

Scrutiny Panel Meeting Minutes



Date of Meeting	6 th July 2022
Location	The Limes Centre, Chigwell, Essex
Present	Chair: Linda Moss Margaret Parker, Lisa Munden (Liz Heath, Support Worker), Ian Cunningham, Damond Farguson Minutes: Tracey Croucher
Apologies	Brett Fage, Helena Harris

	Meeting Notes	Action	Deadline Date
1	<p>Previous Meeting The last meeting was held on 16th May and minutes from this meeting have been circulated to panel members prior to the meeting.</p>		
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. The Chair asked panel members to dispose of papers in a confidential manner.</p>		
3	<p>Actions from Last Meeting Social Housing Network – TC to provide feedback to panel members from the meeting that took place in February. Completed, panel members emailed 13.06.22. TC also informed the panel that the meetings are currently on hold as some of the engagement teams are going through mergers or staff restructures and staff are on long term sick leave. Laura from CHS will email out in August to see what the current situation is for the meetings to recommence. TC to keep panel members updated.</p>		

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	<p>Void Policy amendments. This is completed & policy has been added to the website.</p> <p>Review of Decisions policy amendments. This was discussed at the last panel meeting however some of the recommendations for changes have not been completed. Reviewed again at this meeting with recommendations noted in the minutes.</p> <p>Tenant Annual Report – TC to arrange meeting with Nicola & find out if we can work with Habinteg. TC emailed Nicola on 13.06.22.</p>		
4	<p>Updates for Information</p> <p>DF fed back to the panel members regarding the workshops that have taken place with Deloitte helping to scope Net Zero for the whole organisation, not just housing. A large report was received back. DF summarised key action points from the report as follows:</p> <ul style="list-style-type: none"> • Commitments to cut carbon • Quick wins • Build partnerships • Drive change internally <p>Everyone needs to be on board to deliver this government agenda. Breakout groups looked at target setting to look at where we want to get with our commitment to net zero. Targets were agreed for scopes 1 & 2, scope 3 has a soft target and the plan is to meet targets around 2040/2045. *Scopes detailed below.</p> <p>The group looked at services provided by the organisation and what type of emissions they would produce and what tenants are responsible for, where they control what happens in the house, appliances, fuel etc.</p>		

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<p>Scope 1 – gas we use, petrol in vehicles Scope 2 – electricity purchased for use Scope 3 – business travel, goods & services, waste produced – things we have less of a control over</p> <p>The group considered category 3 emissions - what could we influence. We looked at purchase goods and services, look to buy from sellers who are green suppliers. Business travel – choose car sharing. Employee commuting – people choose where they live and work, how can we influence this – looking at where people work (work from other offices).</p> <p>A previous report was conducted in 2018 which looked at mileage, people who travel in work time in their own cars, mileage used on trades vans, minibuses etc. We have a baseline that we can use and compare back to but because of pandemic this will skew the data therefore we need to baseline this again e.g. a lot of staff work at home rather than being in an office every day.</p> <p>For gas and electric, we look at what kilowatt hours are used. The government agenda is to insulate homes more, this could increase damp due to lack of ventilation. Building regs are also being changed this year with guidance of 2025 and later to improve thermal efficiency of homes.</p> <p>How do we govern this internally? The governance structure in place at the moment has decisions to sit with Board of Trustees and operational governance for accountability to sit with the Executive & Leadership Teams. We communicate reports in a condensed version to the Trustees, the CEO will assign a “Champion”, customers to be brought on the journey in time through communication.</p>		
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	<p>We are trying to understand what we need to do to put a strategy in place. On the back of this are the social housing targets and 2030 EPC grade C target. We attended a meeting with Social Housing Accelerator (Townsend Turner Government appointed contractor) to help housing providers bid for retrofit funding. The Government have set a standard called Pans35. We can only bid for money to do 100 homes or more and we would need to fund 50%. The East of England has the least consortiums in the country. We may be able to bid in wave 2 but not sure at this stage.</p> <p>LMO asked if this achievable for Papworth Trust. DF said it was difficult to say, everything has doubled in cost. It will be interesting to see if the Government change their target.</p> <p>We have recently conducted a project called ARK which reviewed our properties and what would be needed to bring properties up to net zero. £12.4million came out from that review, this is before what the prices are now, roughly around £22,000 per house, although that will be increased now due to the cost of materials, labour etc.</p> <p>No questions from the panel, stunned into silence. Huge undertaking for anyone let alone the Trust. Some properties won't be suitable for what is being asked.</p>		
5	<p>Tenant Annual Report The panel discussed the examples that were presented to the last meeting. Habinteg was particularly liked as it wasn't too long in content, basic language and visual aids.</p> <p>IC informed the panel that he is drafting the report at the moment, he would like to include an introduction from Linda as Scrutiny Panel chair. The draft report will be</p>	IC to provide	Before next meeting

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	<p>brought to the panel for review, recommendations and changes at a later stage. The Policy & Comms Team will make the document look engaging and be appropriate to the audience.</p>	<p>draft document to panel for feedback</p>	
<p>6</p>	<p>Existing Policy / Procedure Review The panel reviewed the following policies:</p> <p>Open fire & wood burner policy LMu - Is there a reason why point 3 and point 4 on the policy are separate as the content appears to be the same? Could they be combined? DF to answer accordingly.</p> <p>LMo – should fire fits & BBQs be included? Could this be included in guidance with the tenant handbook?</p> <p>Lettings Policy Change in this policy has been from using “management transfer” to “internal transfer” and some more information about what internal transfers. Tenants requesting a transfer will be offered one reasonable offer.</p> <p>IC to add CBL and what it means to definitions list.</p> <p>LMo – first paragraph to be removed from all policies, discussed at previous meeting.</p> <p>Point 3 – definitions – general needs “disabled people” IC to think about the definition for this point.</p>	<p>DF to review policy</p> <p>DF to review</p> <p>IC to make changes</p>	<p>Before next meeting</p> <p>Before next meeting</p> <p>Before next meeting</p>

