



TENANT SCRUTINY BOARD

Meeting to be held in 6 & 7 - Civic Hall, Leeds on
Friday, 19th July, 2019 at 1.00 pm

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

MEMBERSHIP

Sallie Bannatyne

John Gittos (Chair)

Mary Farish

Maddy Hunter

Rita Ighade

Stanley Burton

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 style="padding-left: 40px;">RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p style="padding-left: 40px;">No exempt items have been identified.</p>	
2			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
3			<p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p>MINUTES - 28 JUNE 2019</p> <p>To confirm as a correct record, the minutes of the meeting held on 28th June 2019</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> <p>To include draft minutes of the Environment Housing and Communities Scrutiny meeting conducted on 13th June. (Next meeting 11th July)</p>	7 - 12
6			<p>HOUSING DATA (CONSIDERATION FOR NEW INQUIRY)</p> <p>To receive updates from officers from the intelligence and policy team illustrating on how Housing Leeds are performing to assist the board begin its considerations for its next inquiry.</p> <ul style="list-style-type: none"> a) STAR survey responses - headline findings from the most recent survey covering general needs tenants, high rise and retirement life tenants. b) Housing Performance Framework data for 2018/19 	13 - 36
7			<p>TENANT SCRUTINY BOARD REVIEW</p> <p>To discuss the feedback generated from the TSB review meetings/workshops held in May and June at Navigation House.</p>	37 - 42
8			<p>TSB WORKPLAN</p> <p>Confirmation of dates of meetings for the forthcoming year and the future workplan.</p>	43 - 46

Item No	Ward/Equal Opportunities	Item Not Open		Page No
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Please note that the Board will not meet in August</p> <p>The next meeting will take place at 1.00pm Friday 20th September 2019, in Committee rooms 6/7 at the Civic Hall.</p> <p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.</p> <p>Use of Recordings by Third Parties– code of practice</p> <p>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</p> <p>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</p>	
2				
a)				
b)				

TENANT SCRUTINY BOARD

FRIDAY 28TH June 2019

PRESENT: John Gittos (Tenant Chair)

Tenants: Sallie Bannatyne (SBa), Stanley Burton (SBu), Mary Farish, Maddy Hunter, 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).

8 Exempt information

None.

9 Late Items

None.

JG informed the board that the document handed out at the pre-meeting was a typed version of SBa's hand written expression of interest that had already been sent to members.

JG informed the board of Stephen Ilee's decision to step down from the board, and thanked him for his contributions.

JG also advised that Andrew Bates, who attended a recent meeting as an observer, would not be joining the board following discussions with Housing Leeds, and the process by which new members are recruited is being reviewed.

10 Apologies for Absence

Rita Ighade, Roderic Morgan.

11 Minutes – 24th May 2019

RESOLVED – The minutes of the previous meeting held on 24 May 2019 were passed as a true record.

12 Chair's Update

The minutes of the latest Environment, Housing, and Communities Scrutiny board meeting are not yet available. JG questioned the necessity of including any irrelevant sections of the minutes with the pack, KM replied that he would review the

process of putting the packs together to see if the minutes could be cut down to only the relevant sections.

13 TSB Review Workshop

KM gave the board a brief overview of the topics covered in the previous session relating to 'How do we run an enquiry?' and 'How do we undertake an enquiry?'

KM introduced the next topic for discussion, explaining this would be an open discussion with key points recorded that could then, with previous comments be considered and hopefully put together to identify changes to the current way of working or produce a new coherent process that could be trialled by the board. JG noted the board's willingness to try new ways of working with the caveat that if they did not work the board could return to its current format.

KM reassured members that there is no question that the board should not remain independent and continue to be valued as such. He reminded members that there is no legislation defining the board's procedure and the current processes of the board do not reflect how the majority of other tenant's forums operate. KM asked the board 'How do we run as a group?' and posed the question as to whether the formality of the group is always beneficial or could it put off potential new members from joining?

The board were asked to consider whether a combination of formal and informal approaches could increase and maximise engagement from board members, council staff, and tenants. JG asked whether, given it has already been noted that the board requires a much higher level of administration, whether this would create more administration?

KM explained that the most cumbersome and time consuming part of the process was that by which the meeting packs/reports and publication of papers is undertaken and invited JG to witness the creation of a future pack so he might see exactly what the process involves. JG questioned if the time taken is due to KM having less familiarity with the software than previous scrutiny officers, however KM replied that the software itself is the main issue due to its slow processing and requirement to upload each agenda item update, invite list and associated documents one at a time (deconstructing minutes for example so the system can recreate what has already been created).

JG asked if a new system or the new website when it is updated will speed up the process. KM replied that it might, however the current site does not receive much user traffic, so new ways of working should be explored which would be of more benefit overall. As it stands there can be delays getting new material uploaded to the website, and not all tenants are able to engage with online material.

KM asked SBU and MF for their observations as new members on the board's working practices. SBU answered that he prefers the current location (Navigation

House) and format to the meetings at the Civic Hall, but a combined approach between formal and less formal locations would help the board cover a wider range of approaches. MF did not declare a preference for either setting. JG agreed that using formal and informal settings would benefit an enquiry, with the former better suited to querying senior officers and the latter for workshops and other forms of enquiry. JW noted that previous working groups did not use the Civic Hall at all, instead visiting officers in the workplace. KM surmised that the board clearly valued face to face interaction at all levels within the most suitable environment. Interviewing heads of service within the Civic Hall gives the board gravitas and is useful in projecting its independence.

MS pointed out that there is still a role for officers to provide guidance, as officers see every aspect of the job within the council and can support with best practice, and tenant scrutiny is wider than just the board. JG responded that he has always sought and valued advice when needed, for example asking previous scrutiny officers which heads of service would be the most appropriate to query. JG told the board he will continue to seek advice, and that officer discretion will ensure that nobody is invited to a meeting that will be unsuitable or uncomfortable speaking to the board.

IM suggested there can be periods when tenants are invited to suggest ideas for scrutiny to the board and have a say about issues that are impacting them. This would increase engagement, showing tenants that the board is able to effect change and is not isolated from tenants. MS agreed that there have been previous opportunities for change that have not been taken by the board. JG told the members he has recently attended a number of tenants meetings, and that some members of those panels felt as though the scrutiny board has become isolated from them, but that this does not need to be the case and the board can define some new working practices.

SBu expressed his desire to attend some of the other tenants meetings as an observer to see what issues their members are raising. KM agreed that this is a good idea for TSB members to get more involved with tenants. KM offered to meet with SBu and MF to help further explain the work of the board and of other groups in a separate meeting, which may also be attended by JG and SBa. SBa told of her previous experience on the High Rise Strategy Group, which in her opinion is more of an informative group rather than one which can enact change as the TSB does.

Regarding recruitment, KM suggested that JW has an ideal position to reach tenants due to her position on the Leeds Tenants' Federation. KM reminded the board of the previous recruitment drive from which MF and SBu were recruited. In response to comments that emails are impersonal, KM told the board there is an ongoing effort to contact tenants over the phone to find out which groups they might have an interest in joining. KM noted that the conversation was now moving onto the final topic agreed for the review, 'How do we communicate as a group and share more widely?' and asked what the TSB might be able to do for other groups, for example the production of some promotional leaflets. JG noted that there used

to be a fair with workshops that the board attended. SBa asked how many TARAs there are as their chairs or representatives can be contacted for potential new membership, IM answered that there are approximately 70 groups, of which some receive annual support grants from the council, and JW added that there are roughly 30 groups that are represented on LTF.

JG asked if officers at one stop centres are aware of the board as in his last annual home visit the officer didn't know what the board does, and if the officers don't know about the board they would not be able to recommend it. MS agreed that the staff knowledge of the board can be improved, and some content in the Housing Leeds Matters staff bulletin is one way this awareness can be improved, which KM offered to follow up on. IM suggested sharing the good news stories of TSB and being more vocal about staff that are involved can highlight the success and make the board something that officers and tenants would like to be a part of.

MS recalled a previous suggestion that more young people could be attracted to the board if it were to offer some skills development. There could be links formed with young people attending college or seeking work, with the experience on the board helping towards beginning a career. IM suggested following up with some of those people that were recently involved in an NHS recruitment program in Burmantofts but that were not offered a position. Other avenues such as consulting tenants who have recently had a repair if it relates to an investigation, or inviting them to a workshop might be explored. Workshops do not have to be attended by every TSB member, and might appeal to those that attend who could then become involved with the board. JG agreed, putting forward that as many new ways of working as possible should be implemented in the next inquiry to get a feel for what does and does not work. IM agreed, reminding the board that the process can be reviewed after each enquiry and can constantly develop to suit the investigation.

JG asked what role social media can have in promoting the board, as posts about the board could only be made by council staff on the official council accounts. KM responded that the key is sharing as widely as possible, and that the council already has a number of pages and accounts that can be utilised quickly. IM added that the main pages have thousands of followers, and posts could be 'branded' from the TSB which would show the board is independent but not isolated from the council. Board members might not be able to post directly, however they could comment and share posts through their own accounts, and these would reach all followers plus all the people the posts are shared with. JG suggested featuring short interviews with board members, and also asking tenants for their preference for upcoming investigations by picking from a shortlist.

JG asked if the production and maintenance of social media posts would create more work for the team, but KM clarified that there is a separate communications team who mostly oversee the social media accounts and that the work can be shared between the team rather than falling on one person, and would in turn raise the board's profile among staff.

KM offered to get in touch with the board members about an article for Housing Leeds Matters. Posts about the board can be shared by the Tenant Engagement Officers to be seen by tenants in their areas. A new process map can be created to show the direction taken by the board for each enquiry, which can then be shared with board members. The map can show in simple terms what the board does and the structure of the investigation and help people to engage with the board's activity. The more people that are engaged the more the board will grow in membership and diversity.

Following a conversation with Councillor Anderson, JG queried if the TSB is too closely connected with the Environment, Housing and Communities board. JG noted that it does give the board a seat on the Housing Matters board. Since the TSB mirrors the other board's structure, many of the processes have been adopted from them, although this does not necessarily need to be the case. MS agreed that the connection between the boards lends gravitas to the TSB, but there would be no issue if the board wished to deviate. JG informed the board that the chair of the Environment, Housing, and Communities board is asked to suggest enquiry topics at the beginning of the year, and once an enquiry is concluded the chair goes to their meeting to report.

IM asked where the board currently stands in the process of an enquiry, JG replied that the next meeting taking place at the Civic Hall will include a discussion on what the next shorter enquiry should be, and that there should be as short a delay as possible until the next enquiry starts. MS pointed out that if the board wants to attract new members it should decide on the next enquiry as the topic can then be advertised to tenants. JG agreed, and though there is no meeting in August, the board can decide the topic in the coming meetings and preferably by October.

JG asked if Jill Wildman could be invited to attend a meeting to ask for her input, MS replied that she could, however Jill primarily deals with the housing management side of things whereas Simon Costigan covers the properties and so he might be more suitable to consult.

IM suggested laying out a timeline of actions for the board, but JG raised concerns that the plans of the board might change depending on information that arises during an investigation. IM assured the board that the timeline would only cover the expected timescales and not set the ways of working.

JG thanked IP for his usual high standard of minutes from the previous meeting, and asked IP if holding meetings at the Civic Hall is beneficial due to the recording equipment in place. IP replied that recordings are helpful and a strong backup in case anything was missed in the minutes or if a lot of data is presented that is important to be recorded accurately, but any minutes produced will be comprehensive and accurate with or without a recording. There is the option of recording meetings that take place outside of the Civic Hall by use of a Dictaphone or alternative recording devices. KM noted that as well as the accurate recording of data, the recordings are able to resolve disputes with the minutes if necessary, and

there was at least one occasion in which the recording was used to settle a query about the minutes from a member.

