



TENANT SCRUTINY BOARD

Meeting to be held in 6 & 7 - Civic Hall, Leeds on
Friday, 29th November, 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

Stanley Burton

Mary Farish

John Gittos (Chair)

Maddy Hunter

Rita Ighade

Denise Linley

Peter Middleton

Jackie Worthington

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

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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>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 - 25 OCTOBER 2019</p> <p>To confirm as a correct record, the minutes of the meeting held on Friday 25th October 2019</p>	1 - 6
5			<p>CHAIRS 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>	7 - 14
6			<p>ESTATE WALKABOUTS</p> <p>Discussion around current practices and pending changes to consider the effectiveness of Estate Walkabouts.</p>	15 - 16
7			<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>	17 - 20
8			<p>DATE AND TIME OF NEXT MEETING</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>	

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2 a) b)				

TENANT SCRUTINY BOARD

FRIDAY 25TH October 2019

PRESENT: John Gittos (Tenant Chair)

Tenants: Sallie Bannatyne (SBa), Stanley Burton (SBu), Mary Farish, Maddy Hunter, Rita Ighade, Denise Linley, Peter Middleton, Jackie Worthington,

Officers: Keith Mack (Scrutiny Officer), Ian Parr (Housing Assistant)

36 Exempt information

None.

37 Late Items

JG notified the board of his intention to add an additional item to the list of potential scrutiny topics – the ‘out of hours repairs service’.

38 Apologies for Absence

Roderic Morgan

JG proposed that RM, having not attended any scrutiny meetings for a number of months, should have his membership of the board discontinued. The board were in agreement, and KM offered to contact RM and inform him of the decision.

39 Minutes – 4th October 2019

RESOLVED – The minutes of the previous meeting held on 4th October 2019 were passed as a true record.

40 Chair’s Update

JG informed the board that he had attended the VITAL meeting on the 9th of October to provide an update about the board prior to the beginning of the next investigation. Following previous advice that the TSB should remain independent from VITAL, it has been realised that having representation on the VITAL board would allow for closer working between the groups and will help to increase engagement with the board. The groups can also be advertised more to tenants as they can be promoted simultaneously as part of a developing communications plan for VITAL. JG proposed that it should not just be the Chair and/or Vice Chair of the TSB that attend, and that attendance can be opened up to all board members to rotate between. The board agreed that this should be implemented moving forward.

KM provided an explanation of VITAL and its place within the wider tenant engagement framework for the benefit of new board members.

JG introduced DL as a full member of the board, DL told the board about some of her previous experience on similar panels.

KM offered to meet with DL, SBu and SBa to explain more about the work and history of the TSB. SBa enquired what her role will be, KM explained it is to add input to his induction overview from the perspective of a long standing board member and as the Vice Chair of the board. KM to contact SBa, SBu, and DL to arrange meeting before the 29th of November.

41 Consideration of new enquiry

JG suggested that each item on the suggested enquiry topics is read through in turn and discussed, and put to a vote once members had formed their own opinions following discussion. The board agreed.

1. Effectiveness of the HAPs

JG reminded the board that should this topic be chosen it might include a lot of work with other tenant volunteers who might be sensitive about the work that they do. It would also be unwise to suggest an increase in funding as it could potentially be asking for something outside of the control of Housing Leeds. KM explained that the money for HAPs comes from the housing revenue account (HRA), and the intention is that funding is primarily allocated to benefit tenants and in turn the wider community. KM noted that applications for HAP funding are approved and therefore also allocated by tenants. It was understood that the total HAP budget has decreased over time, to which KM commented that extra funding is often sought from other internal and external partners to match fund a bid and help the money go further. KM reminded the board that Cllr. Anderson's suggestion was not how much money the HAPs have, but how effectively what they have, is spent, JG agreed that he has previously seen HAPs supporting bids that in his opinion should be the remit of existing council departments. KM replied that each bid is different, and where JG's point was a concern, funding is often allocated for projects which might go above and beyond what the council can offer for a particular service.

