

Scrutiny Panel Meeting Minutes



Date of Meeting	19 th January 2022
Location	Zoom
Present	Tenants: Linda Moss (Chair), Jim Monie, Carol Monie, Lisa Munden, Brett Fage, Margaret Parker Staff: Tracey Croucher (Minutes), Ian Cunningham, Damond Farguson, Helena Harris, Nicola Whiteman *Jim Monie started the meeting as chair due to IT difficulties that Linda Moss was having – Linda Moss took over when these were resolved*
Apologies	N/A

	Meeting Notes	Action	Deadline Date
2	<p>Confidentiality Scrutiny Panel members were reminded about confidentiality of meeting discussions and information circulated to them. Policies / proposals etc must not be shared with other tenants until finalised and published.</p>		
	<p>Previous Meeting The last meeting was held on 20th October 2021 and minutes from this meeting have been circulated to panel members.</p>		
3	<p>Actions from Last Meeting Policy Reviews</p> <p>a. Adaption Policy – point 5.4 amend policy to 10 working days – policy amended.</p> <p>b. Adaption Policy – point 6.5 clarification requested on whether the policy states days or working days. DF confirmed policy is 45 calendar days for complex adaptations and 21 calendar days for standard adaptations.</p>	Policy added to website	

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	<p>c. Contractors Code of Conduct – point 4.3 charge for contractor missed appointment & point 16.6 add no vaping to policy. DF confirmed charge is still the same and has not increased. Policy has been amended to include no vaping when on site.</p> <p>d. Tradesperson Code of Conduct – to add no vaping – policy amended and no vaping on site added.</p> <p>e. KPI Review</p> <p>i. definition of Complaint – IC confirmed this is on the website</p> <p>ii. feedback from AMO requested - *not sure this action has been completed*</p> <p>iii. automated email response to repairs & maintenance email to be checked – DF confirmed this has been flagged to IT to resolve. Feedback was that it has been rectified and panel members should make DF aware if this is not the case.</p> <p>iv. Performance data to be communicated to tenants – to be discussed in the context of the meeting.</p> <p>f. AOB</p> <p>i. Confirm invite for next Social Housing Network meeting – TC confirmed there has not been a date for the next meeting confirmed, but has since chased this with the group by email. TC to confirm date as soon as it is available.</p> <p>ii. STAR survey research – to be discussed in the meeting.</p>	<p>CoC added to website</p> <p>CoC added to website</p> <p>TC to inform panel members when date is confirmed</p>	 <p>Emailed 08.02.22 with meeting date</p>
4	<p>STAR Survey</p> <p>TC gave an overview of the summary document sent to panel members about the STAR framework. The framework outlines the history of STAR, a set of standardised questions to ask including core, recommended and optional, response scales to consider, collection methods and building a survey.</p>		

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	<p>HH told the panel that there is a danger of doing a STAR survey because of regulation rather than something we want to do and we need to make sure that we use the data that is received from survey.</p> <p>LMu asked if we would consider an incentive such as a prize draw to encourage responses. IC said that we can offer incentives if we feel this is the right thing to do, it is much easier for larger providers to do this due to funding. The panel feel that an incentive would work in encouraging responses.</p> <p>IC informed the panel that the survey is an opportunity to consider new service areas such as a tenant portal and we could find out data such as how many tenants have access to the internet or would use a tenant portal to view their rent statement or log repairs. IC informed the panel that a STAR survey will go out this year, a project group to be set up outside of the panel meetings to work on this.</p>		
5	<p>Regulator of Social Housing – Tenant Satisfaction Measures</p> <p>The panel members were given a document in the reading papers regarding the proposed Tenant Satisfaction Measures that the RSH are now consulting on. IC went through a power point presentation and asked the panel to consider each of the 20 questions that are being used for the consultation. The Trust will be responding to the consultation and want to include the Scrutiny Panel feedback as part of this. Nicola Whiteman attended the meeting in order to compile the feedback from the panel. TC to email presentation to panel members.</p> <p>This agenda item took some time to go through however for the purpose of the minutes a short response is noted below against the individual questions:</p>	TC to email TSM presentation	Emailed 27.01.22