14 TSB Work plan

KM advised the board that the consideration of a new enquiry is approaching on the work plan, and that the next enquiry will utilise as many of the newly-agreed approaches as possible as a trial for the adoption for future enquiries. KM will enquire with Jackie Fox and Frank Perrins for their availability to present the STAR survey data.

15 Elections of Chair and Vice Chair

KM informed the board that only one expression of interest for the Chair position was received from JG, and asked all members in favour to vote by show of hands. The vote was passed unanimously.

One of the two candidates for the vice chair position wished to pull out of the vote prior to the meeting, leaving SBa as the only candidate. KM asked all members to vote by show of hands, and the vote was passed unanimously.

JG has been confirmed as Chair, and SBa has been confirmed as Vice Chair.

16 Date and Time of Next Meeting

The June meeting will again take place at the Civic Hall on Friday the 19th of July, 2pm - 4pm.

THE MEETING CLOSED AT 2:40 PM

SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

THURSDAY, 13TH JUNE, 2019

PRESENT: Councillor B Anderson in the Chair

Councillors J Akhtar, J Bentley,
A Blackburn, D Collins, A Gabriel,
P Grahame, M Harland, N Sharpe,
K Brooks, T Smith, R Grahame and
J Illingworth

83 Appeals Against Refusal of Inspection of Documents

There were no appeals against refusal of inspection of documents.

84 Exempt Information - Possible Exclusion of the Press and Public

The agenda contained no exempt information.

85 Late Items

No formal late items of business were added to the agenda.

86 Declaration of Disclosable Pecuniary Interests

No declarations of disclosable pecuniary interests were made.

87 Apologies for Absence and Notification of Substitutes

Apologies for absence were received from Councillors P Gruen and J Akhtar. Councillors Illingworth and R Grahame attended the meeting as their substitutes.

88 Minutes - 13 March 2019

RESOLVED- That the minutes of the meeting held 13th March 2019, be agreed as a correct record.

89 Scrutiny Board Terms of Reference

The report of the Head of Governance and Scrutiny Support presented the terms of reference for the Environment, Housing and Communities Scrutiny Board for Members' information.

RESOLVED – The Scrutiny Board (Environment, Housing and Communities):
a) Noted the contents of the report and Terms of Reference.

90 Crime and Disorder Scrutiny

The report of the Head of Governance and Scrutiny Support informed the Board of its role as the Councils Crime and Disorder Committee and included the Protocol between Scrutiny and the Community Safety Partnership in Leeds.

The report included the 'Principles for Engagement' document developed by the West Yorkshire Police and Crime Panel in liaison with the five local Crime and Disorder Scrutiny Committees.

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

- a. Noted the attached joint protocol between Scrutiny and the local Community Safety Partnership
- b. Noted the Principles for Engagement document in relation to the West Yorkshire Police and Crime Panel and the Local Crime and Disorder Scrutiny Committees.

91 Co-opted Members

The report of the Head of Governance and Scrutiny Support sought the Board's formal consideration for the appointment of co-opted members.

The Board was informed that they could appoint the following:

- Up to five non-voting co-opted members for a term of office that does not go beyond the next Annual Meeting of Council ; and or/,
- Up to two non-voting co-opted members for a term of office that relates to the duration of a particular and specific scrutiny inquiry.

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

- a) Agreed to consider the appointment of co-opted members on an ad-hoc basis for any inquiries where it was deemed appropriate.

92 Sources of Work for the Scrutiny Board

The report of the Head of Governance and Scrutiny Support provided information and guidance on potential sources of work and areas of priority within the Board's terms of reference.

The following documents were appended to the report:

- Vision for Scrutiny at Leeds
- Best Council Plan 2019/20 – 2020/21
- Leeds Inclusive Growth Strategy 2018 – 2023
- 2019/20 Budget Report

The following were in attendance for this item and were invited to share their views around potential areas of work for the Scrutiny Board this year:

- Neil Evans Director of Resources and Housing
- Councillor Coupar, Executive Member for Communities
- Councillor J Lewis, Executive Member for Resources and Sustainability

Draft minutes to be approved at the meeting
to be held on Thursday, 11th July, 2019

- Councillor Rafique, Executive Member for Environment and Active Lifestyles
- Councillor Neil Walshaw, Chair of Climate Emergency Advisory Board
- Paul Money, Safer Leeds
- Adam Crampton, Head of Mechanical & Electrical
- Nahim Ruhi-Khan, Head of Responsive Repairs, Voids and Property Management
- Helen Freeman, Chief Officer, Environmental Action
- Sean Flesher, Chief Officer Parks & Countryside
- Jill Wildman, Chief Officer Housing Management
- Martin Dean, Area Leader

Those in attendance provided a summary to the Board of priority areas for the Council over the forthcoming municipal year.

In summary the following key areas were identified, in addition to those detailed in the report, for the Boards consideration:

- Climate Change Emergency, with regard to the remit of the Board and particularly with regard the energy efficiency of the Council House stock.
- Improving standard and quality of private rented sector housing, including energy efficiency
- Review of the delivery of the Council House Growth Programme
- Continuing the review of the roll out of Community Hubs across the city
- Clean Air Zone. Members were made aware there will be one further report going to Executive Board on this matter.
- Reducing the impact of poverty in the city including financial inclusion and universal credit
- An update on the Leeds Anti-Social Behaviour Team Review and wider issues of ASB including graffiti and utilising CCTV provision.
- Review of the parks and greenspace strategy
- Parking services, current strategic approach, including enforcement and traffic regulation orders.

In addition to identifying matters for scrutiny, Members requested to review the climate change emergency work programme and agree how the different Boards will take this forward as part of their remit.

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

- a) Noted the report and discussions be used to help inform the Board's work schedule for the forthcoming municipal year.

93 Performance Report

The joint report of the Directors of Resources & Housing and Communities & Environment provided the Scrutiny Board with a summary of performance against the strategic priorities for the Council and city and other performance areas relevant to the work of the Board.

The following were in attendance for this item to response to questions from the Scrutiny Board:

- Neil Evans Director of Resources and Housing
- Councillor Coupar, Executive Member for Communities
- Councillor Rafique, Executive Member for Environment and Active Lifestyles
- Paul Money, Safer Leeds
- Adam Crampton, Head of Mechanical & Electrical
- Nahim Ruhi-Khan, Head of Responsive Repairs, Voids and Property Management
- Helen Freeman, Chief Officer, Environmental Action
- Sean Flesher, Chief Officer Parks & Countryside
- Jill Wildman Chief Officer Housing Management
- Martin Dean - Area Leader

The following was discussed:

- Temporary accommodation. A Member requested the number of units in each ward be provided, and this was agreed to be provided before the next Scrutiny Board meeting.
- Responsive repairs. The quality of work and resources was briefly discussed. The Board agreed that a more detailed review be conducted during this municipal year.
- Contact centre. To receive an update in terms of the action plan for telephone performance and figures.

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

- a) Noted the most recent performance information contained within the report and appendices 1 -3 and the issues which have been highlighted.

94 Work Schedule

The report of the Head of Governance and Scrutiny Support presented the draft work schedule for the forthcoming municipal year. This included the traditional items of Scrutiny work which involves performance monitoring, recommendation tracking and Budget and Policy Framework Plans.

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

- a) Noted and approved the work items already identified within the work schedule

- b) Noted that the Principal Scrutiny Advisor would work with the Chair to determine which areas of work identified as a priority would be incorporated into the Board's work schedule for the forthcoming year.
- c) Noted that the Chair and the Principal Scrutiny Advisor would consult with the relevant Director and Executive Board Members regarding resources in line with the agreed Vision for Scrutiny and report back to the next meeting with a more detailed work programme.

95 Credit Union

The Director of Communities and Environment submitted a report on the long term strategic partnership with Leeds Credit Union (LCU), and provided the Scrutiny Board with information relating to the Executive Board's request for scrutiny.

In attendance at the meeting were:

- Dave Roberts, Financial Inclusion Manager
- Chris Smyth, Chief Executive, Leeds Credit Union
- Paul Higgins, Head of Finance
- Janet Burr, Deputy CEO of Leeds Credit Union

The Financial Inclusion Manager presented the report, and highlighted the main issues identified by Executive Board and provided a summary of the background, future directions and initiatives of Leeds Credit Union.

Key issues identified with the Board:

- Clarity was sought on the acceptance criteria for those with poorer credit histories. In response, Members heard there was a 4% target for bad debts, and although this had the potential to become costly for the Credit Union, risks are taken to help people in need.
- In response to a question in relation to the long term sustainability of the Credit Union, and ideas on how to improve, the Board were advised that:
 - I. The knowledge of customer service employees specifically in one stop centres could be improved, to enable customers to find out about the service.
 - II. Savings and lending schemes could be employed and introduced to further organisations to help with financial inclusion.
- Members noted the potential for the Council, organisations and individuals to invest in the Credit Union through a deferred share scheme and whilst this remains as an option, it was considered to be complex.

The Board passed on their gratitude to the team for their hard work, and the Chair acknowledged that Dave Roberts is soon to retire and thanked him for his hard work and commitment over many years to help the citizens of Leeds.

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

- a) Noted the significant progress made and projects developed through the partnership work between the Council and Leeds Credit Union

96 Date and Time of Next Meeting

RESOLVED – To note the date and time of the next meeting as Thursday 11th July 2019 at 10.30 am (with a pre-meeting for all Board members at 10.00 am)



Report author: Keith Mack

Tel: 0113 378 3330

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 19 July 2019

Subject: Housing Data – Consideration of new Inquiry

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

1.0 SUMMARY OF MAIN ISSUES

- 1.1 At its meeting in June, the Board agreed to invite officers from the councils Intelligence and policy team to present an update on how Housing Leeds are performing to begin its considerations for its next inquiry.
- 1.2 Invited officers will present an update on the most recent STAR survey and HCA consumer standards data for 2018/19.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to note the content of the presentations and discuss which areas the Board might wish to look at as a potential new inquiry.