KM was asked to explain the makeup of HAP's and advised members that membership is dictated by the number of wards represented by each of the 11 HAP's. Areas with one or two wards can have 10 tenant members and 2 councillors; two wards can have 11 tenants and 3 councillors; and four wards can have 12 tenants and four councillors. Applications to the HAPs can come from any source, but all applications are checked and approved prior to being presented to the HAP to ensure they comply with the HAP criteria. JG asked if it is true that money cannot be allocated for bids that last for more than one year, KM confirmed that each bid must fall within the same financial year, but that it does not stop repeat bids for funding being made by an applicant each year. It was noted however that repeat bids should be discouraged to encourage applicants develop and seek

additional funding instead of relying on the HAP each time. KM noted however that it is up to the HAP to determine what can be funded, and that each HAP has its own priorities which may change year on year as they are revised. The budget within a HAP area is based on the number of council homes, which can fluctuate if homes are bought under the right to buy scheme or new homes are built or boundary changes are imposed.

MH suggested if this was chosen then Ian Montgomery would be a good guest to invite to speak to the board, JG added that this area would also support many of the TSB's proposed new ways of working.

2. Repairs Strategy

KM recalled Simon Costigan's attendance at the previous Board meeting, where he explained that changes are due as a part of the 'rethinking repairs' strategy, and handed over to thoughts from board members as tenants who have experience of the repairs service. JG reminded the board of Simon's note that the contract with Mears is due to be renegotiated in the coming years and so any recommendations might not be as impactful if the contractor is to change. KM noted that the board might conduct an inquiry only to inadvertently make recommendations for processes that would already be subject to change anyway.

3. Estate Walkabouts

KM explained that estate walkabouts involve tenants, housing officers, and councillors conducting a visit to ascertain any on the ground issues within a specified area/estate. A question was raised in the previous meeting about how they are promoted to tenants and if more could be done. JG recalled that the walkabout process was reviewed by the board in 2015 and had many of the recommendations made to improve walkabouts accepted. Issues have resurfaced including councillors and tenants' attendance, and the attitude of officers conducting the walkabout. JG suggested that alternatively to conducting a new enquiry, it might be possible to revisit the old recommendations and question some of the managers about how and why standards may have fallen over time.

KM explained that there is an online tool in development that will allow tenants to view the details of their nearest walkabouts online, however at the moment the project is in its infancy. Dates are still being advertised in the housing offices and by officers in the usual ways.

SBa raised that the attendance for walkabouts has been a concern since the ALMOs, and that there is frequently a shortage of housing staff to conduct the walkabouts. JG responded that similar to what the board had previously been told about the contact centre, there is regular staff movement to new roles and recruitment is an ongoing effort to fill vacant positions. There is a timetable of dates available online but JG questioned if it is suitably signposted for tenants.

JG suggested that instead of considering walkabouts for a new area of enquiry, that a follow-up to the previous enquiry be conducted when time allows. MH added that

the board should revisit the list of previous recommendations and enquire why they have not all been followed. The board were in agreement.

4. Fly Tipping

KM referred to the suggestion made by Cllr Anderson that issues of fly tipping and its causes be considered for inquiry and asked whether the underlying cause had been the suggestion that the bulky waste collection service was being made available free to some tenants but not all. Members felt the service isn't being advertised well enough to tenants, and especially to those that can access the service for free. There is also concern that the rate of fly tipping has increased since charges for waste collection were introduced. JW agreed that some larger items are left in the hope that metal collectors will remove it, however this is often not the case and items are left indefinitely. JG added that the issue was discussed during the estate environments enquiry, but that efforts to increase surveillance of problem areas have not seemed to lessen the issue. JG asked if free collection was available to all tenants, JW responded that some high rise tenants do have free collection, however it is not all tenants. SBa added that it is not always tenants that report the issue but the cleaners sometimes do. KM confirmed that the issue is considered differently around high rise blocks as rubbish can be considered a fire risk if left outside or blocking chutes or communal entry ways. SB added that high rise tenants do pay a service charge which may contribute to subsidising a free collection.

DL told the board that there are issues with fly tipping in her local area that has increased since charges for collection were implemented. MH replied that there was a notice that anyone on housing benefit would be eligible for a free waste collection. DL noted that council tax and other charges are rising however in her opinion there no increase or improvement in the service that is offered.

5. Car Parking on estates

KM noted the issues raised about car parking on estates, primarily that there is not enough space to meet demand, and that HAP funding is often insufficient to create additional parking, which can be expensive, even though they receive many bids asking for more parking. KM elaborated that the issue around high rise blocks is that they were designed and built at a time when car ownership was much lower than in the present day. Car ownership has increased significantly with many families now owning two or more cars and there simply isn't the space around some buildings to create additional parking.

