
TENANT SCRUTINY BOARD

Meeting to be held in 6 & 7 - Civic Hall, Leeds on
Friday, 4th October, 2019 at 1.00 pm

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

MEMBERSHIP

John Gittos (Chair)

Sallie Bannatyne (Vice Chair)

Jackie Worthington

Maddy Hunter

Mary Farish

Peter Middleton

Rita Ighade

Roderic Morgan

Stanley Burton

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 -</p> <p>To confirm as a correct record, the minutes of the meeting held on 19 July 2019</p>	1 - 8
5			<p>CHAIR'S UPDATE</p> <p>To receive an update from the Chair on EH&C scrutiny activity, not specifically included on this agenda, since the previous Board meeting, (Draft Minutes of the meeting conducted on 11th July 19).</p> <p>Minutes of the meeting held on 12th September 19 were not available at time of collating today's agenda (Next scheduled meeting will be on 17th October 19)</p>	9 - 14
6			<p>CHIEF OFFICER UPDATE</p> <p>Simon Costigan (Chief Officer Property and Contracts) will be in attendance to give an overview of the service and make suggestions for the Boards next area of inquiry.</p>	15 - 16
7			<p>CHAIR OF ENVIRONMENTS, HOUSING & COMMUNITIES SCRUTINY BOARD</p> <p>Cllr. Barry Anderson, chair of the EH&C Scrutiny Board will be in attendance to update the board regarding the forthcoming work programme for the EHC Scrutiny Board and suggest possible themes for the next TSB inquiry.</p>	17 - 18
8			<p>TENANT SCRUTINY BOARD WORKPLAN</p> <p>Confirmation of dates of meetings for the forthcoming year and the future workplan (which will be dependent on what investigation the board wishes to undertake)</p>	19 - 22
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>Please note revised date. The next meeting is now scheduled for 1.00pm Friday 25th October 2019, 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> <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 19TH July 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), Ian Parr (Housing Assistant), Frank Perrins (Research and Satisfaction Manager), Lee Ward (Intelligence and Policy Officer).

17 Exempt information

None.

18 Late Items

JG raised a question asked during the LASBT enquiry regarding which CCTV cameras on estates are connected to the Middleton centre and which are not. As the responsible officer was unavailable, JG asked if KM could contact the service and ask for a response.

19 Apologies for Absence

Rita Ighade, Roderic Morgan.

20 Minutes – 28th June 2019

RESOLVED – The minutes of the previous meeting held on 28 June 2019 were passed as a true record.

21 Chair's Update

JG told the board members that following the previous discussion about the inclusion of the minutes of the Environment, Housing, and Communities Scrutiny Board, the sections of the minutes relevant to the Tenant Scrutiny Board have been highlighted in the pack.

22 Housing Data - STAR Survey Headline Findings.

Frank Perrins introduced himself and explained the scale and premise of the STAR survey. The survey is undertaken once every two years for the purpose of collecting large-scale benchmarking data from tenants covering many aspects of their homes and the council's service. The survey was conducted in November 2018 and was

sent to roughly one quarter (~16,500) general needs tenants, and half of retirement life tenants (~2,000). Additionally, a survey was sent to all tenants living in a high rise block to give a clearer picture of the opinions of that particular group. The survey used a stratified sample so that all areas and demographics were represented proportionally. Using a confidence interval based on the sample size, it is possible to assess which results are statistically significant.

JG asked how the responses are differentiated if broken down by ward and area, FP answered that an individual's response may be counted in each breakdown for city, area, and ward level, and this highlights which issues are important to tenants in each geographic area of Leeds. SBa asked if the surveys work on an anonymous or confidential basis, FP replied that they are confidential as it is important to be able to link a response to the areas of Leeds they concern. JG also asked how the confidence interval is calculated, FP answered that it is a consistent calculation based on the Housemark[®] recommendation and the same that is used for National surveys.

FP explained that the overall satisfaction scores for the city have remained within the confidence interval and so are not considered significant changes, but do indicate where satisfaction levels are rising and falling. Other trends indicate that older people are generally more satisfied than younger people, and those that self-report they are financially comfortable are more satisfied than those that are struggling. The satisfaction for the BAME community is lower than the general result, but this can be explained by BAME respondents being on average a younger demographic than the wider Leeds population.