3.0 BACKGROUND DOCUMENTS¹

- 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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Housing Survey
(STAR) 2018/19

STAR 2018/19

□ STAR new combined approach

- First time **general needs** and **retirement life schemes**
- Methodology the same with random stratified sample
 - General Needs 16,000 postal surveys, of which half received an email
 - **Retirement Life** 2,145 postal surveys, of which a quarter had email
- Two questionnaires, some overlapping questions

□ Additional focus on **High Rise**

- Sent to all high rise general needs tenants
- Postal mailout, email and text reminders, plus engagement sessions held in blocks
 - (STAR sample 1,483 + additional 5,426 = 6,909)

Response

□ STAR Survey

- General Needs – 3,549 responses, 22% response rate
 - Responses accurate and representative at:
 - City level to +/- 1.6
 - Area level to +/- 3 (BITMO 4)
 - Ward level to +/- 10
- Retirement Life – 845 responses, 39% response rate
 - City level to +/- 3
- Combined – 4,394, 24% response rate

□ High Rise

- All high rise responses -1,857, 27% response rate
 - Responses accurate and representative at:
 - City level to +/- 2, however +/-5 for comparison with 2016

Overall satisfaction

Indicator	ENE		SSE		WNW		BITMO		General Needs		Change	Retirement Life Scheme		Change	All tenants (sample group)
	2016	2018	2016	2018	2016	2018	2016	2018	2016	2018		2015	2018		2018
Overall satisfaction with services provided	69%	73%	80%	80%	77%	76%	88%	85%	76%	76%	0%	90%	88%	-2%	77%

General Needs - City wide including BITMO remaining constant

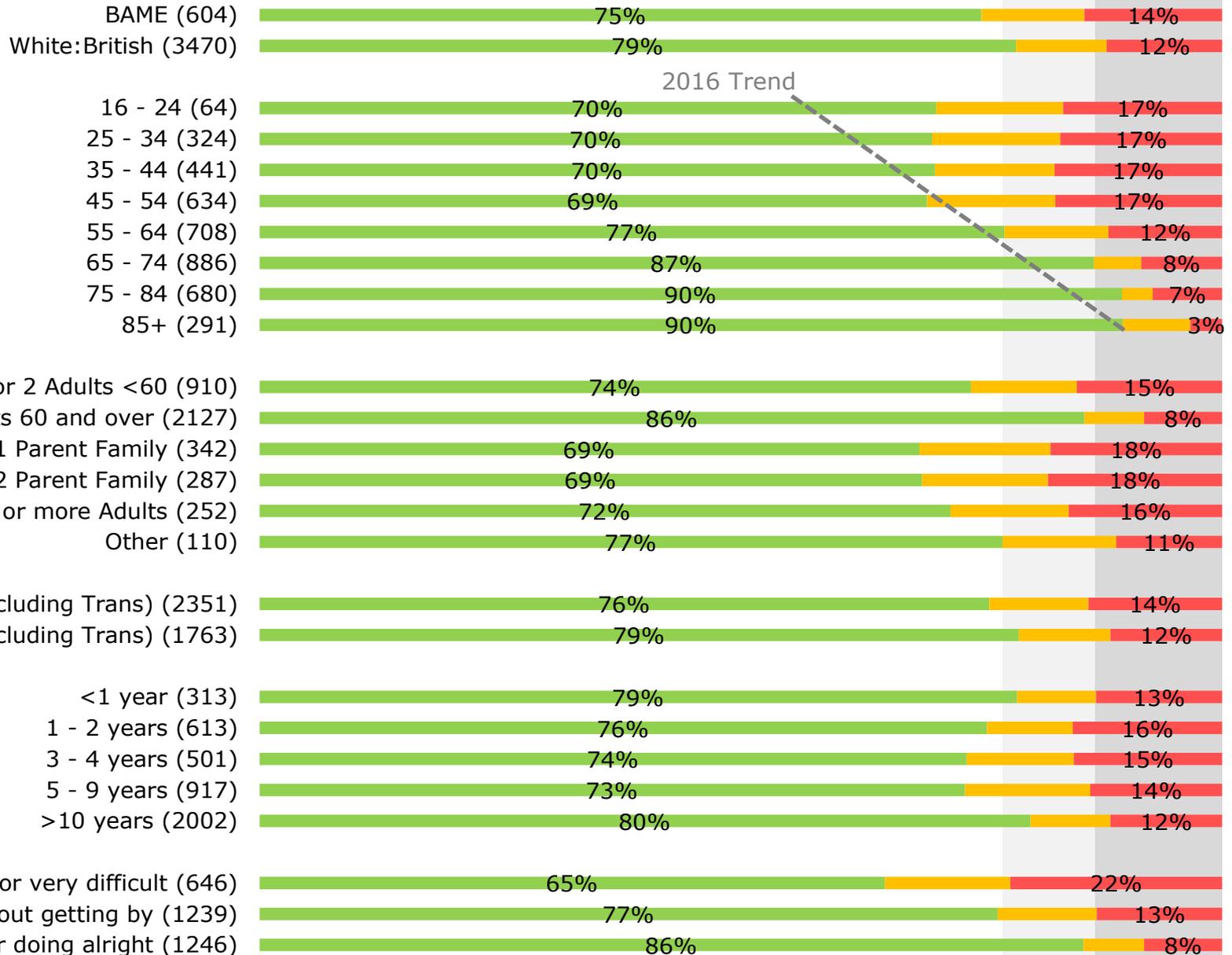
- Within Housing Leeds, rise in satisfaction in ENE 73% (+4%)

Retirement Life – remaining constant at 88% (-2%)

Combined – a new satisfaction score of 77%

High Rise – remaining constant at 73% (+1%)

Overall satisfaction by different groups



Key drivers for overall satisfaction

- Providing an effective and efficient service
- Repairs and Maintenance
- Followed by:
 - The overall quality of the home
 - Listening to views and acting upon them

For **Retirement Life** tenants:

- Listening to views and acting upon them
- The overall quality of the home

Tenant priorities

The top priorities for tenants remain:

- Repairs and maintenance
- Overall quality of the home
- Followed by:
 - Neighbourhood as a place to live
 - Dealing with ASB
 - VFM of rent (and service charges)

The home

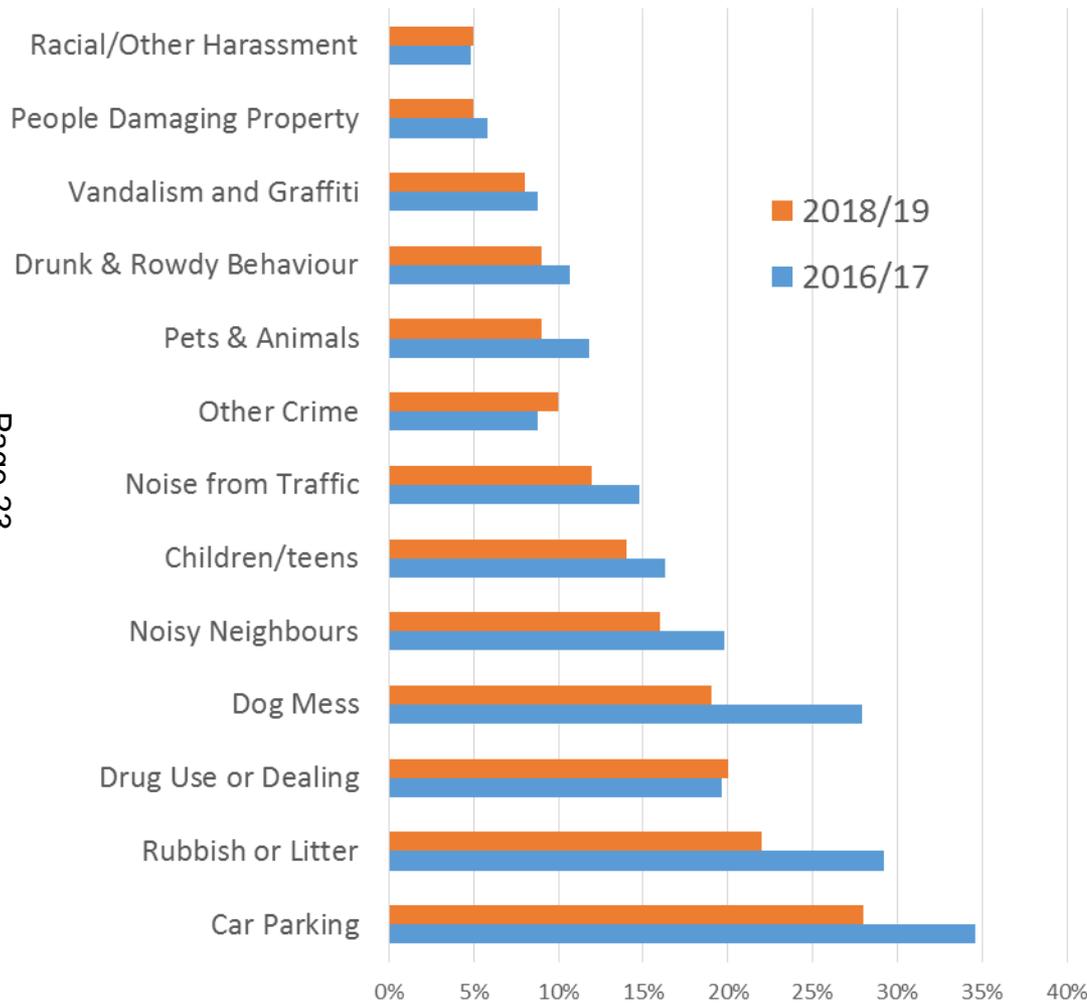
Indicator	ENE		SSE		WNW		BITMO		General Needs		Change	Retirement Life Scheme		Change	All Tenants
	2016	2018	2016	2018	2016	2018	2016	2018	2016	2018		2015	2018		2018
Satisfaction with overall quality of your home	64%	71%	74%	74%	73%	74%	84%	81%	71%	73%	2%	90%	89%	-1%	74%
Satisfaction with repairs and maintenance	60%	67%	74%	73%	73%	68%	85%	83%	70%	69%	-1%	85%	83%	-2%	70%
Heating and insulation is good at keeping your home warm in the winter	59%	61%	67%	70%	63%	65%	69%	71%	63%	65%	2%	82%	79%	-3%	66%
The following refer only to respondents who said they had a repair in the last 12 months															
Satisfaction with ease of reporting your repair	80%	78%	86%	83%	85%	81%	91%	88%	84%	81%	-3%		86%		81%
Satisfaction with the overall quality of work	71%	72%	78%	75%	75%	73%	87%	79%	75%	74%	-1%		89%		75%
Satisfaction with the accuracy of the repair ordered	70%	73%	76%	73%	78%	76%	87%	83%	75%	75%	0%				
the repair was done 'right first time'	62%	64%	70%	66%	67%	65%	81%	71%	67%	65%	-2%				
Satisfaction with the speed of the repair	66%	66%	75%	72%	74%	69%	75%	80%	72%	69%	-3%				

- Increased satisfaction with **overall quality of the home**, **73% (+2%)**
 - However decreased for **High Rise** 69%, **(-3%)**
- Increased Satisfaction for **heating / insulation**, **65% (+2%)**
 - However decreased for **Retirement Life**, **79% (-3%)**
 - And for **High Rise** has remained low at 44%
- Decreased satisfaction with some **aspects of repair service**

The Neighbourhood

- Neighbourhood as a place to live stayed the same, 73% (+1%)
 - Remained the same for Retirement Life, 90% (-2%)
 - Satisfaction remained lower for High Rise, 66%
- Three quarters reported feeling safe in the local area, 75%
 - Higher for Retirement Life, 89%
 - Slightly lower for High Rise, 70%
- Overall appearance of neighbourhood up, 69% (+3%)
 - Large increase in ENE area, 69% (+7%)
 - Similar result for High Rise to city wide, 66%.
- Grounds maintenance, such as grass cutting, down, 67% (-2%)
 - Large decrease at BITMO to 72% (-8%)
 - Higher satisfaction from High Rise than city wide, 75%

Problems in the Neighbourhood



Page 23

- Issues less likely to be rated as a major problems than last time
- Car parking, rubbish and dog mess less of a major problem
- Drug dealing remained same
- Noisy Neighbours is the standout issue as a Key Driver for satisfaction with neighbourhood