MH told the board that the council had tried to implement a permit scheme around retirement life properties, but the process can cost thousands depending on the area. SBa added that she had attended a meeting covering the same issue in which possible solutions as selling problem land or redeveloping it to have more space for parking, however nothing has come of it since the then. JG responded that an enquiry into car parking could easily raise issues that extend beyond Housing Leeds and that could not realistically be resolved. KM agreed that beside from Traffic Regulation Orders or more warden monitoring there might not be much left

that the board can recommend. KM also noted that this topic is being covered by the Environment, Housing, and Communities Board, and so if it were to be chosen they should inform Councillor Anderson of the scope.

6. Contact Centre

KM explained that his understanding of the issues that were raised about the contact centre, were mainly the time it takes to answer the calls, and the service provided by the operative over the phone. JG noted that when calling the centre the operatives now ask a list of questions, the purpose of which is to confirm the caller's identity. KM added that this will be to ensure that GDPR rules are observed and the data of the caller is protected. JW noted that organisations such as the NHS use predetermined passwords to verify the callers' identity over the phone.

SBu told the board he does not call the contact centre because of issues with wait times, preferring to report repairs to his housing office. JG replied that explaining repairs over the phone can be difficult, and that in his opinion the process would go much more smoothly if operatives were to take ownership of individual reports.

7. Out of hours repairs

KM read the issues pertaining to this late item, referring to a previous meeting with council managers where it was explained that the out of hours service will deal with the immediate emergency repairs, but do not perform any clean up, or cosmetic repair. This often requires a separate call out to the regular repairs service who might not have the details of the emergency repair. KM also understood from previous discussions there is some crossover between the areas covered by Mears and LBS in the out of hours' service, and at the moment it is unclear how the OOH service will be affected by the rethinking repairs changes.

JG told the board that Rob Goor could not see any issues with the service. JG questioned what might be classed as an emergency repair and that tenants are made aware, as there have been cases where the issue was not deemed an emergency and the tenant had been given the bill. There is the issue of unfinished work, and further issues in that there is an hour long period between the night and day service where the service cannot be contacted.

MF commented that there had been an emergency issue a high rise block in which there was a leak behind a locked door. The operative attended the repair but discovered they had no access key and eventually the fire service had to be called to open the door and resolve the issue which turned out to be with the sprinkler system. JG replied that there could be a review of how long an unoccupied residence is left if it is causing damage to other properties.

KM suggested prior to voting that due to raised concerns that some of the inquiry topics would not be fully open for scrutiny, already scheduled for change, or beyond the scope of the board to recommend for change, that the repairs strategy, estate walkabouts, and car parking topics not be considered by the board for enquiry. The board were in agreement.

RESOLVED - Following a vote of members, the next area of scrutiny was decided to be the out of hours' repairs service.

JG told the board that the next steps will be for himself to meet with KM and SBa to formulate a work plan for the next enquiry before the next TSB meeting. JG explained if the new enquiry is finished ahead of schedule there may be time to look into the fly tipping/bulky waste situation which was tied before the casting vote was made. The board were in agreement.

KM reminded the board that there are good opportunities to utilise some of the new ways of working in this enquiry, and can consult with Ian Montgomery about how to do this most effectively. JG will inform the Environment, Housing, and Communities Board of the decided investigation.

42 TSB Work Plan

SBa and MF agreed to attend the next VITAL meeting on the 13th of November, IP to contact before the meeting.

JG reminded board members that he will be uncontactable from the 8th to the 25th of November so members should contact KM or IP with any issues.

44 Date and Time of Next Meeting

The next meeting will take place at the Civic Hall on Friday the 29th of November, from 1pm - 3pm.

THE MEETING CLOSED AT 3:00 PM

SCRUTINY BOARD (ENVIRONMENT, HOUSING AND COMMUNITIES)

THURSDAY, 17TH OCTOBER, 2019

PRESENT: Councillor B Anderson in the Chair

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

Brief introductions were made.

On behalf of the Scrutiny Board (Environment, Housing and Communities), the Chair thanked Simon Costigan, Chief Officer Property and Contracts, for the service he has provided to the Council and within his team; wishing him well on his retirement.

38 Appeals Against Refusal of Inspection of Documents

There were no appeals against refusal.

39 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

40 Late Items

There were no late items.

41 Declaration of Disclosable Pecuniary Interests

There were no declarations of disclosable pecuniary interests.

42 Apologies for Absence and Notification of Substitutes

There were no apologies of absence received.

