirm as a correct record, the minutes of the meeting held on Friday 24th May 2019 at Navigation House.</p>	1 - 6
5			<p>CHAIR'S UPDATE</p> <p>To receive an update from the Chair on scrutiny activity, not specifically included on this agenda, since the previous Board meeting.</p>	
6			<p>TSB REVIEW WORKSHOP (PART 2)</p> <p>To continue the discussions from the previous meeting/workshop as to how the structure and function of the board can be developed to better engage with the wider tenant voice, including younger tenants and strengthen evidence gathering, (possibly with smaller less wide ranging enquiries being conducted alongside larger enquiries).</p>	7 - 10
7			<p>TSB WORK PROGRAMME</p> <p>Item is for discussion around the tasks contained within and whether to sign the work plan off in its current form or make amendments to it.</p>	11 - 14
8			<p>ELECTIONS OF CHAIR AND VICE-CHAIR</p> <p>To consider expressions of interest put forward by members for the roles of Chair and Vice Chair and conduct elections to appoint to both positions.</p>	15 - 24
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Friday 19th July 2019 1pm Committee rooms 6/7 Civic Hall</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
			<p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.</p> <p>Use of Recordings by Third Parties– code of practice</p> <ul style="list-style-type: none"> 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. 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. 	
2				
a)				
b)				

Agenda Item 4

TENANT SCRUTINY BOARD

FRIDAY 24TH May 2019

PRESENT: John Gittos (Tenant Chair)

Tenants: Sallie Bannatyne (SBa), Stanley Burton (SBu), Mary Farish, Maddy Hunter, Stephen Ilee, Peter Middleton, Jackie Worthington.

Officers: Keith Mack (Scrutiny Officer), Mandy Sawyer (Head of Neighbourhood Services), Ian Montgomery (Service Manager – Neighbourhood Services), Ian Parr (Housing Assistant).

91 Exempt information

None.

92 Late Items

None.

JG proposed to close the matter of the requested break down of high rise block service charges, as it seems there is no such breakdown available or to be produced. The board agreed the issue is closed.

93 Apologies for Absence

Rita Ighade, Roderic Morgan.

RI will be able to attend meetings again from September after her working pattern is changed.

JG updated the board that he has provided RM with a letter to inform the job centre of RM's commitment to the board, which may allow RM to attend if allowed by the job centre.

94 Minutes – 15th March 2018

RESOLVED – The minutes of the previous meeting held on 26 April 2019 were passed as a true record.

95 Chair's Update

JG informed the board that he will be away following the meeting until Monday the 3rd of June, and if members have any queries regarding TSB matters they should contact KM or IP.

JG reminded the board that the next meeting will include the Chair election, so members have until the 7th of June to submit their expression of interest for the position to KM. KM added that the forms were given to all members at the previous meeting, but can be sent again electronically to those that would like another copy.

96 TSB Review Workshop

JG reminded members that the aim of the session was to plan the future working methods of the board, and not to criticise the way the board has previously conducted investigations.

KM explained that members had been encouraged to submit suggestions that would help to shape the development of the board and improve working practices. Comments received from SI had been included in the pack for members to read, along with comments/observations from Housing Leeds with the suggestion being the discussion centres around four themes;

1. How do we choose an inquiry?
2. How do we undertake an inquiry?
3. How do we run as a group?
4. How do we communicate and share more widely?

1. How do we choose an inquiry?

SBa questioned the necessity of changes to the board, as the board already has working practices that were set with previous scrutiny officers before KM took on the role of scrutiny officer. JG agreed, asking if the previous scrutiny officer had been consulted. KM confirmed that he had, and reiterated that the aim of the session wasn't to criticise current practice, but to develop new ways of working in keeping with national best practice. IM added that this meeting is a follow on from the meeting previously attended by MS, and that strategic input from the head of service is just one factor that can help shape the direction of the board.