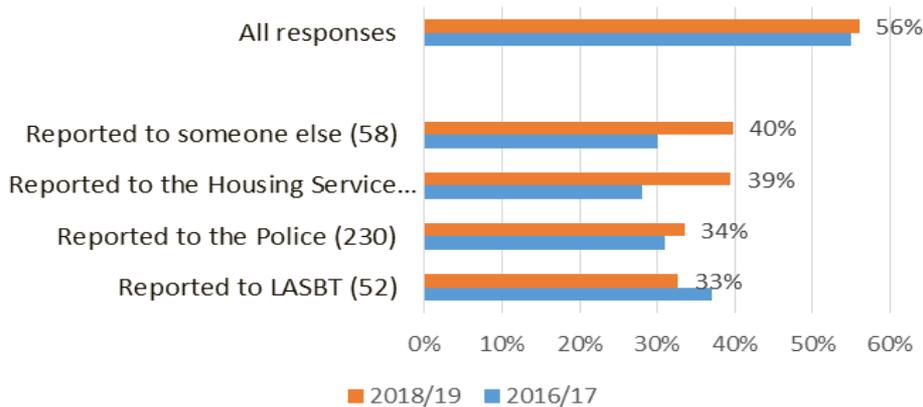
	Car parking	Rubbish or litter	Drug use or dealing	Dog fouling	Noisy neighbours	Children/teens	Noise from traffic	Other crime	Pets and animals	Drunk or rowdy behaviour	Vandalism and graffiti	Racial or other harassment	People damaging property
Adel & Wharfedale	29%	16%	21%	23%	9%	11%	3%	6%	6%	6%	9%	8%	8%
Alwoodley	30%	26%	10%	19%	10%	4%	7%	7%	7%	4%	4%	4%	6%
Ardley & Robin Hood	30%	12%	12%	20%	16%	10%	16%	10%	10%	4%	2%	6%	2%
Armley	27%	36%	32%	26%	26%	21%	15%	17%	15%	19%	18%	11%	5%
Beeston & Holbeck	28%	41%	22%	28%	23%	17%	12%	18%	13%	13%	15%	6%	9%
Belle Isle EMB	21%	17%	22%	28%	18%	15%	17%	7%	11%	11%	4%	5%	6%
Bramley &Stanningley	27%	22%	18%	18%	14%	19%	13%	12%	11%	5%	6%	4%	5%
Burmantofts & Rich H	29%	23%	19%	18%	18%	17%	12%	9%	10%	16%	11%	7%	8%
Calverley & Farsley	27%	11%	13%	21%	14%	11%	5%	11%	8%	11%	5%	5%	3%
Chapel Allerton	24%	16%	8%	15%	7%	6%	11%	4%	8%	4%	6%	1%	3%
Crossgates &Whinmoor	23%	6%	15%	19%	14%	12%	5%	5%	5%	3%	3%	5%	3%
Farnley & Wortley	30%	27%	22%	21%	21%	18%	6%	14%	11%	10%	6%	4%	6%
Garforth & Swillingt	27%	14%	0%	34%	8%	6%	6%	0%	6%	6%	0%	0%	0%
Gipton & Harehills	21%	25%	21%	18%	19%	18%	14%	13%	9%	10%	7%	6%	3%
Guiseley & Rawdon	44%	8%	13%	10%	8%	5%	5%	8%	3%	5%	3%	0%	0%
Harewood	41%	0%	6%	18%	6%	0%	6%	6%	6%	0%	0%	6%	6%
Headingley & Hyde Pa	24%	41%	25%	21%	32%	12%	13%	19%	6%	27%	27%	13%	15%
Horsforth	40%	19%	14%	15%	8%	4%	6%	2%	8%	4%	0%	0%	2%
Hunslet & Riverside	22%	37%	34%	27%	19%	22%	13%	10%	11%	13%	10%	9%	9%
Killingbeck&Seacroft	29%	22%	27%	18%	18%	20%	18%	15%	11%	12%	12%	8%	8%
Kippax & Methley	31%	11%	17%	21%	15%	11%	6%	7%	4%	7%	2%	2%	4%
Kirkstall	36%	31%	32%	14%	23%	8%	20%	12%	10%	11%	6%	3%	3%
Little Lon & Woodhou	32%	29%	18%	9%	18%	9%	13%	5%	6%	8%	14%	2%	2%
Middleton Park	24%	15%	18%	22%	9%	16%	5%	11%	7%	3%	11%	7%	4%
Moortown	28%	13%	11%	10%	17%	13%	14%	7%	10%	7%	7%	7%	7%
Morley North	30%	7%	13%	18%	12%	5%	5%	5%	9%	3%	5%	3%	3%
Morley South	31%	19%	19%	29%	13%	9%	12%	6%	10%	4%	3%	3%	2%
Otley & Yeadon	23%	10%	22%	19%	14%	6%	4%	4%	9%	4%	1%	3%	1%
Pudsey	32%	15%	19%	16%	13%	9%	14%	7%	7%	6%	4%	2%	4%
Rothwell	32%	16%	20%	16%	16%	23%	6%	15%	7%	9%	7%	4%	7%
Roundhay	44%	12%	13%	13%	13%	10%	8%	5%	11%	3%	5%	5%	5%
Temple Newsam	16%	18%	12%	17%	15%	16%	16%	9%	7%	9%	9%	5%	7%
Weetwood	34%	15%	14%	15%	13%	16%	5%	6%	4%	4%	5%	6%	6%
Wetherby	23%	3%	3%	9%	6%	3%	6%	3%	3%	0%	0%	3%	3%

Anti- social behaviour

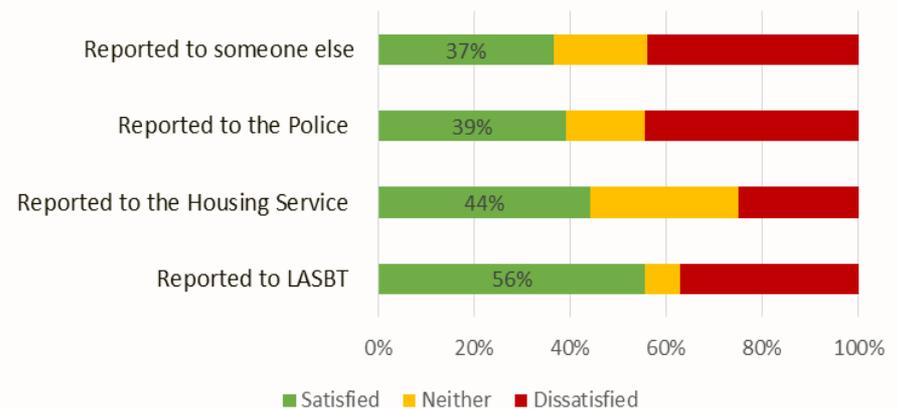
- Satisfaction with the way the landlord deals with ASB remained constant city wide, 56% (+1%)
 - +5% in ENE to 58%, +3% in WNW to 55%, +2% High Rise to 56%
- Same level of respondents saying they had experienced ASB in the last 12 months, 29% (+1%)
- Still higher levels of dissatisfaction where the respondent said reported ASB, but some upward trends

Page 25

Satisfaction with the way the landlord deals with ASB



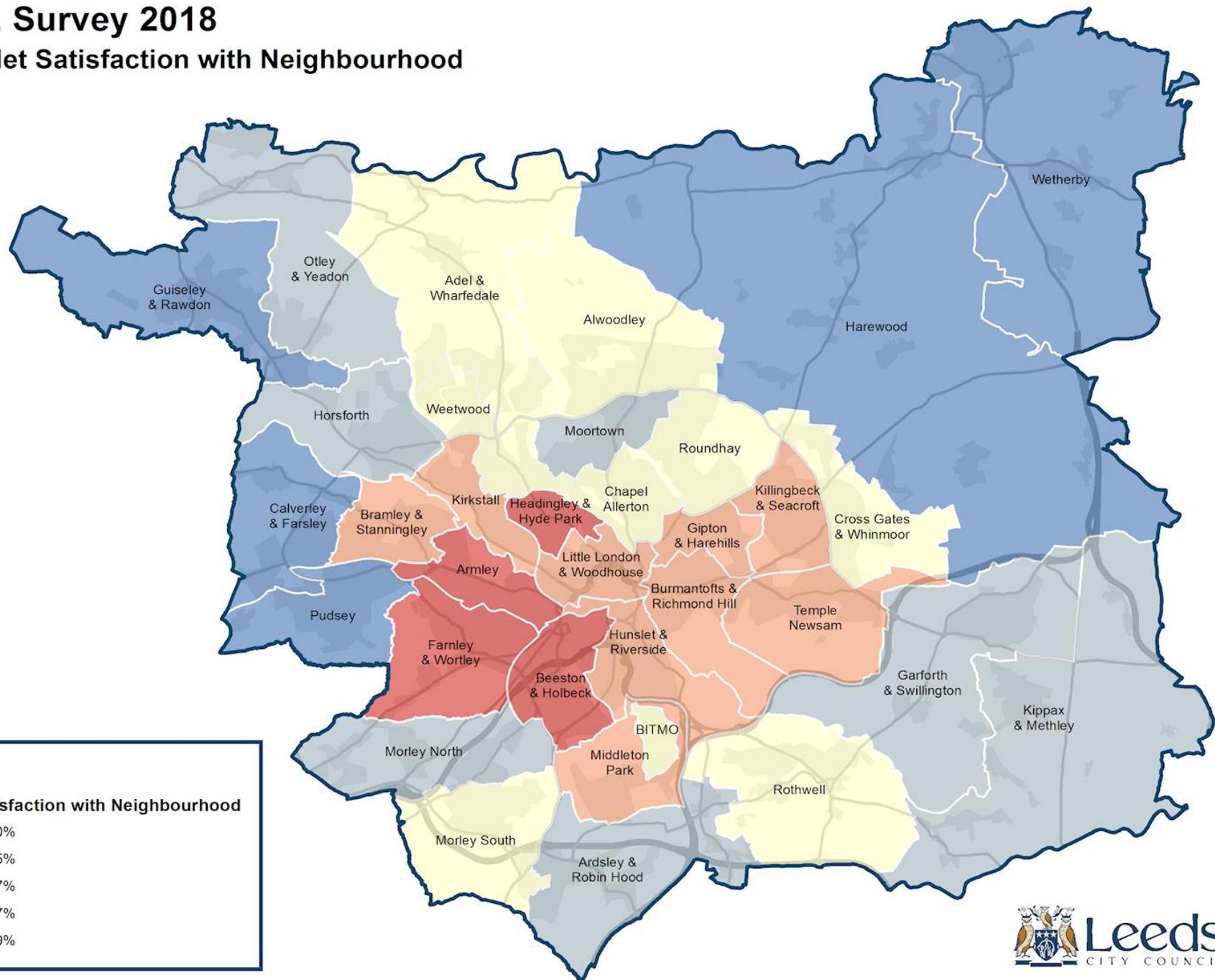
Satisfaction with the way your report of ASB was dealt with