Using more calculations, it is possible to gain an understanding of the issues that drive satisfaction, that is, those that have the most impact on the overall satisfaction score. These issues are:

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

These results correlate with the tenants' top priorities which are:

- Repairs and maintenance
- Overall quality of the home
- Neighbourhood as a place to live
- Dealing with ASB
- Value for money of rent and service charges

JG queried the wording of 'rent and service charges' as it had not been asked on previous surveys, FP replied that it is the same basic question that had been asked before and the wording had just been altered to include service charges.

JG observed that the satisfaction scores for East Leeds does not seem to have improved much despite the recent investigation and improvements recommended by the board. FP confirmed that there have been improvements, however they are lower than those of other areas. MH mentioned that despite a repair for her requiring three visits to correct, it was reported as being resolved first time, FP advised that Mears have different criteria for recording repairs, and the results are based on what Mears report.

FP noted that there is a trend across most neighbourhood issues that tenants are reporting fewer issues than they had in the previous survey. JG questioned what the definition of a 'neighbourhood' is as areas constitute many different types of housing and some neighbourhoods might consist of one or two high rise blocks in a small geographical area and other neighbourhoods may be much larger estates. FP confirmed the neighbourhood will be the subjective view of the tenant, but would not make the results less valid as most tenants in similar areas will hold a similar concept of their own neighbourhood. Car parking remains the most reported issue, and noisy neighbours is the key driver of dissatisfaction in neighbourhoods. JG reminded the board members of the LASBT review highlighting that 60% of ASB reports concerned noisy neighbours. KM added that car parking had previously been commented on by David Longthorpe, who had explained that the issue of parking especially for high rise blocks was due to the significant rise in car ownership over the last 50 years, this being very different from when most high rises were built. JW noted that parking is an issue around Headingley stadium especially on match days, and JG noted the same is true for Elland Road.

For those that reported ASB, tenants were most satisfied when the issue was first reported to LASBT, followed then by Housing Leeds, then the police, then elsewhere. FP noted that the number of tenants that reported ASB are relatively low but the figures do paint a picture of the tenants' satisfaction of how issues are dealt with. JG asked if the results are flawed because the survey only asks for the first report, and some cases are passed from Housing to LASBT to resolve, FP answered that this is again a self-reported question so the figures of satisfaction with cases that are passed on is not available.

FP told board members that even though all high rise tenants were surveyed, only a representative sample of the responses from each area were included to not bias the results towards the responses from high rise tenants. The high rise responses will be analysed and reported separately at a later date, and will be available to TSB members when they are finished.

JG asked if the figures relating to rent and value for money as well as the self-reported financial status would have been affected by Universal Credit. FP answered that the survey was undertaken just a month following the start of the UC rollout and so it is unlikely that it would have made a large impact on the results in such a short period.

There was an open comment section in the survey, of which 1,689 were received. Repairs was the most frequent subject with 295 made, but there were also a significant number of comments that were positive about the council and its service with 169 received.

JG asked if there were any questions regarding waste asked in the survey, FP answered that the issue is best reflected in the reporting of rubbish and litter as a neighbourhood issue. JG further asked if the survey will affect policy, FP replied that it does, and the previous survey resulted in a full action plan with heads of service involved in actioning change.

23 Housing Performance Framework Data for 2018/19

Lee Ward introduced the housing performance data, beginning with the home decency standard. LW explained there is no government set target for how many homes should meet the standard, however there is a standard that each individual home must meet to be considered decent. As of March 2019 93.19% of homes meet the standard which is higher than the same time last year. Properties will fall in and out of decency based on repairs that are needed throughout the year so the figure will never be at 100%, but as close to that figure as possible is desirable. The figure for March is much higher than other months as there was a drive to get as many homes to meet the standard as possible. JG asked if the data meant that there are roughly 8% of homes that do not meet decency standards at any one time, and LW answered that it does.