SI commented that investigations and reports should be chosen based on available evidence. Lines of enquiry should be broken down by the area of complaint so more robust conclusions can be found, as the general findings of the STAR survey are consistent with previous surveys and changes are more evident on a finer level. SI further suggested the input of other tenants' groups/boards might divert the enquiry as each group has issues that are closer to them. JG disagreed stating that the board has always picked its line of enquiry independently of any input from other boards, for example it was VITAL that suggested the LASBT review, the board has always voted on the next line of investigation fairly.

SBu suggested that the new members who had not yet taken part in an enquiry are not fully aware of the current practice of the board, JG agreed and proposed a further meeting with the newest members, SBu and MF to discuss the board's method and previous enquiries.

KM surmised that there were two distinct approaches that could be taken in defining an inquiry, top down (based on the views of the EHC Board/senior managers etc) or bottom up (Based on customer satisfaction, STAR surveys and complaints data etc), and suggested that both needed to be considered to ensure an ensuing inquiry made the most effective use of available resources.

MS agreed that the input of senior officers is important as they are the staff who know the council's processes and limitations that can also see the bigger picture regarding the service in question. In order for the scrutiny function to be improved, the insight of officers should be taken on board.

JG asked if the ultimate purpose was to save money for the council by improving the service. MS informed the board that the council's aim is to broaden engagement and achieve a better value for money, as the board requires disproportionately more resources and administration than other groups. SBa asked if a breakdown of the required staff time can be provided to the board as in her opinion it seems to be less than the board previously had, and suggested the chair is the person who spends the most time on board matters. JG agreed that the administration is more involved than for the other groups, for example, the retention of full minutes instead of action summaries. MS explained that the reduction of administration is a goal for all groups across the council.

IM asked how heavily the strategic perspective should impact the investigation, and how evidence such as complaints, KPIs, and other performance data is used. IM suggested that a two to three week window could be opened in which tenants are more actively engaged with and where they can submit their own suggestions for enquiry simultaneously generating ideas and increasing the profile of the board. JG agreed that this approach has been lacking from the board. SI stated that according to AHV data there are 8,000 tenants who expressed a desire to be involved, and the voice of these tenants can be utilised further. IM suggested the process can be implemented in stages, and that comparisons with other services and authorities can be used depending on the nature of the investigation. The board can be promoted through the existing network of community groups that are involved with the council, and spread even further beyond.

SBa questioned the approach towards the involvement of tenants, as past meetings were sometimes over-subscribed whereas now the opposite is true. MS explained that the attitude of tenants has seen the most change, as they tend to lead busier lives and avoid more formal means of engagement preferring instead to be consulted online in more dynamic ways. SI agreed that the tenants who declared an interest in the AHV data can be consulted based on their interests and so their input can be tailored to issues that impact them. JW suggested that TARAs are an appropriate forum to consult as there is a greater age diversity within those groups. JG proposed that the next board meeting continues the topic as there is not currently much on the workplan and the conversation would be better to spread over two sessions.

2. How do we undertake an inquiry?

KM noted that the current process of an enquiry, begins with the most senior member of staff being interviewed by the Board with further interviews conducted with managers and officers cascading downwards through the service. Whilst this allows the board to understand that there is a golden thread of understanding that runs through the service it doesn't always capture the reality of tenant experiences.

KM explained that one option to consider was whether whilst retaining the formal introduction to an inquiry, interviewing the most senior responsible manager or head of service, the investigation and evidence gathering part on an inquiry might be strengthened if undertaken via a workshop/series of workshops with members of staff at multiple levels and tenants. This would allow for more open discussions with board members able to hear the debate between service users and providers.

This could mean investigation periods can be shortened and the workshops and other forms of consultation taking place over a period of weeks rather than spread over many months. Collated evidence can then be fed back to senior managers in a formal setting as they are now. This could mean that more than one investigation might be undertaken in the course of a year and both productivity and value for money increased. JG agreed that this approach would be less restrictive than the current format which is less agile and takes a longer time to complete.