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<p>Question 1 – discussion with the scoring system being proposed. Panel felt that a 5 point score response is not beneficial as the majority may decide to sit in the middle.</p> <p>Question 2 – as above, discussion around scoring and neutral responses.</p> <p>Question 3 – discussion around Decent Homes Standard and if tenants will understand what this is.</p> <p>Question 4 – discussion around completing safety checks in tenants' homes. Do we tell tenants why it is important these are completed, letters that go to tenants appear to tell them more about landlord requirements rather than specify in detail what the check is and what it entails.</p> <p>Question 5 – discussion that not all properties have gas or electric heating and if oil and new heating methods will be considered under this measure. There appears to be no requirement to collect data re mould / damp even though this is a hot topic and an issue across all social housing.</p> <p>Question 6 – discussion around the measure being more about the handling of the complaint rather than the result.</p> <p>Question 7 – all agreed measures proposed were satisfactory.</p> <p>Question 8 – discussion around the terminology and that “listen” and “acts” are two different things, someone may be able to listen but not act. Also, discussion around “treat fairly and with respect” these could be taken differently depending on if written or face to face to contact.</p>		
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<p>Question 9 – discussion around how these questions under this measure could obtain different response based on geography. Papworth Village has concentrated stock and tenants are of the understand that the Trust are responsible for more that they are therefore tenants in this area could respond differently to an area where we have one property and have no influence on their neighbourhood.</p> <p>Question 10 – discussion around outcome versus approach to ASB and that we should set out expectations from the beginning of dealing with any case.</p> <p>Question 11 – no comments.</p> <p>Question 12 – about the right amount of consultation questions. Recommends setting around 12 to 20 question in the survey that goes out to tenants. TC to look at number of questions in the last STAR survey that was conducted. *2018/2019 – there were 24 questions in total. An incentive of a prize draw for a £50 shopping voucher was used*</p> <p>Question 13 – discussion around frequency of conducting the surveys. Panel agreed 2 years seems to be a reasonable timeframe.</p> <p>Question 14 – discussion around a variety of collection methods to be used.</p> <p>Question 15 – no comments.</p> <p>Question 16 – no comments.</p> <p>Question 17 – no comments.</p>		
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	<p>Question 18 – no comments.</p> <p>Question 19 – this question was left open if panel members want to provide any feedback outside of the meeting.</p> <p>Question 20 – anything else? No comments.</p> <p>Nicola will draw up the Trust's response to the consultation, including the panel members feedback today, which will be shared in due course. The consultation is open until 6th March 2022 and panel members can individually respond to the consultation if they wish to do so.</p>		
6	<p>Tenant Annual Report</p> <p>IC gave the panel a short presentation with regards the annual report. We currently publish a formal report and financial accounts but we should publish a tenant annual report as this is a regulatory requirement as part of the tenant involvement and empowerment standard.</p> <p>IC will send out some examples of annual reports and panel members to let TC know if they wish to be on the project group to work on this outside of the SP meetings. The business accounts will be finalised around July and the plan is for the annual report to go out around August / September to all tenants.</p> <p>TC to send panel members power point presentation.</p>	<p>IC to send examples to SP members</p> <p>TC to email</p>	<p>Before next meeting</p> <p>Emailed 28.01.22</p>
7	<p>Updates for Information</p> <p>Green Agenda</p>		

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<p>DF informed the panel that there was not much to update on this agenda item at the moment. The Trust will be working with Deloitte, with a meeting set in February to look at net zero and how we move forward as an organisation. Update to be provided at next SP meeting.</p> <p>LMO asked if the Trust are looking at stock with regards insulation requirements, DF said yes but no firm decisions on what will be done at this stage.</p> <p>DF informed the panel about the development of Knutsford Road, Bassingbourne into 10 units. Net zero is being included in the design process. The panel will be kept updated on the development as it moves forward.</p> <p>LMu asked if solar panels are being considered as part of net zero. DF said they will be considered overall mix.</p> <p>JM asked if air source heat pumps are the only option for heating other than gas boilers. DF informed the panel that we are looking at electric / hydrogen options for heating and there are always new technologies coming out. The target for net zero has been set by the Government and we are looking at how we work to that with regards replacement of gas / oil boilers as they become viable for change.</p> <p>LMu said that she has spoken to gas engineers who have said that homes with air source heat pumps do not get hotter than 20 degrees and how will that work for people with disabilities that may require warmth or older properties. DF said that yes air source heat pumps are not a form of heating that you can turn on and off however all homes would be look at on an individual basis.</p> <p>The panel have received a presentation as a previous meeting about air source heat pumps. TC to distribute these slides again for the panel's information. IC</p>	<p>TC to email slides - ASHP</p>	<p>Emailed 28.01.22</p>
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	informed the panel that there are some properties where air source heat pumps have been already been fitted and over the next 12 months a case study will be undertaken of the pros and cons for both tenants and the Trust.		
8	<p>Existing Policy / Procedure Review</p> <p>The Decant policy has been given to the panel to review. There are no changes from the Trust on this policy and this is a standard review process.</p> <p>LMu ask if payments need reviewing? *this question was not answered, action point for discussion at the next meeting*</p>	IC/DF to clarify at the next meeting	06.04.22
9	<p>Tenders / Procurement</p> <p>DF gave the panel an update regarding upcoming tenders.</p> <p>The following have been moved to 2023:</p> <ul style="list-style-type: none"> • Fire services • Cleaning services – commercial & housing • Gardening services 		
10	<p>Capital & Planned Works Programme 2021 / 2022</p> <p>DF gave an overview of the capital and planned works for the remainder of 21/22 and 22/23. These include kitchen replacements, bathroom replacements, through floor lifts, path ways, driveways and some roof works. There are heating works required to 3 properties that need to change from oil heating to gas. The housing team are working with tenants in these homes to support this process. A lot of works have been delayed due to covid issues such as contractors staff isolating. It has been a year of stop / start to the majority of works.</p>		

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11	<p>KPI Review</p> <p>IC and DF went through the performance data and talked through the context which is noted on the KPI spreadsheet.</p> <p>JM asked if there is an issue in getting spare parts for boilers. DF confirmed this was the case. No other questions regarding the KPI data.</p> <p>DF and IC went through the complaints data on the KPI spreadsheet. No questions regarding this data.</p>		
12	<p>Any Other Business</p> <p>LMO commented that in the recent rent statement update there was no mention of the best time to call and where customers are in the queue when reporting repairs. TC confirmed that it was in the last quarterly rent statement and asked if the panel would like this to be a regular item in the update. Panel confirmed the action. DF informed the panel that the telephone system does not support being able to let customers know where they are in the queue.</p>	TC to add call information to each quarterly update	
	<p>Date of next meeting</p> <p>6th April 2022 @ 10am, zoom link to be sent nearer the time.</p> <p>Dates for 2022/2023 meetings to be emailed to panel members.</p>	TC to email dates	Emailed 31.01.22