The percentage of repairs completed within the timescale is below the current target. The data is run by the performance team, and any discrepancies are queried by Mears or LBS in a reconciliation process. If it can be proved that the contractors' data is more reliable than the data of the performance team that data is used instead. The figure for March 2019 of 96.35% is the highest it has been since July 2012. JG questioned how the reconciliation process works as it would be in the contractors' interest to report higher figures, but LW explained it is the contractors who must question the performance team's data first and there are checks in place to ensure it is not artificially inflated, and the most common issues are simply inputting errors. There has been an increase in the performance of LBS over the last three months coinciding with the introduction of the new repairs logging system, though there is still a backlog of work concerning bricklaying and plastering. JG commented that the board has previously heard from LBS that these jobs are generally the most difficult to get trained staff for.

Responsive repairs data is collected with rolling monthly surveys to customers who had received a repair. The figure for repairs that are right first time is currently 93.77% and above the 90% target, and the satisfaction with responsive repairs completed is 96.83% and the highest in two years. JG questioned why the STAR results and the performance data seemed to be showing opposite results, and LW

answered it is mostly down to the perspective of the tenant versus that of the actual data.

Capital works include repairs on roofs or to whole rooms within buildings, and the satisfaction is above target at 93.09%. Gas services completed on time is at 99.87% and there is a legal obligation to complete these works on time otherwise legal action can be enforced to allow access to complete the service. JG recalled that he has previously suggested conducting annual home visits and gas safety checks at the same time where access has previously been an issue.

The average re-let time falls outside of the target of 30 days at 34.43 days, but this time has decreased over the year. JG questioned if the letting time was related to the decency of properties, and LW replied it could potentially be, but in many of the longer re-let cases there are situations which require a visit from the occupational therapist and adaptations made to the property which can take longer to install. The target is for all homes to take no more than 20 days with the contractor plus an additional 10 days to re-let. In some circumstances, such as capital works or for squatters taking occupancy in the property, the time taken can be deducted from the overall let time, however LW insisted that the conditions are strict for what is deductible and situations where time is deducted relatively rare.

The number of mutual exchanges has dropped compared to previous years, which LW explained is because there is no longer an incentive scheme to exchange properties. JG asked if there is an incentive to encourage single occupants to move to single-bed properties, and LW responded that this would be encouraged by the housing offices.

The target for completing AHVs was reached, and the figures for satisfaction with ASB services have been consistently higher than for all of the previous year. KM added that LASBT surveys are only conducted on closed cases, and JG questioned if that includes cases. KM explained it was his understanding that only those victims involved in cases that were referred on to LASBT would be surveyed.

The complaints responded to within the timescale remains an area of improvement, as does the number of calls answered at the contact centre. JG asked whether the disparity between the total number of calls and calls answered meant that those people did not get their call answered, LW replied that it did, and the issue might be linked to staffing levels or the sheer volume of calls. Some people may also become frustrated with long wait times and hang up before getting through, which SB and PM agreed is a fairly common issue. JG noted that he is aware there is a high turnover of staff at the contact centre. LW agreed that a combination of staff leaving and moving to other positions can contribute to the high turnover, but this is not just a Housing issue but for all council services. SBu noted there are times when reporting a repair to the housing office has been the most efficient method of reporting, and though SBa agreed, she pointed out that it is not the role of housing officers to report repairs and can detract from their other duties.

JG asked LW if there was any data on the number of repairs that subsequently needed further attention in the 90 days following the repair, as it was his understanding that in these instances the tenant was advised they should ring Mears direct and not report it again to LCC. LW said he didn't have any figures as Mears haven't been asked for them. JG felt this was something that LCC should be asking for especially when this same question is put to the council's own in-house repair service, and if LCC don't know this data how then can they be sure Mears aren't charging them twice for the same job? LW offered to find out if the data for repeat callouts can be collected.

JG thanked LW for his presentation.

24 Tenant Scrutiny Board Review

KM directed the board members to the pack item, which includes two process maps and summary notes of the review sessions previously held, and encouraged anyone with any ideas to add to the plan to let KM know. A meeting will be held with KM, SBa, SBu, and MF as an induction into the wider work of the board for the new members. JG reiterated that the best way to implement the new ways of working is to try them out in the next enquiry, and so it is in the board's best interests to decide a topic in the coming months.