SBa questioned the limitations of engaging with staff in a workshop, suggesting that the board could work in groups and visit the workplace to see the daily activity of the staff. MS agreed that this approach could also achieve better results, and board members can be upskilled to make the most of the opportunity. JG questioned if onsite visits such as this would be more resource-intensive, MS responded that it would help to maximise the value of the research conducted by the board.

JG suggested that the current members of the board might be restricted in their ability to attend workplaces, and that it might be something to consider for the future. IM suggested this is why the workshop approach is positive, as multiple staff can attend at one time if a smaller group of board members wanted to attend, meanwhile other board members can visit the workplace and report back to the larger group. MS added that the workshop allows for dialogue whereas formal meetings are more restrictive, however JG disagreed with that point.

JW noted that when lettings was being investigated, the council let board members pick and choose the staff members to speak to, JG added that in a workshop or a meeting senior staff members were asking their managers what to say, and that the board might not be able to tell if what staff are saying is true or false. IM offered that he and KM will help support the board members and the investigation process can be made more robust.

JG raised the issue that previous enquiries have faced obstacles such as not being allowed to see all of the data due to GDPR restrictions. KM reassured JG that tenant scrutiny across many authorities is changing, and many organisations are

now looking to incorporate more publicly available data and benchmark against other services.

It was suggested that there could also be opportunities to shadow an officer, review website content, and speak to other services etc but JG questioned if shadowing an officer would be possible as he was aware that things don't always happen even if promised beforehand. MS clarified that she had spoken to councillor Coupar and Jill Wildman, and that members will be supported and any feedback escalated. The main issue that has recently come to light is access to data under GDPR, however workarounds can be put in place, such as anonymised data or recordings rather than live calls.

JG reiterated that previous tenant surveys about services were only given to involved tenants, but IM assured the board that the aim is to retrieve wider tenant feedback, for example it should be possible to obtain contact details for tenants that have used a specific repairs service in the last six months to approach them for feedback. KM added that the broader engagement will increase the profile of the board, and so more people with more diverse skills can be recruited.

KM noted that website traffic data showed that in the last six months there were only 75 visits to the Tenant Scrutiny Board page. JG asked if the chair of the board should be able to post social media content to the board page, as he had previously been told he was not allowed. IM suggested it was a previous restriction but there should not be an issue with posting content, and that Housing Leeds already has multiple accounts with thousands of followers. An example flow chart for a model process can be developed and shown at the next meeting.

JG suggested the next meeting be held on a different date because IM and MS would be unable to attend as it currently stands.

JG questioned a passage of the meeting documentation suggesting officers spend too much time managing member relationships, and asked for clarification. KM replied that there had been a number of concerns raised directly with him outside of the meeting by different members about other members of the board. IM added that members each have individual takes on meeting outcomes that sometimes differ from the others and raise their issues outside of the meeting. JG asked why he was not made aware of these issues, but KM replied that the issues aren't always for him to reveal if it is not what the member wants, and would exercise his judgement about doing so when issues are raised.

97 TSB Work plan

Members agreed that the next meeting should be utilised to continue today's conversation (themes 3 and 4) and continue to move towards agreeing the future direction of the board.

Also noted as referred to under 95, that the next meeting will include the Chair election. JG informed the board that he will be standing as a candidate for the chair election.

98 Date and Time of Next Meeting

The June meeting will again take place at Navigation House on Friday the 28th of June, 2pm - 4pm.

THE MEETING CLOSED AT 3:00 PM



Report author: Keith Mack
Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: June 2019

Subject: Tenant Scrutiny Board – Development Workshop

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

1.0 SUMMARY OF MAIN ISSUES

- 1.1 To continue the discussion that commenced during the previous meeting focusing on themes 3 and 4.
- 1.2 Members have previously been asked to submit ideas and suggestions under four key themes to help explore the scope how the Board might develop a new way of working to better engage with the wider tenant voice, including younger tenants, and strengthen evidence gathering.
 - i) How do we choose an inquiry?
 - ii) How do we undertake an inquiry?
 - iii) How do we run as a group?
 - iv) How do we communicate and share more widely?

