

## Scrutiny Panel Meeting Minutes



<b>Date of Meeting</b>	16 <sup>th</sup> May 2022 (meeting originally scheduled for 6 <sup>th</sup> April but was postponed due to not meeting quorum of members)
<b>Location</b>	Zoom
<b>Present</b>	Linda Moss (Chair), Brett Fage, Margaret Parker, Lisa Munden joined meeting at 12.45pm, Helena Harris, Damond Farguson, Tracey Croucher (Minutes)
<b>Apologies</b>	Ian Cunningham

	<b>Meeting Notes</b>	<b>Action</b>	<b>Deadline Date</b>
1	<p><b>Previous Meeting</b></p> <p>The last meeting was held on 19<sup>th</sup> January 2022 and minutes from this meeting have been circulated to panel members.</p>		
2	<p><b>Confidentiality</b></p> <p>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><b>Actions from Last Meeting</b></p> <p>a. Section 3 – policies &amp; codes of conduct have been added to the website under “Policies &amp; Useful Information”</p> <p>b. Section 3 - Date of social housing network meeting to be confirmed to panel members – TC informed panel members on 08.02.22 of date, the meeting took place on 09.02.22, I had been left off the invite so this was short notice for panel members to attend (TC attended &amp; will feedback to panel)</p>	TC to email feedback from the meeting	23.05.22

## Scrutiny Panel Meeting Minutes



	<p>c. Section 5 - TSM presentation from the January meeting to be emailed to panel members – completed 27.01.22</p> <p>d. Section 6 - IC to send panel members some examples of tenant annual reports – examples were included in the papers sent for this meeting</p> <p>e. Section 6 - Annual Report presentation from January meeting to be emailed to panel members – completed 28.01.22</p> <p>f. Section 7 - Air Source Heat Pump presentation from a previous meeting to be emailed to panel members – completed 28.01.22</p> <p>g. Section 8 - Clarification required from IC/DF with regards a question that was raised about payments made in the Decant Policy</p> <p>h. Section 12 – LMo requested that the information about incoming calls, leaving voicemails etc be a constant reminder to tenants. TC will ensure this is added to communications when they go out to tenants e.g. rent statement update, Papworth News &amp; Views etc</p> <p>i. Dates for 2022 / 2023 meetings to be emailed to panel members &amp; staff – completed 31.01.22</p>		
4	<p><b>Updates for Information</b></p> <p>Resignation of Jim &amp; Carol Monie All panel members have already been informed of Jim and Carol's resignation, however this item is listed so that it can be officially minuted. Jim &amp; Carol Monie resigned from the Scrutiny Panel with effect from 17<sup>th</sup> March 2022.</p> <p>Green Agenda (Carbon Neutral work) DF to provide an update of the work being undertaken by Deloittes in this area at the next meeting.</p>	DF	Next meeting

## Scrutiny Panel Meeting Minutes

5	<p><b>KPI Review</b></p> <p>The panel have been provided with a spreadsheet of data for a full year of performance. DF went through some key statistics over the last quarter providing some context as below:</p> <ul style="list-style-type: none"><li>• Planned / Capital works figure of 70/30 – this is where we would expect to be at the end of the financial year</li><li>• Repair times for DLO / Emergencies – on target</li><li>• Repair times for DLO / Urgent – is low, this is due to parts &amp; labour issues – will continue for some time unfortunately</li><li>• Repair times for DLO / Routine – is low, as above this is due to issues with parts / labour</li><li>• Repair times for Contractor / Emergencies – there is an issue with one contractor which is impacting on emergency performance, a meeting has been held with them to address these issues so expect this statistic to improve</li><li>• Repair times for Contractor / Urgent – contractors are experiencing the same issues with parts &amp; labour which is impacting on their service</li><li>• Decent Homes – this figure is now at 98.5% DF checked prior to meeting, the work identified will be completed during 2022/2023 financial year</li><li>• Loler – this figure is low due to gaining access to properties in order to complete necessary surveys</li><li>• Stock Condition Surveys – this is another area where access to properties is impacting on the statistic</li><li>• PAT Testing – this figure is low as there have been issues with refused access on sites and staffing issues with contractors</li><li>• Contractors Insurance – this had not been provided on the spreadsheet, however DF checked prior to the meeting and was able to inform the panel that the figure was at 95%</li></ul> <p>LMO asked if the panel had any questions. None received.</p>		
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## Scrutiny Panel Meeting Minutes



	<p><b>Complaints &amp; Grumbles</b></p> <p>The figure for this quarter's complaints are on par as previous quarters. The grumbles increased slightly on the last quarter. The main theme for these is around communication. Tenants are telling us we are not communicating with them as we should be. DF informed the panel that a new role, Customer Liaison Officer, has been recruited and their role will involve them talking to tenants about their experience from when jobs are raised, during planned works programmes etc. This role will also conduct follow up calls and contact following complaints.</p> <p>LMO asked the panel if they had any questions. None received.</p> <p>HH informed the panel that there are trends being identified with the complaints received mainly communication issues between the Maintenance and Housing Team. HH asked the panel to consider asking for more information on this to see if they can see if the new role does improve this area. LMO informed HH that the panel will be conducting a scrutiny review of the repairs appointment process and she hopes that evidence collected as part of this review will cover the area that HH suggests.</p>		
6	<p><b>Existing Policy / Procedure Review</b></p> <p>Void Policy Para 1.4</p> <p>States for the policy to be read in conjunction with tenant handbook but the handbook could benefit from index to make the policy section easier to find. TC informed the panel that the handbook does need updating so this will be covered under that. LMO couldn't find anything on termination and void procedure on the website so these need adding.</p>	TC / DF / IC	By next meeting

