

## Scrutiny Panel Meeting Minutes



<b>Date of Meeting</b>	19 <sup>th</sup> October 2022
<b>Location</b>	Liz Barratt Meeting Room, VJF Building, Papworth Everard
<b>Present</b>	Linda Moss (Chair), Margaret Parker, Lisa Munden, Brett Fage Ian Cunningham, Tracey Croucher (Minutes), Andrew Williams (Board)
<b>Apologies</b>	Damond Ferguson, Helena Harris

	<b>Meeting Notes</b>	<b>Action</b>	<b>Deadline Date</b>
	<p><b>Introductions</b></p> <p>The chair asked everyone to introduce themselves prior to the meeting starting.</p> <ul style="list-style-type: none"> <li>● Andrew Williams (AW) – joined in 2020 as a Trustee. Attended zoom meetings initially due to the pandemic. It was a strange introduction to the organisation. AW has a background in housing and was approached in joining Board because of his housing experience. AW is here today to observe &amp; listen.</li> <li>● Ian Cunningham (IC) - gave a brief introduction</li> <li>● Tracey Croucher (TC) - gave a brief introduction</li> <li>● Lisa Munden (LMu) – is a tenant in Chigwell, was a tenant rep for many years and joined the Scrutiny Panel in 2019 which she enjoys.</li> <li>● Brett Fage (BF) - partner of LMu.</li> <li>● Margaret Parker (MP) – is a tenant in Papworth and has lived there for 40 years, also worked for Papworth &amp; now volunteers on the Scrutiny Panel.</li> <li>● Linda Moss (LMo) – is a tenant in Papworth, has lived here for 50 years, also worked for Papworth &amp; is the Chair for the Scrutiny Panel.</li> </ul>		
1	<p><b>Previous Meeting</b></p> <p>The last meeting was held on 6<sup>th</sup> July 2022 and minutes from this meeting have been circulated to panel members prior to the meeting.</p>		

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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> <ul style="list-style-type: none"> <li>● Annual report is on the agenda for discussion at this meeting.</li> <li>● Open fire &amp; wood burning policy: points 3 &amp; 4 are now combined as recommended, fire pits &amp; bbqs was not appropriate for the policy but will put it in the handbook as recommended for guidance.</li> <li>● Lettings policy: first paragraph removed, definitions reworded, added a paragraph about how properties are let.</li> <li>● Fixed Term policy: made changes as recommended, first paragraph removed.</li> <li>● Review of Decisions policy: made changes as recommended.</li> </ul> <p>TC to check that policies have been put on the website.</p>	TC	By next meeting
4	<p><b>Updates for Information</b></p> <p><b>Green Agenda</b></p> <p>IC gave a verbal update. As there was a new government we were waiting to see if any changes were going to be made &amp; nothing has so, we assume it's not a priority at the moment for them.</p> <p>Social Housing Decarbonisation Fund: We were not involved in the first wave but are looking at how we can be involved in the second wave. There needs to be at least 100 homes to improve to apply for this funding. DF has been working on this since the last meeting &amp; has met with Clarion Housing (who are leading with a consortium), the</p>	DF/IC to clarify if ref to internal or	By next meeting

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	<p>consortium is in the process of applying for wave two funding. We have identified initially 22 properties that require internal wall (check if this is internal wall or should it be cavity wall) insulation. There are strict rules to go through to obtain this funding and there is a lot of work for us to find out if we can do this. We have to match at least 50-75% of funding. On average the cost is going to be £22K per property to get them up to where they need to be. We are asking Board too to look at this &amp; give their thoughts.</p> <p>AW informed the panel that the Board have already discussed &amp; agreed that we should partner with Clarion if we can, this is an enormous challenge to achieve this agenda and by getting in early &amp; understanding the game is important as we are a small housing provider. It is important for us to make a start on this. We believe the funding for this stage of the process will be higher than further down the line. There will be a lot of consultation needed with tenants where their properties will be improved if funding is successful.</p> <p>LMO asked if there are properties that are not viable for improvement and what happens with those? IC said there is no guidance on this at the moment. We have fitted air source heat pumps (ASHP) into a small number of properties already and are monitoring these to get the tenants feedback and learning. TC has been keeping in touch with the tenants to find out their feedback, there needs to be more education around how to use the system but generally on the whole the tenants are happy with the level of heat. There are some concerns with the cost as we move through the winter period and increase in energy costs. Lessons learnt already are to avoid install in November &amp; there needs to be more work from the contractor around the impact of the installation with tenants.</p>	<p>cavity wall insulation</p>	
<p>5</p>	<p><b>Tenant Annual Report</b></p> <p>The panel have been provided with a copy of the draft content for the tenant annual report. IC apologised to the panel that the report is not in a finished format and this will be shared with the panel when the Comms Team have completed the branding / visuals required for the document.</p>		