2.0 RECOMMENDATIONS

- 2.1 Members are contribute to the discussion and agree the next steps.

3.0 BACKGROUND DOCUMENTS ¹

- 3.1 None

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

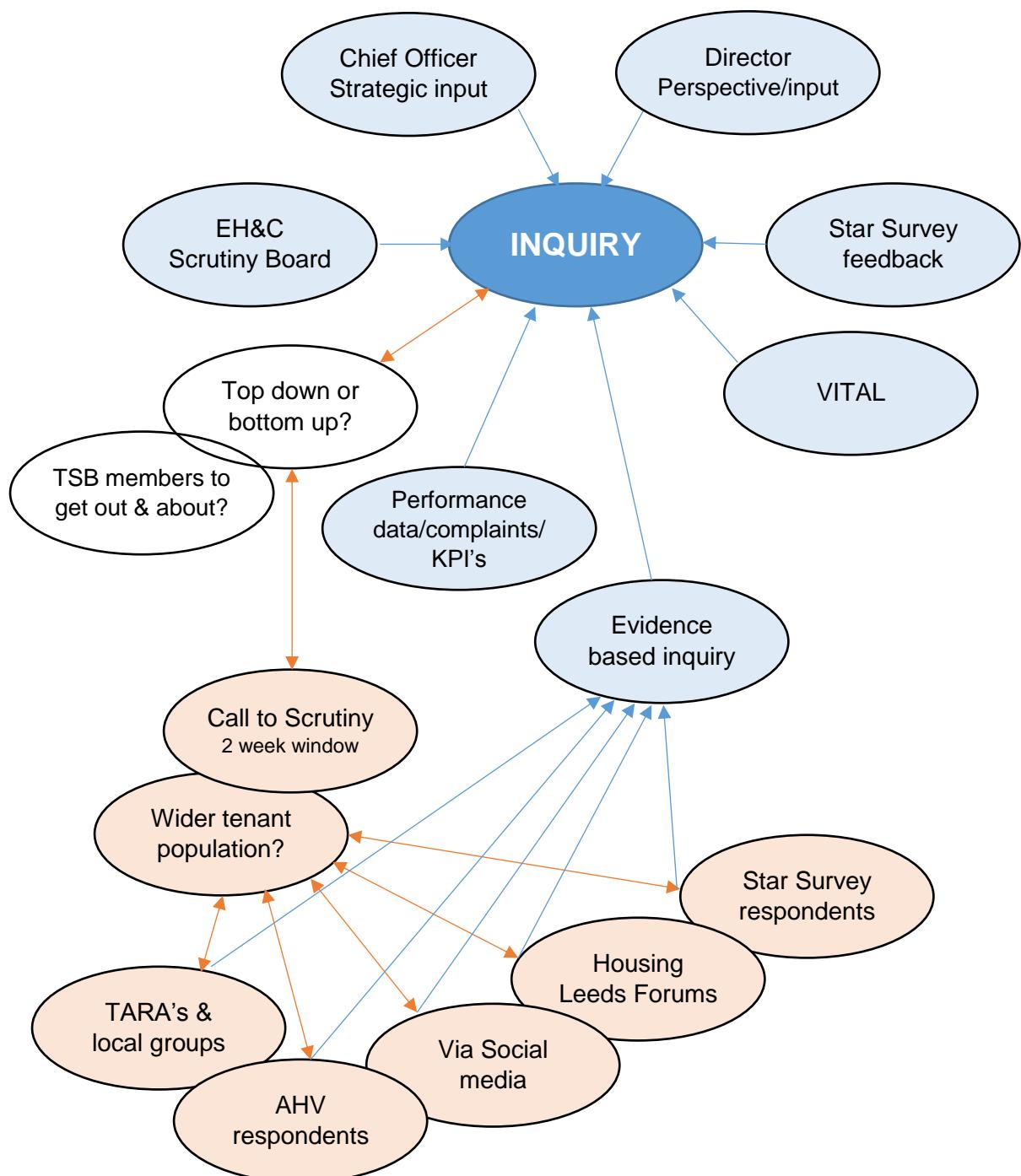
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Appendix 1

