

**NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**

**CABINET – 29 JULY 2014**

Title of report	<b>TENANT SCRUTINY PANEL – AMENDMENT TO TERMS OF REFERENCE</b>
Key Decision	a) Community Yes b) Financial No
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Purpose of report	To seek approval to implement the proposed revised Tenant Scrutiny Panel Terms of Reference and to provide an update regarding progress with implementing the action plan produced following the Panels first investigation.
Reason for Decision	The Tenant Scrutiny Panel propose amendments to the Panel's Terms of Reference
Council Priorities	Value for Money Homes and Communities
Implications:	
Financial/Staff	The recommendations put forward by the Tenant Scrutiny Panel can be met from existing resources within the Housing Revenue Account budget.
Link to relevant CAT	No implications apparent.
Risk Management	No implications apparent.
Equalities Impact Assessment	No implications apparent.
Human Rights	No implications apparent.

Transformational Government	No implications apparent.
Comments of Head of Paid Service	Report is satisfactory.
Comments of Section 151 Officer	Report is satisfactory.
Comments of Deputy Monitoring Officer	Report is satisfactory.
Consultees	Tenant Scrutiny Panel.
Background papers	<a href="#">Tenant Scrutiny Panel (Cabinet, 13 March 2012).</a>
Recommendations	<b>THAT CABINET APPROVES THE IMPLEMENTATION OF THE PROPOSED REVISED TENANT SCRUTINY PANEL TERMS OF REFERENCE AS DETAILED IN APPENDIX B.</b>

## 1.0 BACKGROUND

- 1.1 Cabinet approved the establishment of a Tenant Scrutiny Panel (TSP) on 13 March 2012 in response to introduction of the Localism Act 2011. The Act introduced a move that has seen the focus for Housing regulation move towards a culture of local co-regulation, with greater emphasis on locally determining standards and priorities.
- 1.2 The reforms have also provided social housing tenants with stronger tools to hold their landlords to account through tenant panels, or similar bodies, in order to give tenants the opportunity to carefully examine the services being offered and form judgements about the cost and quality of the services they receive.
- 1.3 The TSP formally recruited members in December 2012 and embarked on their first pilot review on Decent Homes Improvement Programme customer satisfaction in May 2013.

## 2.0 TERMS OF REFERENCE

- 2.1 During their first active year, and following the conclusion of their pilot inspection review the TSP have identified a number of areas within the current Terms of Reference that are inappropriate for the proper function of a scrutiny body.
- 2.2 The TSP's full report can be found in Appendix A).
- 2.3 A summary of the proposed changes to the panels Terms of Reference can be found in Appendix B).

### **3.0 PILOT INSPECTION**

- 3.1 The TSP selected customer satisfaction with the Decent Homes Improvement Programme as their first topic to examine due to the Programme's status in terms of customer and financial impact.
- 3.2 As this was the first review the panel had completed, they considered various options to focus the aims of the investigation and decided to undertake their review in relation to customer satisfaction.
- 3.3 The panel's investigation methods included postal customer satisfaction surveys, face to face interviews and comparisons of their findings against contractor customer satisfaction outcomes.
- 3.4 Five recommendations arising from the panel's pilot inspection were considered and accepted by the Housing Portfolioholder in February 2014. An action plan was subsequently developed and approved by the panel in response to the findings. A copy of the action plan can be found in Appendix 2 of the TSP's report (Appendix A).

### **4.0 NEXT STEPS**

- 4.1 If Cabinet agree the recommendations from the TSP, the revised Terms of Reference will be implemented and shared with other resident involvement groups.