25 TSB Work plan

KM noted that the dates for all meetings up to April 2020 have been set, and are included as a part of agenda item 8. All meetings are scheduled to be held at the Civic Hall unless they are organised otherwise as part of the new ways of working.

KM will be arranging a meeting between the chair and Rob Goor to discuss out-of-hours repairs, and Simon Costigan will be attending the September meeting, but as yet there is no set speaker for the October meeting. JG raised that he has spoken with the leader of the council, who is willing to attend a future meeting, and he will arrange accordingly for that to happen at a suitable time.

JW pointed out that due to the delayed rollout of Universal Credit in Leeds, the city is still only open for new applicants and changes to the current system, however everyone is being migrated and as a result the rate of arrears is rising. KM reminded the members this was the topic covered by Paul Harris at a previous board meeting, and that it could be worth inviting him back for an update on Universal Credit in the future.

SB asked what the proposals for the next enquiry are, JG answered that there was a lot of housing data presented at the meeting, and an even clearer idea for topics can be formed after Simon Costigan's presentation. JG proposed that no matter the area of enquiry, a shorter investigation would be more favourable to implement as many new ways of working as possible, and choosing a topic promptly would favour the board's ability to carry out more than one enquiry. JW recalled previous years

when the board's membership was larger and able to split into groups to cover two enquiries at once. JG proposed that a shortlist be created by September's meeting so the options are clearer to members, but that the out-of-hours service might be a promising option on the list. JW asked if members of the Repairs and Investment Group might be available to contribute to the enquiry and be co-opted onto the board.

26 Date and Time of Next Meeting

The next meeting will take place at the Civic Hall on Friday the 20th of September, 1pm - 3pm.

THE MEETING CLOSED AT 3:00 PM

This page is intentionally left blank

SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

THURSDAY, 11TH JULY, 2019

PRESENT: Councillor B Anderson in the Chair

Councillors J Akhtar, J Bentley,
A Blackburn, D Collins, P Grahame,
A Khan, P Gruen, M Harland, N Sharpe,
K Brooks, T Smith and D Ragan

97 Appeals Against Refusal of Inspection of Documents

There were no appeals against refusal of inspection of documents.

98 Exempt Information - Possible Exclusion of the Press and Public

There was no exempt information.

99 Late Items

There were no late items.

100 Declaration of Disclosable Pecuniary Interests

No declarations of disclosable pecuniary interests were made.

101 Apologies for Absence and Notification of Substitutes

Apologies for absence were received from Councillor A Gabriel. Councillor D Ragan attended as substitute.

102 Minutes - 13 June 2019

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

CHAIRS COMMENT

The Chair thanked Sandra Pentelow, Principal Scrutiny Adviser, for all of her work and wished her well in her new post.

103 Scrutiny Inquiry into Kerbside Collection and Recycling of Domestic Waste - Directors Response and Draft Waste Strategy for Leeds

The report of the Director of Communities and Environment set out the responses to the recommendations of the Scrutiny Board (Environment, Housing and Communities) inquiry into the kerbside collection of recycling and domestic waste.

Draft minutes to be approved at the meeting
to be held on Thursday, 12th September, 2019

A copy of the draft waste strategy for Leeds was appended to the report.

The following were in attendance:

- James Rogers, Director Communities and Environment
- Councillor Rafique, Executive Member for Environment and Active Lifestyles
- John Woolmer, Deputy Chief Officer Waste Management
- Polly Cooke, Executive Programme Manager
- Amy Dickinson, Service Manager Environmental Services
- Laura Driver, Customer Access Development Manager

Members' attention was brought to the recommendations which were outlined in the submitted report.

In addition, the Service Manager Environmental Services and Customer Access Development Manager, provided the Board with a presentation detailing work which had taken place between the Refuse Service and Customer Access, to produce information which would be accessible on the Council website when it goes live. Members were provided with a demonstration on how residents would view bin collection issues.