Notes from TSB workshop 24/05/2019

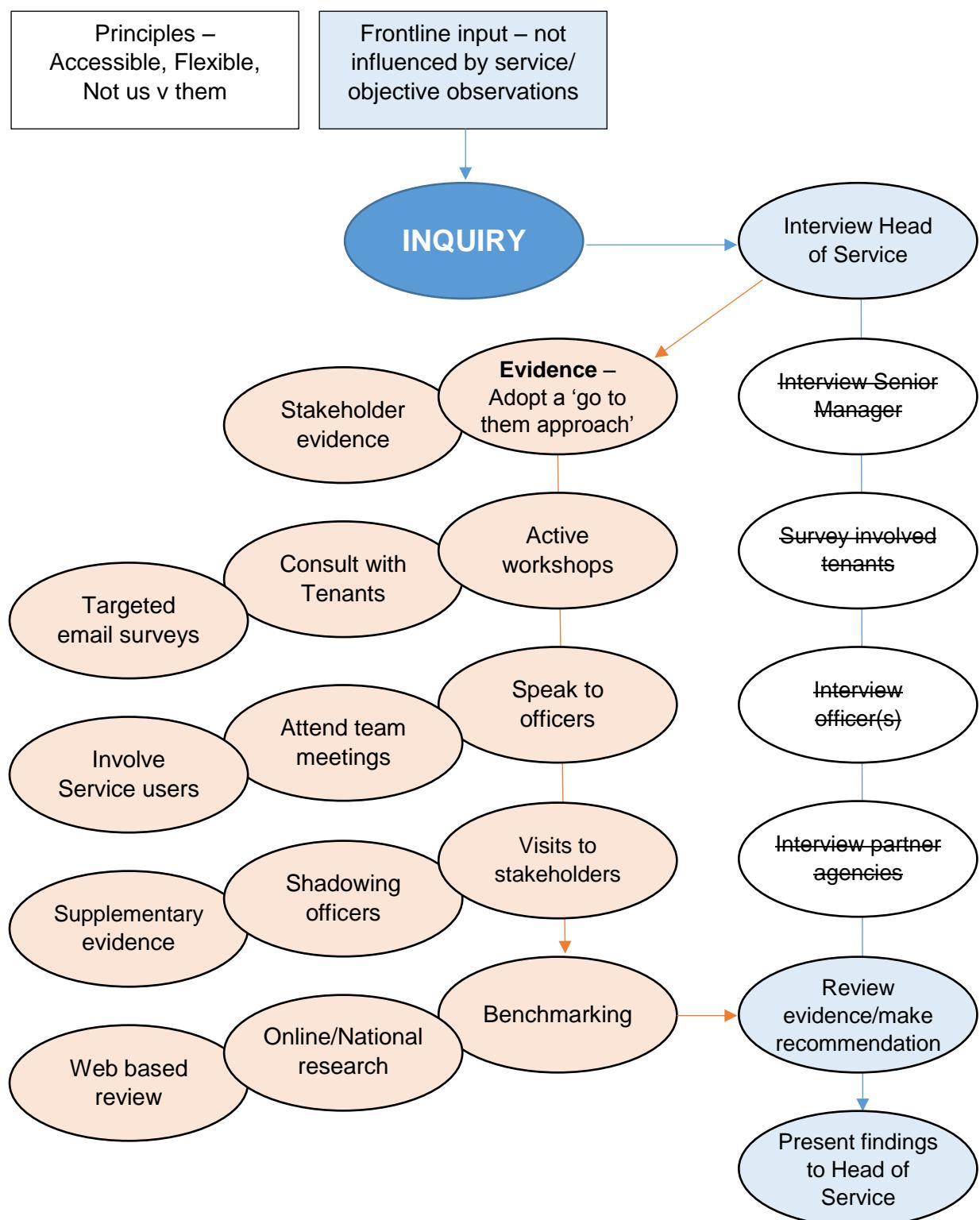
1. How do we choose an inquiry?