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<p>IC asked the panel for feedback on the content and length of the report. MP picked out data statistic around lettings of supported properties. IC asked if we need to explain these more? IC gave some background into how these properties are let and the issues regarding recruitment within the care sector. TC asked if there should be a definition of what general needs and supported housing are and then more information about why supported takes more time to let.</p> <p>LMu said to keep the report simple and don't complicate it. There are some support staff that are good and will take the time to read this to tenants they support but some are not.</p> <p>LMO feedback that the introduction is quite lengthy, also it talks about her personally and she feels that perhaps the introduction should be a generic introduction from the Scrutiny Panel. LMO also felt that there should be a sentence to say the report has been produced in partnership between the Trust and the Scrutiny Panel.</p> <p>IC will make the introduction shorter, take out the personal references to LMO and add an introduction to panel as a whole. TC asked if we should say something about what the panel have been doing behind the scenes and also that they are a mix of tenants from different localities and different types of accommodation. Last paragraph, change to "I hope you find this report informative".</p> <p>LMO also suggested the following:</p> <ul style="list-style-type: none"><li>● Provide a definition for "benchmarking"</li><li>● Re-let statistics – if these don't change take them out. IC said they could change and it's really positive that they are at 100% so should keep in.</li><li>● Paying our rent – last sentence - change "as the" to "if the" cost of living worsens</li><li>● Maintaining and improving your home – repairs data missing from 2020/2021 (IC – not collected at that time) and on the following page there are only two columns. IC reassured that the column issue will be resolved when the document is in final format.</li></ul>		
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	<ul style="list-style-type: none"> <li>Where there are website links in the document can we make sure we follow that with “if you would like a printed copy let us know and add telephone number” as not everyone has internet access.</li> </ul> <p>AW commented that more visuals were needed for example a happy face if a target is good or an unhappy face if we haven't met a target. IC informed the panel that he has given Comms the brief to make sure the document uses lots of visuals and are simple to read.</p> <p>IC said that we know that a lot of people don't use the internet but the last couple of years people have been forced to because of the pandemic. We don't know how many more of our tenants do access the internet and we will be asking this question in the tenant satisfaction survey that will be going out to all tenants shortly.</p> <p>IC also gave an update that the team will be reviewing information that is given out for a new tenancy which will include signposting information to other services.</p> <p>AW said it's important to get feedback on the annual report in the most cost-effective way, thought should be given to how this can happen.</p> <p>IC said that all the housing team will know when the report has gone out and can ask tenants when they are speaking to them to get feedback.</p> <p>IC will make changes discussed today and when the full document with visuals is ready this will be emailed to the Scrutiny Panel for feedback.</p>	IC	As soon as the document is ready
6	<b>Existing Policy / Procedure Review</b>		



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7	<p><b>Tenders / Procurement &amp; Capital &amp; Planned Works Programme (combined update)</b></p> <p>IC gave the panel a verbal update. The majority of tenders for this year have been received back from contractors. There have been issues with labour shortages and contractors getting on site to complete works along with material shortages.</p> <p>We have 15 through floor lifts in individual properties that are now coming up for renewal. There is a lot of work required with tenants and occupational therapists when these lifts are installed. These are all now completed and there are new agreements with contractors for installation and service requirements, the cost of repairs for lifts can be an extensive amount of money, having repairs factored into contracts enables us to cost forecast. This gives tenants more confidence that the lifts are working and will be repaired if they breakdown.</p> <p>LMu commented that her own personal preference of not living in a property where there was a lift because of worrying about them breaking down.</p> <p>IC said there is still a lot of work to be completed up to the end of the financial year and we are trying to keep tenants updated about this if it impacts on them. We are keeping an eye on winter covid and if that starts to impact on contractors tenants might not want people in homes.</p> <p>IC gave an update on the budget, which is currently forecast annually. We are working with the Board to get the budgets extended to 3 years so that we can plan more efficiently particularly for long term works that need to take place. This will also enable better negotiation with contractors for cost of works if we can commit to a 3-year plan.</p> <p>IC gave an update on the Knutsford Road development. He has visited recently and is really impressed, its looking really good. It was previously a large care home with 4 flats and shared units which is being developed into 10 individual 1 bed flats. It is due to complete end of December. IC suggested holding a meeting in the local area so that the panel can visit. TC to look at local venues.</p>	TC	Before next meeting
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	<p>IC gave an update on Temple Place which is a property in Huntingdon with an unused care flat being changed into a rented unit. Struggling to find a contractor to take this work on as it's a small job.</p> <p>IC gave an update on Vinter Close where the communal room is to be converted to 2 bed unit. Work should hopefully start later this year and as this is a bigger piece of work there has been more interest from contractors for this job.</p>		
9	<p><b>KPI Review</b></p> <p>IC went through the data provided to the panel and said he had tried to give more context to the statistics, particularly around the complaints data. We are monitoring rent arrears and trying to provide information to help people find out where they can get support with the current cost of living increases. Eviction is a last resort and we will put in support where we can for this to not happen.</p> <p>Rent loss on voids is maintaining around 3%, which is lower than other supported providers. We are keen not to put people in the wrong home and we don't want to put people in this position just because we want to fill it.</p> <p>Average re-let times: there is a difference between general / supported housing. With general needs properties there are some major works in some of the properties needed.</p> <p>Maintenance: look at split of what's reactive and what is planned works, over time we try and spend more on planned maintenance which in time will reduce the reactive repairs.</p> <p>Repair times: needs more context to data. DF to provide to panel.</p> <p>Number of repairs during the quarter: fairly consistent with previous quarter.</p>		