43 Minutes - 12 September 2019

RESOLVED – That the minutes of the previous meeting held 12th September 2019, be approved as an accurate record.

44 Matters Arising

Minute 34 – **Parking Strategy and Management.** Concern that Ward Member Briefings had not yet been scheduled in regard Highways. The Chair requested that the Head of Transportation be contacted, and for those briefings to be arranged.

Inquiry into Leeds' Response to Grenfell

The report of the Chief Officer Housing Management, set out the progress made in relation to the recommendations arising from the Scrutiny Board's 2017 inquiry into Leeds' response to the fire at Grenfell Tower.

Appended to the report includes – Appendix 1 including the recommendation tracking flowchart and classifications; Appendix 2 details the progress against each recommendation.

The following were in attendance:

- Cllr Coupar, Executive Board Member for Communities
- Neil Evans, Director of Resources and Housing
- Jill Wildman, Chief Officer Housing Management
- Simon Costigan, Chief Officer Property & Contracts
- Sarah Martin, Chief Officer Civic Enterprise Leeds
- Richard Jackson, Head of Cleaning Services

The report set out for Members the status of the recommendations that Members had previously considered at the Board meeting in January 2018.

The status of recommendations were agreed as follows:

Recommendation 1 – Achieved.

Recommendation 2 – Achieved.

Recommendation 3 – Achieved.

Recommendation 4 – Achieved.

Recommendation 5 – Achieved.

Recommendation 6 – Achieved.

The Board discussed the following points:

- Recommendation 5 – *Sprinkler systems*. The Executive Member for Communities, informed the Board that, although the Government had responded to the Council's letter of January 2018 regarding the cost of retro-fitting sprinkler systems in high rise blocks, there had been no engagement on the substantive request for assistance with funding in the region of £32m. It was requested that the Scrutiny Board (EHC) write again to the Secretary of State on this matter jointly with the Executive Member.

Further to this, the Director of Resources and Housing added that the Government focused primarily on issues with buildings that have Aluminium Composite Cladding. Leeds has no buildings of this type, and therefore does not qualify for funding. The role of sprinkler systems in making sure residents are safe and feel safe in their homes was reiterated, especially in regard to vulnerable residents. The Board was informed that sprinkler systems are being installed in eight sheltered high rise blocks and that the intention is to retrofit sprinkler systems in all 116 high rise blocks in Leeds.

- Recommendation 6 – *Minimum Standards*. In response to a query as to whether building regulations had been updated to strengthen building standards; the Board were informed that this particular issue didn't fall within the remit of Scrutiny, and would be a separate City Development issue. The Director of Resources and Housing explained there are on-going discussions around the scope of change, and proposals would come from the Government.

The Chair thanked officers for all of their efforts and work throughout this Inquiry.

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

- a) Noted the contents of the report and Members' discussion during the meeting;
- b) Approved the status of the recommendations as set out above.
- c) The Scrutiny Board and Executive Member to jointly write to the Secretary of State for Housing, Communities and Local Government to again highlight the impact of retro-fitting sprinkler systems on the Council's wider capital programme.

46 Standards in Private Rented Sector - Monitoring and Regulation (including energy efficiency)

The report of the Director of Resources and Housing provided an update about general interventions by the Council in the private rented sector and the progress made by Housing Leeds on implementing selective licensing in Beeston and Harehills.

The following were in attendance for this item:

- Cllr Coupar, Executive Board Member for Communities
- Neil Evans, Director of Resources & Housing
- Jill Wildman, Chief Officer Housing Management
- Simon Costigan, Chief Officer Property & Contracts
- Mark Ireland, Service Manager, Private Sector Housing
- Mike Brook, Service Manager, Private Sector Housing

The Service Manager, Private Sector Housing, presented the report and highlighted the following key issues:

- There has been an increase in the level of inadequate and unacceptably managed accommodation provided by poor landlords;
- 4,100 requests for service from tenants in the private rented sector had been received;
- 1,740 legal notices had been served;
- The intention to do marketing around the application process with selective licensing;
- The Leeds Neighbourhood Approach (LNA);
- Helped 153 households in one of the most deprived areas of Leeds;
- The scheme led to nearly 500 new lets';
- Selective licensing in Beeston and Harehills as of 6th January 2020.