Members and officers discussed the scope to broaden the inquiry selection process by taking account of both executive/officer and tenant/service user input.



2. How do we undertake an inquiry?

Members and officers discussed whether the current process of sequential interviews with different tiers offered the best evidence on which to conduct an inquiry or whether by adopting a more outward looking investigation/evidence gathering process board members could gain a better understanding of a service, its functions and its service user's experiences.





Report author: Keith Mack
Tel: 0113 3783195

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: June 2019

Subject: 2018/19 Work Programme

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

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 2018/19 financial year and looks ahead to the new municipal year of 2019/20 which, as referred to includes reference to the forthcoming Chair's election process.
- 1.3 The Board did not undertake a main inquiry during 2018/19 agreeing to focus on recruitment and reviewing previous recommendations, the intention would be (subject to any changes arising from item 6) to identify a new inquiry for 2019/20.

2.1 RECOMMENDATIONS

- 2.1 Members of the Board are requested to note the 2018/19 – 2019/20 municipal year's work programmes.

3.0 BACKGROUND PAPERS¹

- 3.1 None

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

APPENDIX A

Tenant Scrutiny Board Work Schedule for 2018/19 – 2019/20 Municipal Year

AREAS OF REVIEW	March 15 th	April 26 th	May 17 th	June 21 st	July (19/20) 19 th
Main Inquiry					X
Preparation of Final Report					X
(X) Recommendation Tracking/ (P) Presentations	P (1) Universal Credit Update (2) Housing Leeds/Tenant Scrutiny Board	X LASBT Response (Delayed due to LASBT /Safer Leeds ASB Service Review)	Housing Leeds/Tenant Scrutiny Board (Future Development Workshop) @ Navigation House GFW Boardroom	Housing Leeds/Tenant Scrutiny Board (Future Development Workshop part 2) @ Navigation House GFW Boardroom	Consideration of new inquiry
UPDATES					
Attendance	(1) Kevin Bruce/ Paul Harris (2) Mandy Sawyer	(1) Harvinder Sambhi (LASBT) & David Longthorpe (Houisng Leeds)	ALL board members and senior Housing leeds Managers.	ALL board members and senior Housing leeds Managers.	
Board Administration					
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	X		
Communal Cleaning					
Universal Credit Discussion (once live)	X				

APPENDIX A

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Report author: Keith Mack
Tel: 0113 3782824

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 28 June 2019

Subject: Election of Chair and Vice Chair

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

1.0 SUMMARY OF MAIN ISSUES

- 1.1 The Board is required to appoint a Chair and Vice Chair for the 2019/20 municipal year. Prior to today's meeting members of the Board were asked to express an interest in whether they wished to be a candidate for either post and if so submit a brief expression of interest prior to the closing date of 7 June 2019.
- 1.2 One Board Member (John Gittos) has expressed an interest to be Chair.
- 1.3 Two board members (Sallie Bannatyne and Jackie Worthington) have expressed an interest in the vice chair role

2.0 RECOMMENDATIONS

- 2.1 Members of the Board are asked to approve the appointment of John Gittos to serve as Chair of the Board for the 2019/20 municipal year and will be asked to vote at the meeting to elect a vice chair.