## Scrutiny Panel Meeting Minutes



	<p>Para 3.1 Refers to commercial. DF confirmed it is a joint policy in which there is also a tenant handbook for commercial sites.</p> <p>Asbestos Policy No amendments from the panel on this policy were put forward.</p> <p>Asbestos Management Plan No amendments from the panel on this document were put forward.</p> <p>Draft Fire Safety Policy inc tenant safety information LMO asked if fire wardens are trained to use fire extinguishers. DF informed the panel that they received more generalised training.</p> <p>Decant Policy This policy was brought to the panel for the January meeting. Recommendations were made and these have been completed. The policy is now published on the website.</p> <p>Review of Decisions Policy LMO asked if the first paragraph should be removed as it makes specific reference to one group of people and is not inclusive. Other policies do not have this paragraph in this. Panel agreed if this is not a standard paragraph in all policies then needs to be removed. MP suggested that we could leave it in but needs to be inclusive so change it.</p> <p>LMO commented that there is no consistency in grammar for example referencing The Trust or THE TRUST, ensure document only uses one throughout the document.</p>	<p>DF / IC</p> <p>DF / IC</p>	<p>By next meeting</p> <p>By next meeting</p>
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## Scrutiny Panel Meeting Minutes



	<p>Also, on page 3 at the top of the page there is reference to a telephone number but there is no number just XX.</p> <p>Para 4.2 Under appeals it states 48hrs, change this to 2 working days.</p> <p>Top of page 5 it states 5 days, not working days. Again, need to be consistent in use of days / working days / hours etc. Change this to 5 working days.</p>	<p>DF / IC</p> <p>DF / IC</p> <p>DF / IC</p>	<p>By next meeting</p> <p>By next meeting</p> <p>By next meeting</p>
7	<p><b>Tenant Annual Report</b></p> <p>The requirement to produce a tenant annual report has already been presented to the Scrutiny Panel at the January 2022 meeting. IC has since provided the panel with some examples of tenant annual reports produced by other Housing Providers.</p> <p>LMO asked the panel members to feedback on the examples they have received.</p> <p>LMu &amp; BF – really like the Habinteg report. They have used lots of visuals and colour, it's not wordy or too long and is easy to follow. They also liked that that there were photos of staff members. They felt the Trinity report was also okay with visuals and not too wordy. LMu commented that Habinteg are another leading charity &amp; housing provider for disabled people.</p> <p>MP – also liked the Habinteg report and liked the visual use of screwdrivers for repairs etc. Felt that these would be easy to follow and understand by everyone.</p> <p>LMO also felt that the Habinteg report was the best out of the examples sent. She didn't like the Golden Lane report as this was far too busy and too much going on.</p>		

## Scrutiny Panel Meeting Minutes

	<p>We need to consider the cost of producing these reports, the amount of colour pages and that these would be sent to all tenants.</p> <p>TC to arrange a meeting with Nicola from the Policy &amp; Comms Team to ensure that any document produced is in a Trust format. TC to also discuss with Nicola if there is any joint working with Habinteg that could take place in respect of the annual report.</p> <p>TC to work with panel &amp; Nicola outside of Scrutiny Panel meetings to put together draft document. Document to be produced to go out to tenants / stakeholders latter end of 2022 (IC to confirm this timeline).</p> <p>Keep the annual report on the agenda so that ongoing discussions can be had about it.</p>	<p>TC</p> <p>TC / IC to confirm timeline</p>	<p>To have taken place by next meeting</p> <p>By next meeting</p>
8	<p><b>Tenders / Procurement</b> Nothing for this meeting.</p>		
9	<p><b>Capital &amp; Planned Works Programme</b> Nothing for this meeting. DF to provide panel with an update of where the Trust are against the action plan in this area at the next meeting.</p>	DF	Next meeting
10	<p><b>Any Other Business</b> Trustee attendance at Panel Meetings Following LMo's presentation to the Board of Trustees, they would like to periodically attend Scrutiny Panel meetings. All panel members have agreed this would be a positive experience. HH to feed this back to the Board. TC to inform HH of meeting dates. Board to make TC aware of which meetings they wish to attend.</p>	HH / TC	Ongoing

## Scrutiny Panel Meeting Minutes

	LMu asked DF to chase the outstanding repair issue with her window as she is unable to open it and it is now getting warmer. DF will chase this and feedback to LMu.	DF	ASAP
	<b>Date of next meeting is 6<sup>th</sup> July 2022.</b> This meeting will be face to face. Panel members from Essex are happy to travel to Papworth, Papworth panel members are happy to travel to Essex but would need transport. TC to discuss with IC where meeting is to be held.	TC / IC	To inform panel before next meeting