Key issues identified in discussion with the Board included:

- *Targeted interventions in Holbeck.* The work undertaken had been praised. A Member commented that the Council ought to carry on ensuring that Holbeck becomes a stable environment, including by taking care not to support interventions that increase the concentration of vulnerable residents with chaotic or transitory lifestyles to a higher degree than other areas of the city. A Member also requested that bilingual issues be taken into consideration and accommodated for the smaller minorities of residents.
- *Selective Licensing.* In response to a query as to whether this would be extended across additional wards, the Director of Resources and Housing informed the Board that implementing Selective Licensing across an area, has to be done on a business case basis, and evidence would need to be provided. The Board heard that the Council have raised concern to the government, that within some of the poorest communities, landlords are funded through housing benefit, with no guarantee on the quality of the property.
- *In-house lettings agency.* A Member sought clarity on the Council's position on the previous proposal. In responding, the Service Manager (Private Sector Housing), confirmed this wasn't a viable option. Alternatively, Members' were informed that the 'Leeds' Letting Scheme' successfully created 500 lets last year, and enabled the minimum building standards to be met; the Board were informed the scheme is running well, and the service are working closely with landlords on vulnerable tenants.
- *Legal notices.* Concerns were raised in regard to the amount of money spent on Legal Services, in regard to the losses in appeal hearings. Officers explained the effectiveness of courts and tribunals and informed Members of the process in regard to civic penalties and how they're similar to prosecutions; further generating an income of which will go back into the private sector. Members' further heard that a number of multiple prosecutions, could lead to the landlord being banned.

To summarise, the Executive Board Member for Communities informed the Board that the Council are dealing with an estimated 70 thousand private rented units of accommodation; the focus has been on number of properties to ensure the safety of tenants to ensure the minimum standards are being met.

Additionally, the Chair requested that an update be brought to the Scrutiny Board (EHC) at the meeting to be held in February, in regard to fuel poverty and energy efficiency in the private rented sector. Further to this, the Board were informed an annual landlord conference is being held in November, and the key theme focuses on the climate emergency declaration. It was confirmed that 250 landlords would be in attendance, and the National Landlord Association and EON would also be in attendance to provide presentations on what the industry are doing in regard to the declaration.

The Chair thanked officers for their attendance, and for their work.

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

- a) Noted the information contained within the report, and provided at the meeting;
- b) Requested that, a further progress report be presented to a future meeting of the Board – on the subject of fuel poverty and energy efficiency.

47

PROCUREMENT OF HOUSING RESPONSIVE REPAIRS AND VOIDS SERVICES FOR THE WEST OF LEEDS

The report of the Director of Resources and Housing, seeks approval from the Executive Board at its meeting on 16 October of plans for the future delivery of citywide housing repairs and voids services.

The following were in attendance for this item:

- Cllr Coupar, Executive Board Member for Communities
- Neil Evans, Director of Resources and Housing
- Jill Wildman, Chief Officer Housing Management
- Helen Jackson, Head of Housing Projects, Contracts and PFI

The following information was appended to the report and considered by Members’:

- Executive Board Report
- Map of options, and changes by ward (Appendix A)
- Scope of service delivery (Appendix B)
- Equality, Diversity, Cohesion and Integration Impact Assessment (Appendix C)
- Performance Data

Members’ were informed the decision had been taken by Executive Board on 16th October, that approval be given for LBS to deliver housing responsive repairs and voids services for the East and South of the city, and that an external contractor delivery such services for the West and that the new arrangements are planned to start from autumn 2021. Members also heard that the decision included agreeing the proposal to change existing service delivery boundaries in order to align with Leeds electoral Wards.

Members’ discussion focused on the use of insourcing and outsourcing of services for Council tenants. Members requested performance indicators for the current external contractor. In response, the Director of Resources and Housing explained that both Mears Limited and the in-house service provider, Leeds Building Services (LBS), both have scope to improve various aspects of their performance. The 5 year contract being put out to tender is anticipated to attract healthy competition, setting a challenge for the firm that secures the contract to deliver the standard of service required. The Executive Member for Communities added that the report sets out a general intention to insource where possible, while also minimising risk for tenants and service users.

A Member made reference to the 5 year contract, and identified the scope for apprenticeship schemes; it was confirmed that there are already 40 apprentices, and this will grow even further.

The Chair thanked the report coming before the Scrutiny Board, and thanked those officers in attendance for their contributions.

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

- a) Noted the information contained within the report and the appended Executive Board Report and its appendices.
- b) Requested that the information provided during discussion be actioned.