S.T.A.R. Survey 2018

Average Net Satisfaction with Neighbourhood

Page 26



Legend

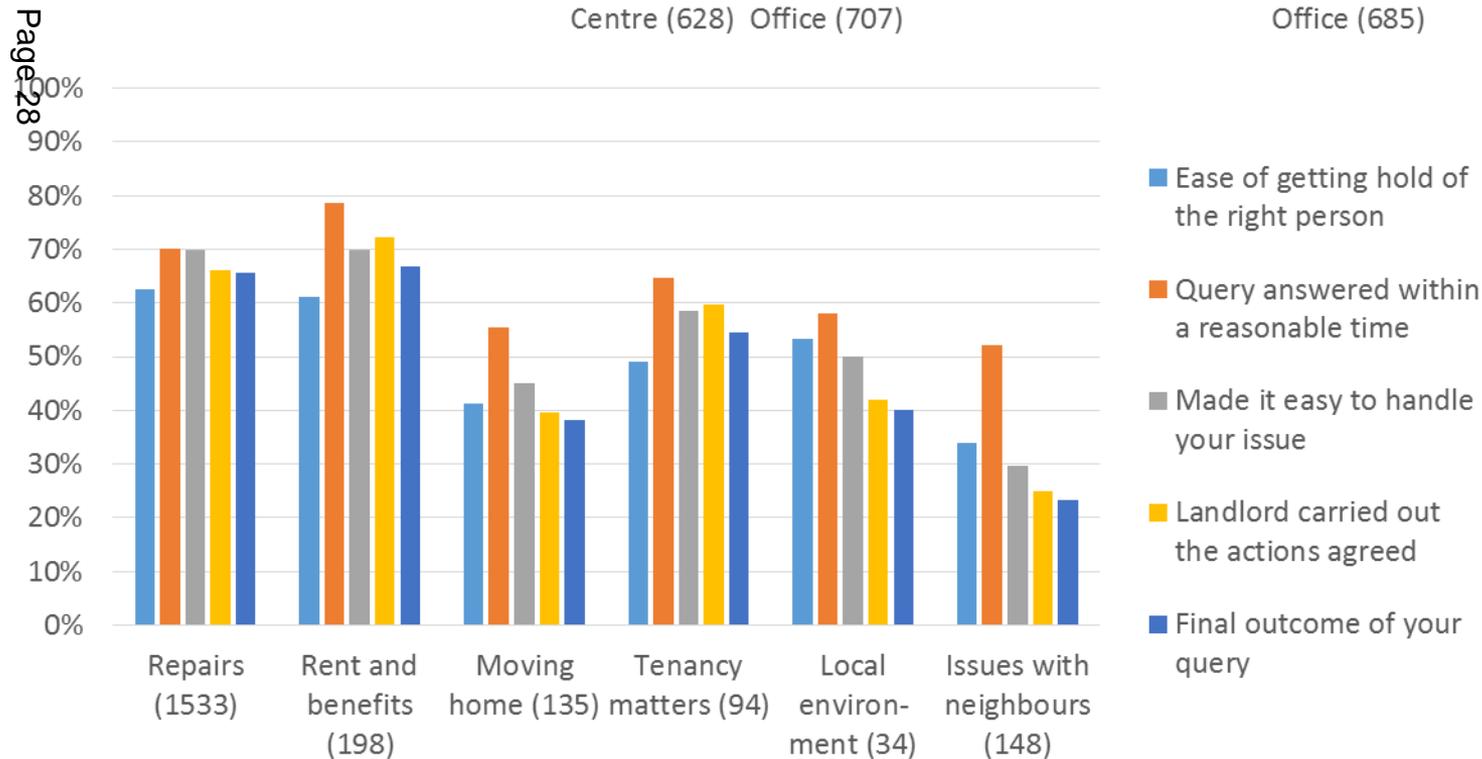
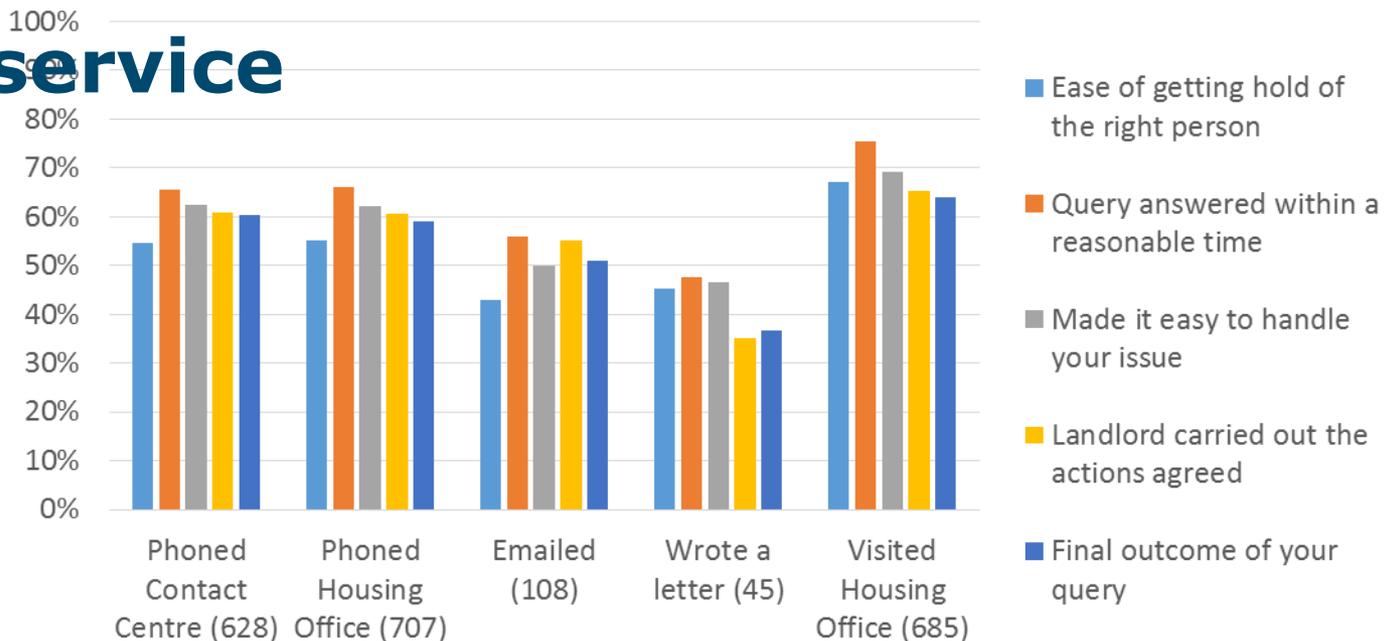
Ave Net Satisfaction with Neighbourhood

- 27% - 40%
- 41% - 55%
- 56% - 67%
- 68% - 77%
- 77% - 89%

Customer service

- Lower volume of contact city wide 69%, (-4%)
 - Channels same as 2016: 57% phone, 33% visit office, 4% email
 - Two thirds of contact for Repairs, 65%
 - 4 in 5 that called Contact Centre was for a Repair, 81%
- Successes
 - Satisfaction that landlord treats you fairly, 74%, (+2%)
 - Increased internet use, 68% (+9%), Retirement Life 44%
- Remaining constant
 - Agree friendly and approachable staff, 78%
 - Dealing with enquiries, 71%, Retirement Life 80%
 - Agree is an effective and efficient service, 68%
 - Satisfaction with the final outcome, 60%
 - Landlord carried out the actions agreed, 61%
 - Easy to get hold of the right person, 58%
- Concerns
 - Satisfaction with moving or swapping home, 39%, (-2%)
 - Query answered in a reasonable time, 68%, (-3%)

Customer service



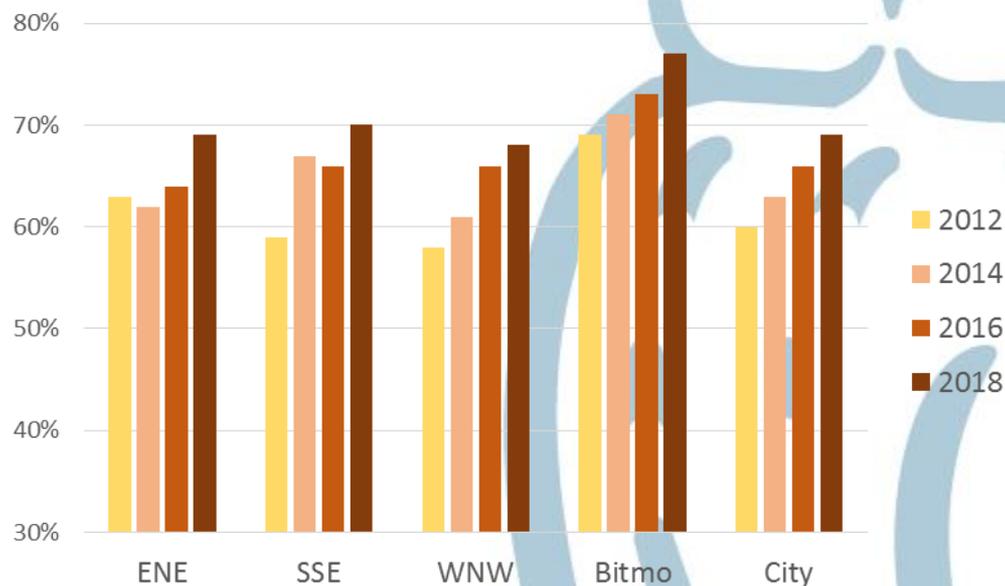
Perceptions

- Agreement that landlord has a good reputation, 60% (+3%)
- Agreement that trust the landlord, 66% (+3%)
 - Also increased for High Rise 68%, (+5%)
- Satisfaction that the landlord listens and acts 56%, (+1%)
- Agree that your landlord is approachable if need advice and support, 69%
 - Similar result for High Rise, 71%

Rent and Current Finances

- Rent provides good VFM, 76% (-1%)
- Advice and support on claiming housing benefit and other welfare benefits, 71% (-1%)
 - Same result for High Rise, 71%
- Advice and support on managing finances and paying rent and service charges, 69% (+3%)
 - Same result for High Rise, 69%
 - Improving trend, year on year since 2012:

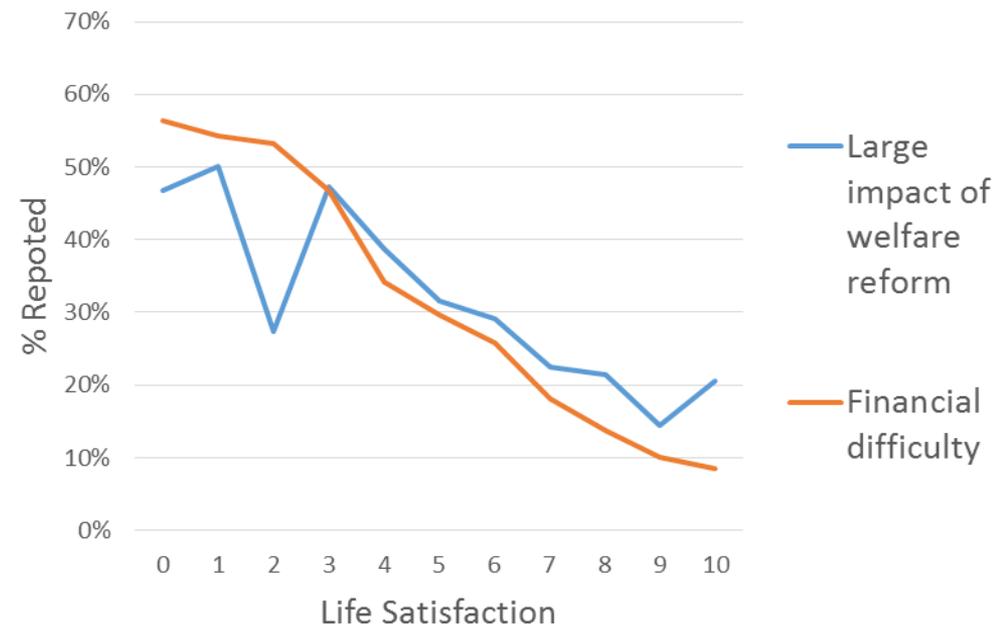
Page 30



Rent and Current Finances

- 1 in 4 tenants report that welfare reform has had a large impact on them, 27% (+1%)
 - Disabled tenants and those aged 45-64 much more likely to report this.
- Slight increase in tenants reporting that they are in financial difficulty 22% (+3%)
 - Working age tenants, single parents, and those reporting high impact of welfare reform more likely to say in financial difficulty.
- Satisfaction with life nowadays (Mean 6.8), (+0.5) rated as Medium by ONS.