3.0 BACKGROUND DOCUMENTS ¹

- 3.1 None

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

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Expression of interest for Chair/Vice Chairperson of the 'Tenant Scrutiny Board'

Your Name: JOHN GITTOES

Which position are you interested in?	Chair	X	Vice chair		Both	
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Your Personal Statement

In no more than 200 words, please tell group members:

- why you would like to be Chairperson/Vice chairperson
- the qualities you can bring to the role
- any relevant experience you have

You may wish to refer to the **What makes a good chairperson?** information below

If you require assistance with completing this form, please contact Keith Mack on 0113 3789703 or via email at keith.mack@leeds.gov.uk

I have now been chair of the Tenant Scrutiny Board since October 2014 , I have through that period lead the board through and completing four investigations and making 38 recommendation to the council of which 31 were fully implemented.

I have also presented the boards reports to councillors and tenant involvement groups such as VITAL.

I would like to mention the future as I stand on my past record .

TSB are looking to embark on new ways to do scrutiny in Leeds I feel I am best placed to take that forward , I have learnt over the past four years the strengths and weaknesses of the present board and although we look to recruit the next chair task is to keep the present board active and open to change I hope I will be that person.

Signed john Gittos

Dated 02/06/2018

How to be a good chairperson for Housing Leeds' Tenant groups

Role of a Chairperson/Vice Chair	Characteristics of a good Chairperson/Vice Chair
<p>Chairing is a key role on any group that requires good diplomatic and leadership skills.</p> <p>The Chairperson must ensure that;</p> <ul style="list-style-type: none">● the group functions properly● all members are able to participate during meetings● everyone's views are heard and discussed● discussions are appropriate● all relevant matters are discussed and that effective decisions are made and carried out <p>Please note the role of a Chairperson can sometimes be time consuming, with work between meetings and representing the group at other meetings.</p>	<p>A good Chairperson will ideally;</p> <ul style="list-style-type: none">● be a good communicator● be sensitive to the feelings of all group members● be impartial and objective● be a good timekeeper● be approachable● have an understanding of the group's area of work and focus● be tactful● have knowledge of other groups● be able to network● be able to delegate● show interest in all group members' viewpoints● have an ability to respect confidences● ensure decisions are taken and recorded

Main duties of a Chairperson/Vice Chairperson

To ensure the group functions properly, the Chairperson is responsible for:

- working with officers to make sure that each meeting is planned effectively
- ensuring that meetings are conducted according to the Housing Leeds tenant groups.
- ensuring that matters are dealt with in an orderly, efficient manner.
- making the most of all the group members' skills and experience.

The Chairperson may from time to time be called upon to represent the group and be its spokesperson. The Vice Chairperson will provide support to the Chairperson and will be called upon to undertake the Chairpersons duties where they are unavailable.

Some Dos and Don'ts for a good Chair/Vice Chairperson

DO	Don't
Make all members feel valued	Be the person who talks the most at meetings
Strive for consensus	Make all the decisions
Encourage new members, particularly from under-represented groups	Allow for one or two members to dominate a meeting
Make new members feel welcome	Allow for meetings to go off track and be unproductive
Use casting votes sparingly	Cut people out of decisions
Allow others to take responsibility	Lose your temper

How is a Chair/Vice Chairperson supported in their role?

Prior to a meeting, Housing Leeds officers will support the Chairperson by:

- Arranging for the attendance of Officers or other guest speakers as required
- Arranging the venue and transport arrangements
- Sending out meeting papers to members
- Receiving apologies

During the meeting a Housing Leeds officer will support the Chairperson by:

- Recording minutes
- Providing assistance and clarification on matters arising

All Chairpersons will be offered training and development opportunities relevant to their role.