The Scrutiny Board considered the responses to the recommendations, and discussion focused on issues including the following:

Recommendation 1

- Clarity was sought regarding community waste disposal and storage systems. Officers confirmed that any community facilities would be implemented in full consultation with ward members to ensure the best solution is provided.

Recommendation 3

- A query was raised in relation to council departments being aware of the timescales for receiving the money for resources from the government. Members noted that upon implementation of the waste strategy, officers intended to lobby the government.

Recommendation 4

- A Member expressed that the context of the draft waste strategy was to state an ambition rather than outline a strategy for change. The Board was advised that the strategy provided a 2 year proposal; the Director of Communities and Environment clarified that although funding streams were somewhat unclear at present, the draft strategy outlines the proposed direction.
- Clarity was sought in regard to the conversion of gas supply from methane to hydrogen. Officers confirmed this has been subject to testing nationally and is deemed to be a safe alternative.
- In response to a query in regard to the 'city conversation' and for clarity regarding those who have been consulted with. The Board was advised that the conversation is in its early states. Officers confirmed

this specific information listing consultees so far will be provided to the Board. The Board suggested consultation through Community Committees, with community forums in addition to the wider public.

- The Board questioned the extent of focus on waste prevention, with particular reference to reducing food waste. The Board acknowledged that this waste stream in Leeds does not go to landfill unlike some other authorities and welcomes the focus on programmed waste prevention education so far.

Recommendation 6

- Clarity was sought on the new Crew Chargehand post; officers confirmed that recruitment was soon to take place following approval of the post. Those staff would receive the relevant in-cab training.

Recommendation 8

- Members queried the delayed rollout of the use of in-cab technology, in response, it was explained that there is specific focus to ensure that the technology will be maximised.

Recommendation 11

- A Member queried the provision in place to ensure that emergency TRO's are carried out in a timely fashion, and in response, officers confirmed suitable sites are currently being reviewed and that further progress information, would be provided to the Principal Scrutiny Advisor.

On conclusion of the discussion, the Chair thanked those in attendance for their contributions and hard work.

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

- a) Noted the Directors response to the recommendations from the Scrutiny Inquiry into Kerbside Collection and Recycling of Domestic Waste
- b) Noted the information contained within the submitted report and the appended City Waste Strategy
- c) Requested that the views of the Scrutiny Board regarding the draft waste strategy be provided verbally by officers as an update to Executive Board report on the 24th July 2019

104 Leeds Anti Social Behaviour Team Review

The report of the Director of Communities and Environment set out the progress with the LASBT review, and the recommendations agreed at the Executive Board meeting held 26th June 2019.

A copy of the Executive Board report 26 June 2019, and the ASB strategy was appended to the Agenda.

The following were in attendance:

Draft minutes to be approved at the meeting
to be held on Thursday, 12th September, 2019

- James Rogers, Director Communities and Environment
- Paul Money, Chief Officer, Safer Leeds
- Harvinder Saimbhi, Head of Operational Delivery ASB & Scrutiny Services
- David Longthorpe, Head of Housing Management
- Councillor Coupar, Executive Member for Communities

The Executive Member for Communities, thanked the Board for their work in terms of LASBT arrangements.

The following was discussed:

- *Community MARAC'S*. Members queried the involvement of elected members due to the GDPR aspects relating to tasking meetings. The Executive Member for Communities, agreed to raise the issue of Member involvement, and would look at arrangements in how information is shared between the police and ward members.
- *Triage of referrals*. Members requested that contact details be provided to elected members.
- *Graffiti*. The Board was advised of the focus in the Anti-Social Behaviour Strategy on environmental harm which includes graffiti and vandalism.
- *Mediation*. Members noted this service would be free of cost to those who are deemed to require the use of mediation intervention by LASBT.

Members commended Officers for their work, prompt responses and service.

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

- a) Noted the progress made since the initial consultation with the Board
- b) Noted the information contained within the submitted report, and the appended ASB Strategy and Executive Board report
- c) Requested that the information outlined in the minutes, be provided as requested

105 Financial Health - Out-Turn Report 2018/19

The report of the Head of Democratic Services provided the Board with financial information relating to the budget out-turn for 2019/20.

An adapted copy of the Executive Board Report 26 June 2019, was appended to the report.