48 Referral to Scrutiny

The Head of Governance and Scrutiny Support submitted a report that presented a request for scrutiny, alongside some background information to help inform the Board's consideration.

The following were in attendance for this item:

- Councillor Wadsworth
- Councillor M Rafique, Executive Member for Environment and Active Lifestyles
- James Rogers, Director of Communities and Environment
- John Woolmer, Deputy Chief Officer Waste Management

The request for Scrutiny was submitted as follows:

To consider an inquiry into *'the reasons for continued problems with collections, the issue of fly tipping, and continued delays to the route rationalisation process, data and information management and the overall effectiveness of leadership and management structures within the service'*.

Councillor Wadsworth presented the request for Scrutiny to the Board, informing Members of the continued missed collections, particularly in the summer months, which ultimately affects all of the wards across Leeds being a city wide issue. It was highlighted that the reporting of those streets that are missed is of concern, and the report which is produced at the end of the day, doesn't include all of the streets that have been missed. It was requested that a working group be set up, to hear from the signatures on the referral letter and their concerns.

Additionally, the Chair added that John Woolmer has proposed that he will be visiting each of the Community Committees, to discuss an array of proposals which are being worked on. It was suggested that a working group be held on the 11th November for the signatures on the referral attend, and in December, the Inquiry on Kerbside Collection and Recycling would be brought forward, and a report be prepared for this meeting with an update on the recommendations.

In response, the Executive Member for Environment and Active Lifestyles, explained that:

- The issues surrounding the end of day report would be addressed in the coming months;
- The use of the term “route failure” would be looked into in further detail with future end of day reports been clearer on the specific reasons for the failure;
- It has been identified there are annual challenges around the summer school holiday period, and further detail in regard to staffing issues would be looked into;
- Whilst in-cab technology is now been used, we are still in the process of training drivers to use the system appropriately and fully.

The Director of Communities and Environment added that the service collects somewhere in the region of 60,000 bins per day and there are a number of factors contributing to failed collections, most notably access issues which are a major factor. A full review of the service is currently being undertaken which aims to address many of the issues referred to in the request for scrutiny. The end of day report is being considered and some improvements have already been made but other changes are also needed to make it much more meaningful to members.

Members agreed that they understood the concerns raised by those referring the matter to scrutiny and as such decided further detailed discussion at a working group was unnecessary. It was noted that officers were due to report back on last year’s scrutiny inquiry into waste management issues in January 2020 but at the request of the Scrutiny Board officers agreed to bring this forward to December’s meeting. Additionally, it was agreed that a response would be sent to those signatures on the referral letter, confirming what the directorate’s report would include on the agenda for the December meeting.

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

- a) That the contents of the report, along with Members comments, be noted;
- b) That a response be written to the signatures detailed within the referral to Scrutiny, to provide some scope on the Inquiry on Kerbside Collection and Recycling report, which is intended to come before the Scrutiny Board, at the meeting to be held on 2nd December 2019.

49 Work schedule for 2019/20 Municipal Year

The Head of Democratic Services 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 Wednesday 18th September 2019 were appended to the report.

Members discussed the items scheduled for the December 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

50 Date and Time of Next Meeting

RESOLVED – To note the date and time of the next meeting as Tuesday 3rd December 2019 at 2.30pm



Report author: Keith Mack

Tel: 0113 378 3330

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 29 November 2019

Subject: Estate Walkabouts

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 During its previous meeting the Board raised a question regarding how Estate walkabouts are promoted to tenants and if more could be done. It was noted that there is an online tool in development that will allow tenants to view the details of their nearest walkabouts online, however at the moment the project is in its infancy.

- 1.2 The Chair has requested an update from both a senior and local manager, on progress given the walkabout process was reviewed by the board in 2015, and an overview of current issues that would be of interest to the board. (Attendees to be confirmed).

2.0 RECOMMENDATIONS

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

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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Report author: Keith Mack

Tel: 0113 378 3330

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: November 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 the meeting on 25th October and subsequent discussions regarding engagement with involved and other tenants in the scrutiny process, the proposed next inquiry has been deferred pending further discussion with the board.
- 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 29th 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 29th	December 20th	January 17th (2020)	February 21st
Main Inquiry	X		X	X		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 (2) Chair of EH&C Scrutiny in attendance	Finalise scope of new inquiry and programme/ timescale.	Estate Walkabouts	(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		To be confirmed.			
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					

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