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Leeds
CITY COUNCIL

Expression of interest for Chair/Vice Chairperson of the 'Tenant Scrutiny Board'

Your Name: MISS SARAH E. M. BARNARDINE

Which position are you interested in?	<input type="checkbox"/> Chair	<input type="checkbox"/>	<input type="checkbox"/> Vice chair	<input checked="" type="checkbox"/> ✓ Both	<input type="checkbox"/>
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Your Personal Statement

In no more than 200 words, please tell group members:

- why you would like to be Chairperson/Vice chairperson
- the qualities you can bring to the role
- any relevant experience you have

You may wish to refer to the **What makes a good chairperson?** information below

If you require assistance with completing this form, please contact Keith Mack on 0113 3789703 or via email at keith.mack@leeds.gov.uk

Over the last year in the position of Vice Chair of the Tenants Scrutiny Board, I supported the Chair both at meetings and other work re preparing agendas & reports etc not only have I found this of value in helping the Board with their Enquiries but also working alongside the present chair I have gained knowledge of the various procedures needed to enable the Board to carry out their investigations in conjunction with Housing Leeds & other LCC Departments.

I will be happy to support the Chair of the Scrutiny Board in the role of Vice Chair if the Board wished me to do so, otherwise I shall continue to support the Board as a member.

Signed SARAH Barnardine

Dated 04.05.19

How to be a good chairperson for Housing Leeds' Tenant groups

Role of a Chairperson/Vice Chair	Characteristics of a good Chairperson/Vice Chair
<p>Chairing is a key role on any group that requires good diplomatic and leadership skills.</p> <p>The Chairperson must ensure that;</p> <ul style="list-style-type: none"> • the group functions properly • all members are able to participate during meetings • everyone's views are heard and discussed • discussions are appropriate • all relevant matters are discussed and that effective decisions are made and carried out <p>Please note the role of a Chairperson can sometimes be time consuming, with work between meetings and representing the group at other meetings.</p>	<p>A good Chairperson will ideally;</p> <ul style="list-style-type: none"> • be a good communicator • be sensitive to the feelings of all group members • be impartial and objective • be a good timekeeper • be approachable • have an understanding of the group's area of work and focus • be tactful • have knowledge of other groups • be able to network • be able to delegate • show interest in all group members' viewpoints • have an ability to respect confidences • ensure decisions are taken and recorded

Main duties of a Chairperson/Vice Chairperson

To ensure the group functions properly, the Chairperson is responsible for:

- working with officers to make sure that each meeting is planned effectively
- ensuring that meetings are conducted according to the Housing Leeds tenant groups.
- ensuring that matters are dealt with in an orderly, efficient manner.
- making the most of all the group members' skills and experience.

The Chairperson may from time to time be called upon to represent the group and be its spokesperson. The Vice Chairperson will provide support to the Chairperson and will be called upon to undertake the Chairpersons duties where they are unavailable.

Some Dos and Don'ts for a good Chair/Vice Chairperson

DO	Don't
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How is a Chair/Vice Chairperson supported in their role?

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- Arranging for the attendance of Officers or other guest speakers as required
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- Sending out meeting papers to members
- Receiving apologies

During the meeting a Housing Leeds officer will support the Chairperson by:

- Recording minutes
- Providing assistance and clarification on matters arising

All Chairpersons will be offered training and development opportunities relevant to their role.



Expression of interest for Chair/Vice Chairperson of the 'Tenant Scrutiny Board'

Your Name: Jackie Worthington

Which position are you interested in?	Chair		Vice chair	X	Both	
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I have been a member of the Tenant Scrutiny Board for several years and think my experience stands me in good stead for the role of Vice Chair.

I have spent the last 20 years in various volunteering roles, some of them high profile including:

- Vice chair of Church Action on Poverty
- Governor for the Leeds Mental Health Foundation Trust
- Various roles on several health forums

The majority of the focus of these roles has been scrutiny about how organisations are performing.

Currently I am secretary of Leeds Tenants Federation and have been for 3 years. I am a member of my local residents group and part of the TARA Panel. I currently live in a Retirement Life community.

I am a practical and straight forward person with a high regard for fairness and that everyone should have a chance to participate. I am reasonably fit and reliable and would support the Chair in carrying out their duties, standing in where appropriate and promoting the aims and objectives of the Tenant Scrutiny Board, ensuring confidentiality when necessary.

Signed: Jackie Worthington

Dated: 05 June 2019

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