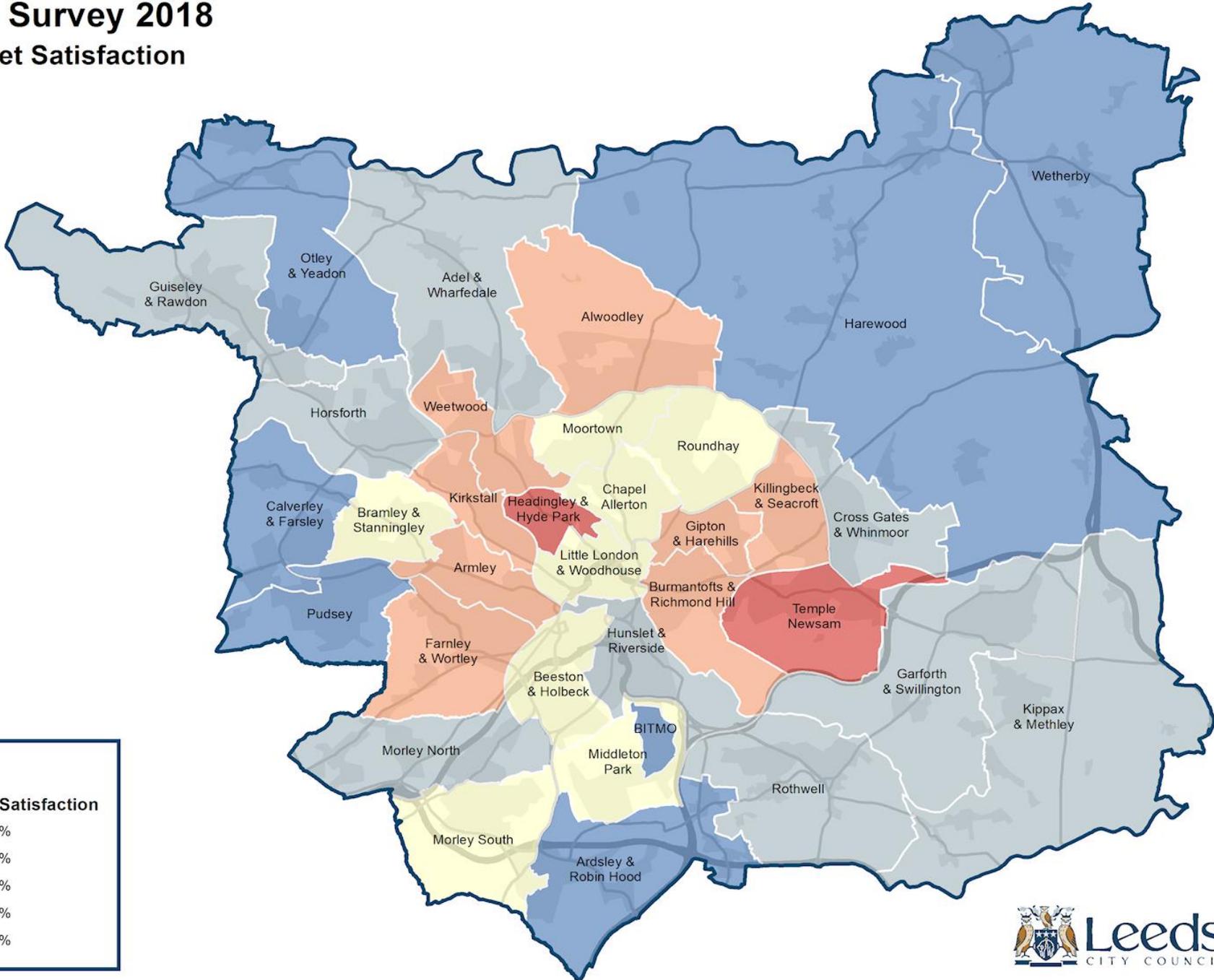
Page 31



S.T.A.R. Survey 2018

Average Net Satisfaction

Page 32



Legend

Average Net Satisfaction

- 37% - 42%
- 43% - 52%
- 53% - 60%
- 61% - 66%
- 67% - 78%

Comments

□ 1689 comments for General Needs - E, S, W

- Repairs
- Happy
- Contacting HL
- Heating
- Parking
- Property condition
- Rubbish
- Moving
- ASB

Page 33

Property and Contracts	
repairs	295
heating	134
property condition	96
damp / mould	50
property improvement	36
adaptations	33
fencing	15
Total	659

Neighbourhood	
rubbish	93
trees	31
cctv	28
roads	27
grass	21
paths	15
Total	215

General	
happy	169
unhappy	17
action	5
Total	191

Housing management comments	
contact	163
neighbour issues	119
parking	114
move	93
asb	84
cleaning	51
rent	39
pets	33
garden	29
letting policy	29
annual home visit	26
pests	23
advice	6
wifi	4
Total	813

Summary

New combined approach to tenant satisfaction

- 12 satisfaction questions, combined result +1%

General Needs

□ Remaining constant

- Majority of core questions including Overall satisfaction
- Many aspects of customer service

□ Increased satisfaction

- Home - Overall quality of the home, Heating and insulation
- Neighbourhood – overall appearance, less major problems
- Customer service – Being treated fairly
- Perceptions – landlord reputation, trust
- Rent and finances – advice and support
- Many increases in satisfaction in the East

□ Decreased satisfaction

- Aspects or repair - Ease of reporting, Speed and Right First Time
- Query answered in a reasonable time
- Moving or swapping home
- Satisfaction with grounds maintenance

Retirement Life

- Much higher satisfaction ratings across the board than General Needs
- Majority remaining constant
- **Decreased satisfaction**
 - Being kept informed
 - Heating and insulation

High Rise

- Majority remaining constant
- Satisfaction with block 65%
- Internal cleaning 66%
- Building exterior 61%
- **Increased satisfaction**
 - Trust
 - Dealing with complaints

HOUSING CONSUMER STANDARDS

Target references target set for service or contractor. Baseline references same position in previous financial year.

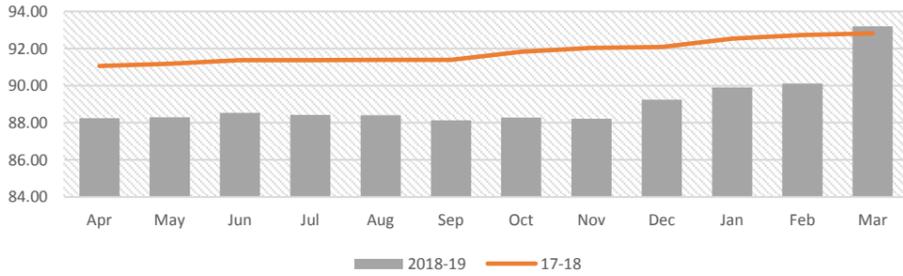
HOME STANDARD

Properties meeting the Decency Standard

Measurement: In month, Polarity: Higher 17-18 YE: 92.82%

Baseline	Jan 19	Feb 19	Mar 19	Rating
92.82%	89.90%	90.11%	93.19%	●

Percentage of properties meeting decency standard

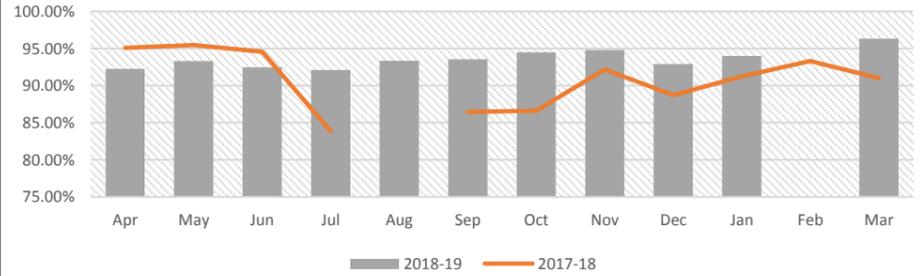


Responsive repairs completed within timescales

Measurement: In month, Polarity: Higher 17-18 YE: 0.9103%

	Target	Jan 19	Feb 19	Mar 19	Rating
Percentage	99.00%	93.99%	0.00%	96.35%	●
Total jobs		16253	0	16290	
Jobs competed		15276	0	15696	

Percentage of responsive repairs completed within timescales



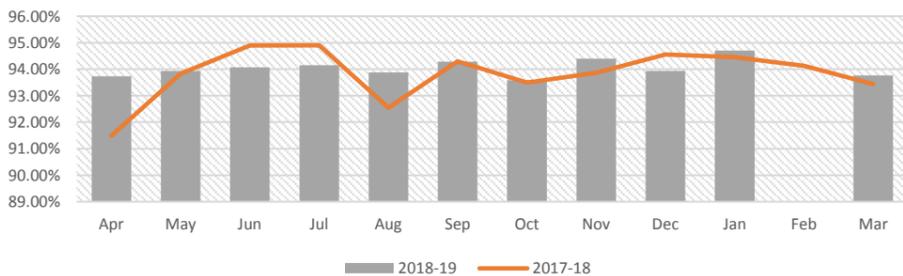
Excludes adaptations

Responsive repairs completed right first time

Measurement: In month, Polarity: Higher 17-18 YE: 0.9344%

	Target	Jan 19	Feb 19	Mar 19	Rating
Percentage	90.50%	94.71%	0.00%	93.77%	●
Total jobs		11276	0	11950	
Jobs competed		10679	0	11205	

Percentage of responsive repairs completed right first time



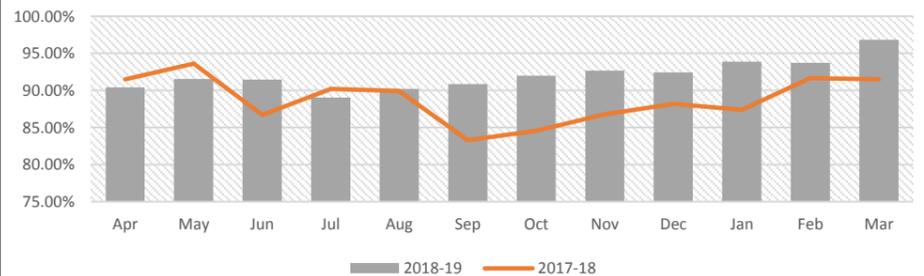
Excludes adaptations

Satisfaction with responsive repairs completed

Measurement: In month, Polarity: Higher 17-18 YE: 0.915%

	Target	Jan 19	Feb 19	Mar 19	Rating
Percentage	90.00%	93.86%	93.72%	96.83%	●
Total surveys		440	366	378	
Positive responses		413	343	366	

Percentage satisfied responses for responsive repairs completed



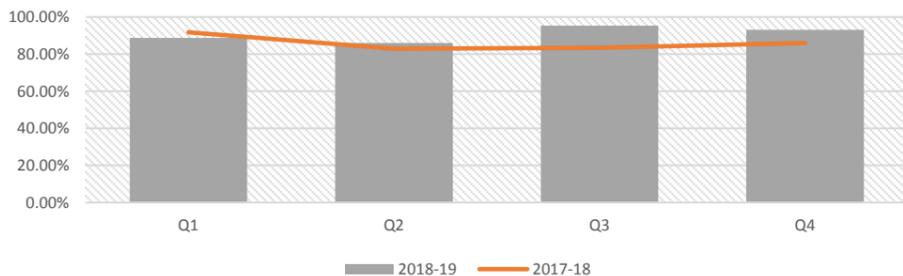
Excludes BITMO and adaptations

Satisfaction with capital works completed

Measurement: In quarter, Polarity: Higher 17-18 YE: 85.99%

	Target	18-19 Q2	18-19 Q3	18-19 Q4	Rating
Percentage	90.00%	85.92%	95.36%	93.09%	●
Total surveys		206	431	593	
Positive responses		177	411	552	