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	<p>Tenant Information documents Asbestos – agreed, no changes Flooding & Leaking pipes – agreed, no changes Damp, mould & condensation – item 6 using a tumble dryer suggested that we add “consider purchasing a condenser dryer” – not much difference – leave out Electricity – agreed, no comments Cracks in the home – agreed, no comments</p>		
7	<p>Tenders & Procurement Not much to report under this section. Fire costs have increased this year as contract ran out. Review contract later in the year.</p>		
8	<p>Capital & Planned Works Programme DF went through the document that has been given to the panel in the papers. Only change is that the 2023 bathroom installs are now approved.</p> <p>No questions from the panel.</p>		
9	<p>KPI Review The panel had not been given the KPI’s prior to the meeting as they were not ready. DF and IC went through them during the meeting.</p> <p>Rent arrears – 1.49% - we have done some benchmarking with other housing providers who are similar size, the rent arrears are in the top 25% against these. We are getting more challenges from tenants about pre-payment and bringing rent accounts into a month’s credit.</p> <p>Rent loss – 3.18% which is high for us at the moment. Average for other providers is around 6% so still low compared to them. Properties coming back to us require</p>		

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<p>more work which has a knock-on effect with letting quicker. Supported properties are struggling to be let due to not receiving the referrals from the local authority. Some local authority agreements do provide some funding to void properties. Cost of things like removal companies for people which could impact on people moving.</p> <p>Reactive repairs for each property – 1.6% Repair times – DLO – urgent 99% issue with obtaining materials, routine 91% down 1 member of staff & can't get materials, Contractor - urgent 92% component parts, routine 99% related to covid</p> <p>The panel had asked for some new data to be provided which was the number of repairs being completed, data provided today was for the April to June period. There were 803 reactive repairs reported during this period with 379 having been completed by DLO and 258 by contractors.</p> <p>Overall the cost of repairs per property stands at £302.01 which is slightly lower than Jan to March, slightly skewed because of the types of work undertaken during pandemic.</p> <p>Other data statistics: Decent homes 1.87% - capital works over the last year Compliance – Loler 93.5% - getting into properties has been an issue hence this is not 100% Stock condition surveys – 99.5% - 5 left to do Fire risk assessments – 97.24% - they are 100% completed but don't have some paperwork therefore not classed as completed on that basis PAT – 94.67% - one site overdue (kitchen in MAC)</p>		
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<p>Gas – 99.86% over period – now 100% - related to one property which is now completed (April)</p> <p>Complaints 13 – 12 at stage 1, 1 at stage 2 23 compliments 24 grumbles</p> <p>Of the 13 complaints: 2 are about employees 1 about communications 1 about delayed repairs 2 dissatisfaction of repairs 2 about housing service 5 about multiple things such as delayed repairs, comms & employees</p> <p>We have responded to 13 complaints, 46% upheld in full, 46% upheld in part, 8% not withheld.</p> <p>Customer responses to complaints being resolved – 6 we presume are satisfied, 5 people were satisfied from further contact had, 1 person dissatisfied & escalated to stage 2, 1 person unknown.</p> <p>LMO asked if the Stage 3 complaint that was heard by the tenant panel had been resolved. IC informed we have not heard anything from the Ombudsman & will be chasing this.</p> <p>We have started conducting customer satisfaction surveys with tenants following repairs that have been completed. May's data shows 92% satisfied, June's data</p>		
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	<p>shows 87% satisfied – good starting point for this data. Useful data to come to this panel in the future.</p>		
<p>10</p>	<p>Any other business</p> <p>DF gave the panel an update on recent recruitment to the maintenance team. We have employed a Customer Liaison Officer, Paulette Wilkins, who will be liaising with tenants going forward with regards delayed repairs, speaking to tenants following complaints received and following up with tenants after works have been completed. It is hoped that in time the data will show the positive impact this role has.</p> <p>We are in the process of employing a MSO (multi skilled operative) to the DLO Team. The lack of a full team has impacted on number of repairs that can be done by the DLO Team.</p> <p>A new role of Team Leader Maintenance has been appointed, a current member of staff has been promoted into this role. This role will take more of the day to day running of the team, which we hope will put in place new measures, not 100% in the role as they are currently bridging the gap between new & old job.</p> <p>We also have a young person in post undertaking a housing admin role, this is part time and on a government funded programme until September.</p> <p>Hopefully by the end of the year these roles will have had a positive impact on complaints.</p> <p>LMO commented this is a positive step forward, particularly contacting tenants about delayed repairs.</p>		

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	<p>IC gave the panel an update with regards a new role in the Housing Team for a Team Leader position. This role is similar to maintenance team leader position in that they will manage the day to day delivery of the team among other things. The position had been recruited to however the person that was offered the role has since pulled out which is frustrating and this role will now go back out to recruitment.</p> <p>Meeting closed at 14.08pm.</p>		
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