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	<p>IC asked the panel if we need to review the data that is provided, what do you need and should the format be changed. IC said we should spend some time at the next meeting to look at the format of the KPI data and what is needed moving forward. Panel to have a think before the next meeting, what works well and what doesn't.</p> <p>Complaints have gone down this quarter. Has the Customer Liaison Officer role had an impact on this? Even though this role is not currently filled, it would seem yes, the work that was done in the first couple of months may have had a positive impact on this. Team Leader roles are now in place for housing and maintenance and there has been some mentoring in place for customer service roles.</p> <p>Compliments: it seems that compliments have been made when staff have had face to face interactions, less around telephone interactions. A lot of the compliments were worded in a way that was better than a previous experience. This tells a bit of a story about customer service in the past might not have been where it should be.</p> <p>Grumbles are generally, around lack of communication and outstanding repairs.</p> <p>IC / BF had some discussion around smoke alarms being checked at a gas service, BF said no this didn't happen. Cromwell Fire used to do it. IC to feedback to DF feedback from BF given in the meeting.</p>	All	Added to agenda for next meeting
10	<p><b>Any Other Business</b></p> <p><b>Easy Read documents</b></p> <p>TC gave an update on easy read training that she recently attended which will help us put together documents in this style for those tenants that need them. IC said that as a disability charity we do not provide information in enough accessible formats and having staff that are able to produce these types of documents will help towards this.</p>		

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### **Scrutiny Review update**

LMO gave an update with regards the Scrutiny review that the panel have been conducting. The panel has been in place a while but have not done an in-depth review before and weren't sure how to approach this task. TPAS training has supported the panel to move forward with this. The first review being completed is about reporting repairs – complaints data supported this as an area that could be improved. The panel have reviewed documents, website etc specific to reporting a repair. A great deal of the complaints was about lack of communication – this was from both sides. Tenants are not leaving names, contact details, addresses when they call / email in. The panel have made 14 recommendations to put forward, majority of these are around making information consistent across the different platforms. Updating the telephone system has been budgeted for from the presentation that DF gave to the panel at the beginning of the process. A meeting to be arranged with DF to discuss the recommendations made and what will be implemented with timescales.

The panel chose a small area to look at first and think it has been okay, they wanted to get a feel for how it works.

IC thanked the panel for the time that's been spent conducting the review and that it is a learning experience for us all. It was clear from the training that it was quite daunting and was an unknown to us all.

LMO reinforced that the panel want to work in partnership with the Trust to improve services.

IC asked what worked well and what didn't. LMO said that some of the data was useful but they weren't able to make any recommendations from it. IC asked if staff had responded well to the panel's requests for information or meetings and LMO said yes. IC said it would be good to get a balance of reviews across housing and maintenance services.

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<p>LMO said the presentation from DF at the beginning of the review was really useful and the panel met with Christie Davies and talked with her about what works for the team and what/where the issues were.</p> <p>An agenda item for next meeting will be for a discussion about the next service area to be reviewed and to look at the action plan for the first scrutiny review.</p> <p>AW said it was good to be at the meeting and useful to see the panel in action, he's excited about the scrutiny reviews, they will make a difference, and are a good way of getting feedback from tenants and how services can be adapted. More scrutiny, more challenge, more ideas. Keep the board updated.</p> <p>Close of meeting 12.47pm.</p>	All	Added to agenda for next meeting
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