Percentage satisfied responses for capital works completed

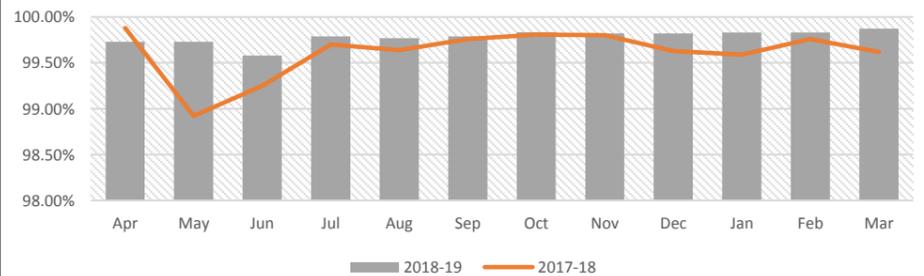


Gas services completed on time

Measurement: In month Polarity: Higher 17-18 YE: 99.62%

	Target	Jan 19	Feb 19	Mar 19	Rating
Percentage	99.78%	99.83%	99.83%	99.87%	●
Dwellings with gas		44423	44386	44402	
Dw. with valid cert.		44346	44310	44345	

Percentage of gas services completed on time



TENANCY STANDARD

Satisfaction with advice and guidance whilst moving home indicator is being developed and will be reported under the tenancy standard

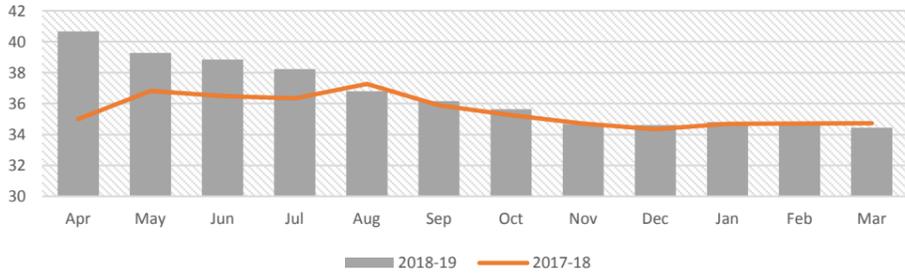
Average relet times

Measurement: In month Polarity: Lower

17-18 YE: 34.7

Target	Jan 19	Feb 19	Mar 19	Rating
30.00	34.80	34.68	34.43	●

Average days taken to relet empty properties



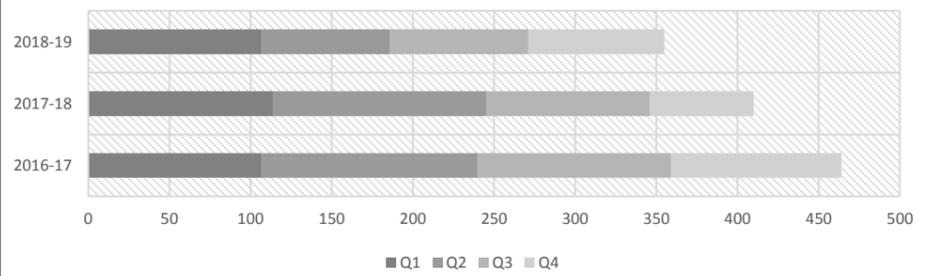
Mutual exchanges

Measurement: In quarter and cumulative, Polarity: Higher

17-18 YE: 410

18-19 Q2	18-19 Q3	18-19 Q4	18-19 YTD
79	85	84	355

Number of mutual exchanges (latest month reported in current year)



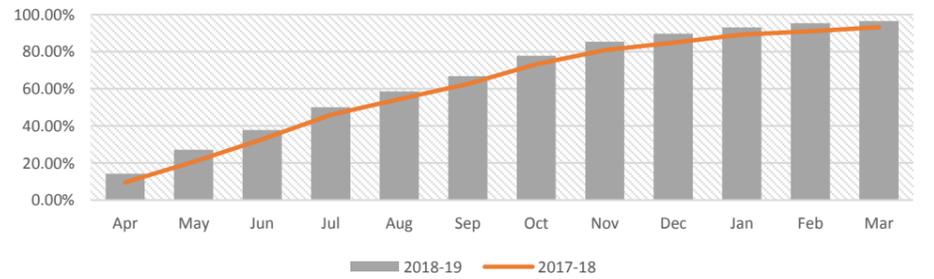
Annual Home Visits

Measurement: Cumulative, Polarity: Higher

17-18 YE: 93.19%

	Target	Jan 19	Feb 19	Mar 19	Rating
Percentage	95.00%	93.16%	95.31%	96.49%	●
Total jobs		54577	54479	54383	
Jobs completed		50843	51925	52476	

Percentage of Annual Home Visits carried out



NEIGHBOURHOOD AND COMMUNITY STANDARD

Estate walkabouts completed indicator is being developed and will be reported under the neighbourhood and community standard.

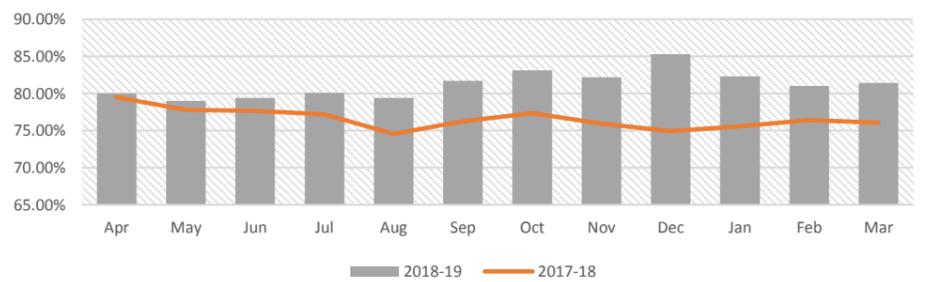
Overall satisfaction with ASB Services

Measurement: Cumulative, Polarity: Higher

17-18 YE: 76.05%

Baseline	Jan 19	Feb 19	Mar 19	Rating
76.05%	82.30%	81.00%	81.40%	●

Percentage overall satisfied responses with ASB services



TENANT INVOLVEMENT AND EMPOWERMENT STANDARD

Complaints responded to within timescale

Measurement: In month, Polarity: Higher

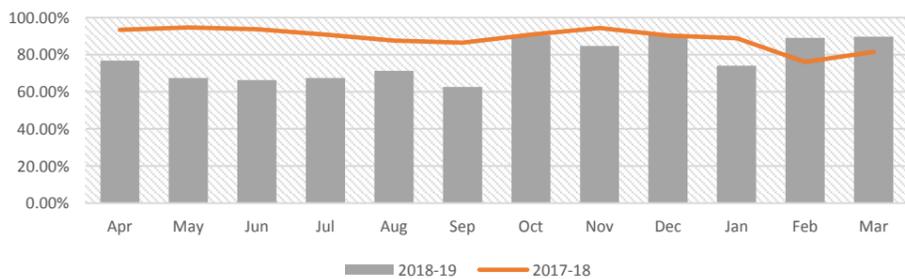
17-18 YE: 81.48%

	Target	Jan 19	Feb 19	Mar 19	Rating
Complaints received		235	201	184	
Responded to on time		174	179	165	
Stage 1	95.00%	74.04%	89.05%	89.67%	●

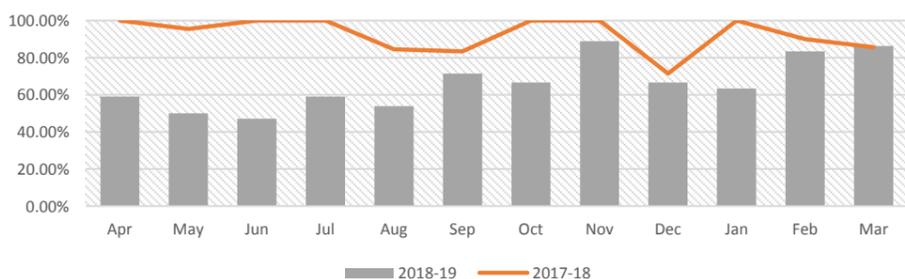
17-18 YE: 85.71%

Complaints received		30	30	22	
Responded to on time		19	25	19	
Stage 2	95.00%	63.33%	83.33%	86.36%	●

Percentage of stage 1 complaints responded to within timescale



Percentage of stage 2 complaints responded to within timescale



Excludes BITMO

Calls answered at the contact centre

Measurement: In month, Polarity: Higher

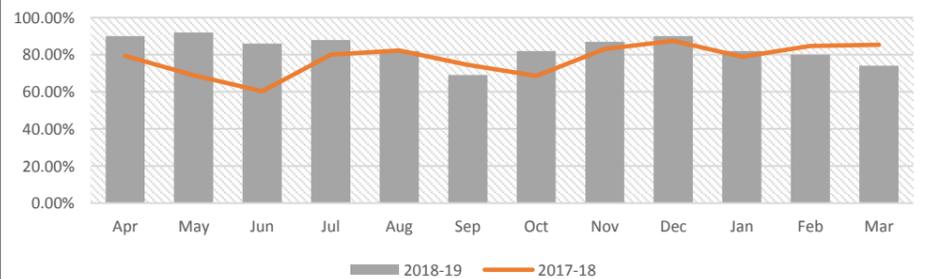
17-18 YE: 85.42%

	Target	Jan 19	Feb 19	Mar 19	Rating
Calls received		8417	7124	7009	
Calls answered		6919	5665	5199	
Housing Line	90.00%	82.00%	80.00%	74.00%	●

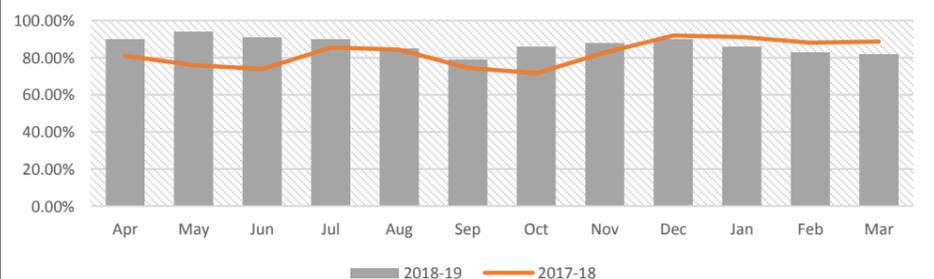
17-18 YE: 88.69%

Calls received		10966	9012	8749	
Calls answered		9377	7524	7135	
Repairs Line	90.00%	86.00%	83.00%	82.00%	●

Percentage of calls answered on the housing line



Percentage of calls answered on the repairs line





Report author: Keith Mack

Tel: 0113 378 3330

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 19 July 2019

Subject: Tenant Scrutiny Board Review

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 To discuss the feedback generated from meetings held in May and June where members discussed with the service their ideas and suggestions as how to trail new ways of working and ensure the board demonstrates best practice.
- 1.2 Members were previously asked to submit ideas and suggestions under four key themes, these being:
 - 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 asked to comment on the review findings 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.