The following were in attendance:

- Neil Evans, Director Resources and Housing
- James Rogers, Director of Communities and Environment
- Michael Everitt, Head of Finance
- Kevin Mulvaney, Head of Finance
- Bhupinder Chana, Head of Finance

The Director of Resources and Housing noted an overspend of 600k in relation to the cost of maintenance of council buildings. The Director of Communities and Environment added there was a directorate underspend of 400k.

Members discussed a number of matters including:

- *Disrepair cases*. In response to a query in regard to overspending, Members heard there are a number of active litigation agencies in the city centre. Improving speed in responding and dealing with back-logged cases remains a focus.
- *Universal Credit (UC)*. Members sought clarity on how UC is impacting rental income, and were informed financial provision had been pre-planned. Resources have also been allocated to support tenants with the transition to managing their own rent payment.

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

Noted the outturn summary for the financial year 2018/19

106 Work Schedule

The Head of Governance and Scrutiny Support submitted a report which invited Members to consider the Board's schedule for the 2019/20 municipal year. Copies of the draft work schedule and the minutes of the Executive Board meeting held 16th May 2019 and 26 June 2019 were appended to the report.

Members discussed the items scheduled for September meeting.

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

- a) Noted the matters outlined in the report and raised during the meeting
- b) Noted the Executive Board minutes
- c) Agreed the overall work schedule

107 Date and Time of Next Meeting

RESOLVED – To note the date and time of the next meeting as Thursday 12th September 2019 at 10.30 am (with a pre-meeting for all Board members at 10.00 am)

This page is intentionally left blank



Report author: Keith Mack

Tel: 0113 378 3330

Report of **Housing Manager, Tenant Scrutiny**

Report to **Tenant Scrutiny Board**

Date: **4 October 2019**

Subject: **Chief Officer Attendance – 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 July the board received performance information from Housing Leeds and in relation to the most recent Star Survey data.
- 1.2 The Board have invited Simon Costigan Chief Officer (Housing Management – Property & Contracts) to provide an update regarding current service provision and suggest possible themes for the next TSB inquiry.

2.0 **RECOMMENDATIONS**

- 2.1 The Board is requested to note the content of the update provided 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.

This page is intentionally left blank



Report author: Keith Mack

Tel: 0113 378 3330

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 4 October 2019

Subject: Chair of EH&C Scrutiny – 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 July the board received performance information from Housing Leeds and in relation to the most recent Star Survey data.
- 1.2 The Board have invited Councillor Barry Anderson Chair of the Environment, Housing & Communities Scrutiny Board to provide an update regarding the EH&C Scrutiny's forthcoming work programme and suggest possible themes for the next TSB inquiry.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to note the content of the update provided 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.

This page is intentionally left blank



Report author: Keith Mack

Tel: 0113 378 3330

Report of **Housing Manager, Tenant Scrutiny**

Report to **Tenant Scrutiny Board**

Date: **October 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 Following work by the board to review whether it demonstrates best practice and having not met during August/September, the focus of the Board will now turn to identifying a new enquiry and explore any opportunities to trial new ways of working
- 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 4th October 2019 (rescheduled from 20/09/19)

Friday 25th October 2019 (rescheduled from 18/10/19)

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	July 19th	August (No Meeting)	October 4th	October 25th	November 15th	December 20th
Main Inquiry	X		X	X		
Preparation of Final Report						
(X) Recommendation Tracking (P) Presentations	Consideration of new inquiry (1) STAR data (2) Performance data (Housing)		Consideration of new inquiry (1) Chief Officer and (2) Chair of EH&C Scrutiny in attendance	Finalise scope of new inquiry and programme/ timescale.	(Provisional) Presentation from head of service in respect of chosen inquiry	
UPDATES						
Attendance/Guest speakers	(1) Frank Perrins (2) Lee Ward		(1) Simon Costigan (2) Cllr. B. Anderson			
Board Administration				Call to scrutiny		
Election of Chair Election of Vice Chair						
Work Plan updates to Tenant Scrutiny Board	X		X	X	X	X
Chief Officer attendance			X			

This page is intentionally left blank