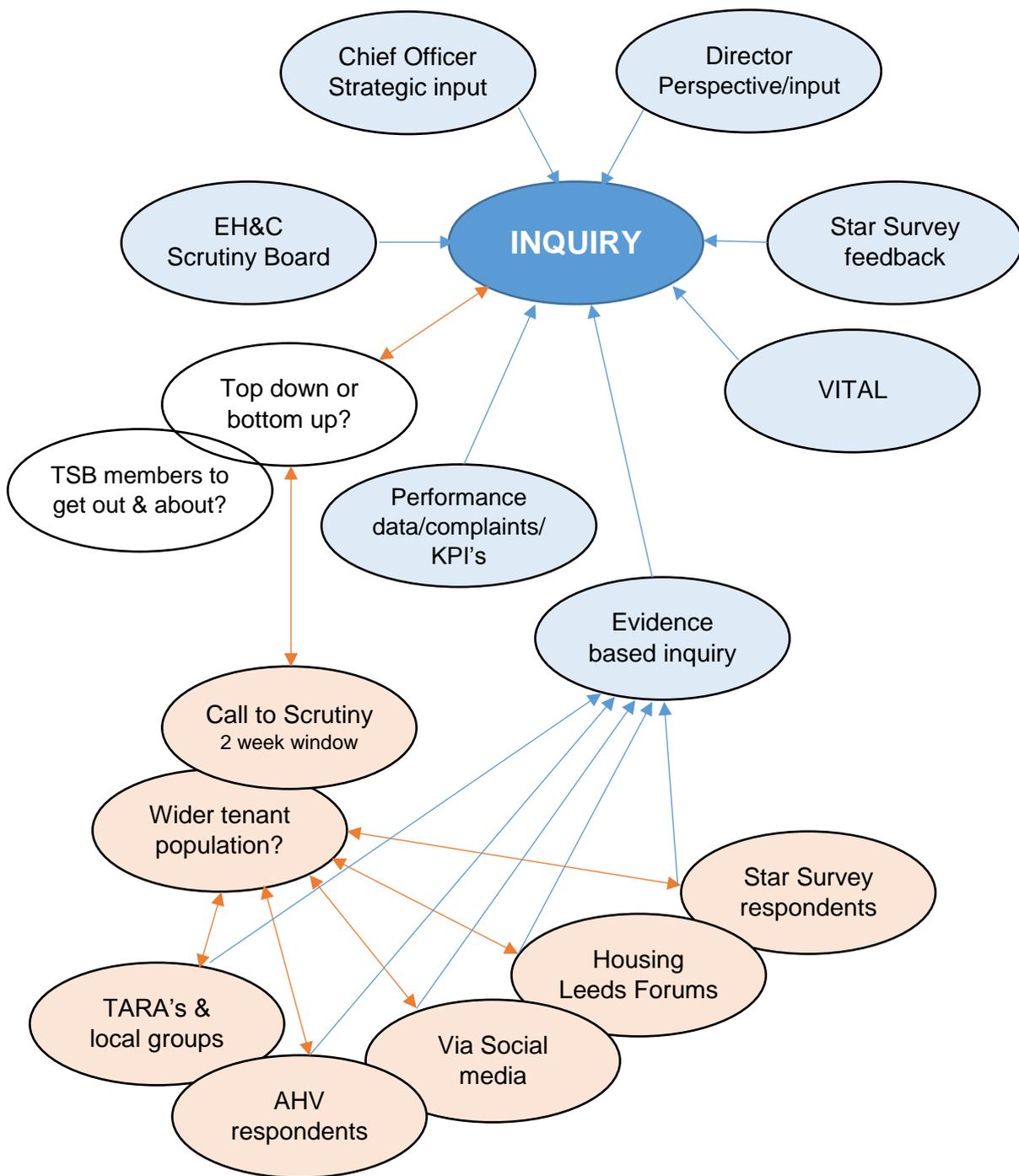
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Appendix 1

Notes from TSB workshop 24/05/2019

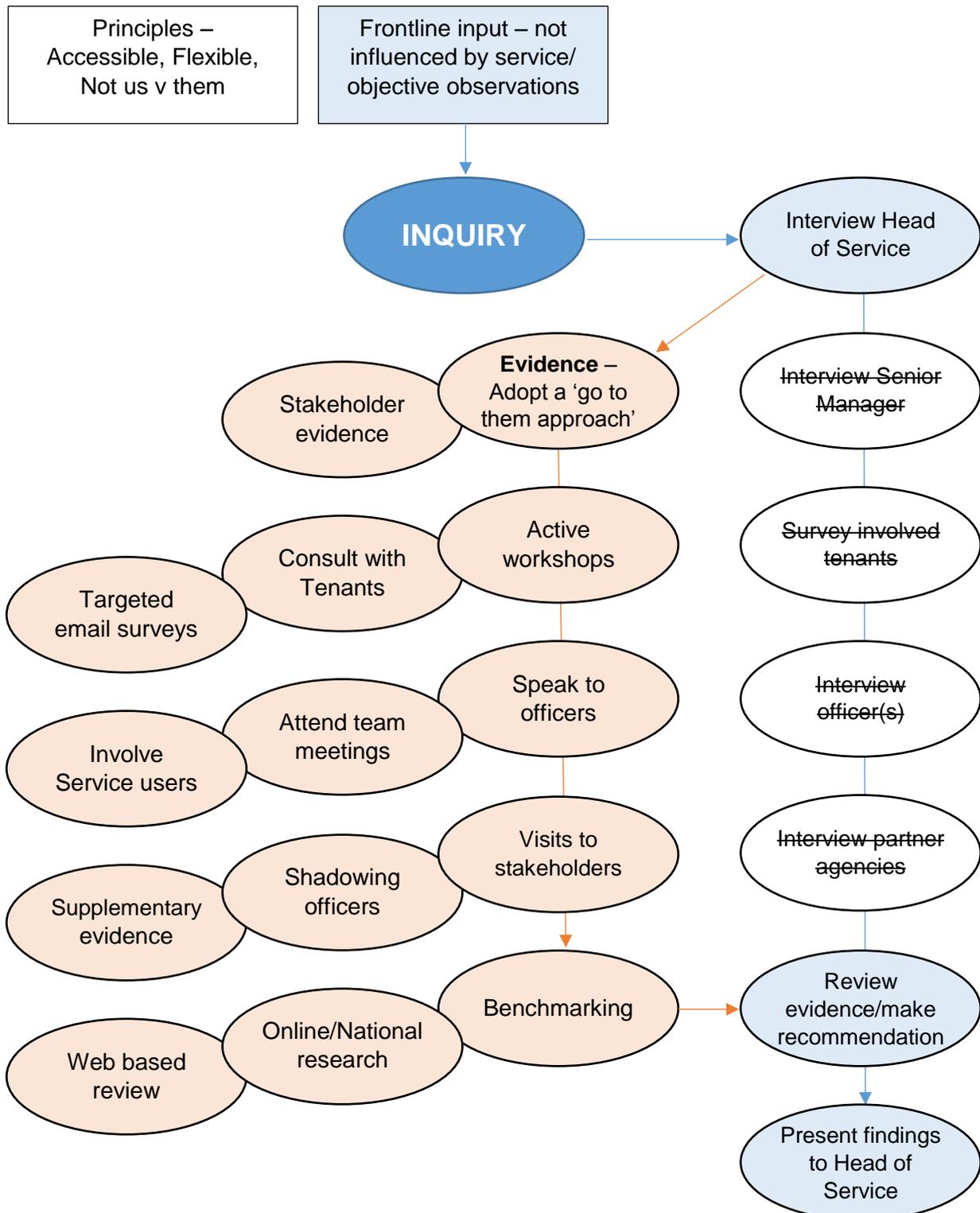
1. How do we choose an inquiry?

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.



3. How do we run an enquiry?

The board expressed its willingness to try new ways of working with the caveat that if they did not work the board could return to its current format and noted the following;

- The principle of board independence is well established.
- Officer support/advice (2 way dialogue) helps the board maintain its independence.
- The board needs to take the opportunity to become less isolated and better integrated into/aware of the wider tenant framework
- Housing Leeds staff also need to be better informed/aware of the role of the TSB
- Accepted principle that Information needs to be accessible.
- Consider where evidence/information can be obtained –
 - Formal & informal settings
 - Relative/specific to inquiry
 - Desk based research – what is available on line, how is the service promoted etc.
 - Connect with service, attend/observe relevant meetings
 - Opportunity to speak to staff/tenants
 - Involve tenants in workshops
 - Use wider engagement of tenants to attract new members i.e. TARA's
 - Consider seconding members for specific inquiries
 - Invite tenants to suggest ideas for inquiries
- Encourage TSB membership based on people's skills and experiences.

4. How do we communicate as a group and share more widely?

A discussion took place regarding recruitment, noting that previously the board had commented that sending out blanket emails are impersonal, and people needed to feel more engaged. Discussion then focused on how we communicate and raise the profile of the TSB.

- Make better use of Housing Leeds existing social media presence
 - Facebook/Twitter etc
- Attract interest in board by links formed with young people attending college or seeking work (opportunities to gain experience/insight)
- Increase staff awareness of TSB via HLM
 - Articles about Inquires
 - Articles about TSB members
 - Updates about inquiries and TSB generally
- Promote new enquiry (Call to scrutiny) to attract people with an active interest in scrutiny topic.
- Maintain connection with EHC Scrutiny board to keep in touch with members.

Based on discussions around the four themes listed above it was agreed to try and map out a process that the board could trial during its next inquiry.

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Report of **Housing Manager, Tenant Scrutiny**

Report to **Tenant Scrutiny Board**

Date: **June 2019**

Subject: **2019/20 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 Having committed during the previous two meetings to explore how the Tenant Scrutiny Board functions to evaluate whether it demonstrates best practice and/or could operate differently, the draft future workplan sets out the intention to commence a new enquiry whilst offering an opportunity to trail the outcomes of the recent TSB review.

1.3 Dates of future meetings have been agreed and scheduled as below (all meetings will commence at 1.15pm following TSB pre-meeting at 1.00pm and all meetings will take place in Committee rooms 6/7 at Civic Hall, Leeds unless otherwise advised. Should the programme be subject to change, members will be notified in due course.)

Friday 19th July 2019

Friday 20th September 2019

Friday 18th October 2019

Friday 15th November 2019

Friday 20th December 2019

Friday 17th January 2020

Friday 21st February 2020

Friday 20th March 2020

Friday 17th April 2020

2.0 RECOMMENDATIONS

2.1 Members of the Board are requested to note the 2019/20 municipal year's work programme.

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 2019/20 Municipal Year

AREAS OF REVIEW	May 17 th	June 28 th	July 19 th	August (No Meeting)	September 20 th	October 18 th
Main Inquiry			X		X	X
Preparation of Final Report						
(X) Recommendation Tracking (P) Presentations	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	X Consideration of new inquiry (1) STAR data (2) Housing Performance	X (Subject to confirmation) Individual tasks and fact finding	X Finalise scope of new inquiry and programme/ timescale.	X Presentation from head of service in respect of chosen inquiry
UPDATES						
Attendance/Guest speakers	ALL board members and senior Housing leads Managers.	ALL board members and senior Housing leads Managers.	(1) Frank Perrins (2) Lee Ward			
Board Administration						
Election of Chair Election of Vice Chair		Elections for Chair/vice Chair				
Work Plan updates to Tenant Scrutiny Board	X		X			
Chief Officer attendance					X	

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