

Scrutiny Panel Meeting Minutes



Date of Meeting	Thursday 29 June 2023
Location	Bradbury Court, Papworth Everard
Present	Tenants: Linda Moss (chair), Margaret Parker, Keith Green (new member), Alex Winters (new member) Staff: Tracey Croucher (minutes), Ian Cunningham, Damond Farguson, Helena Harris
Apologies	Lisa Munden, Brett Fage (sabbatical period)

	Meeting Notes	Action	Deadline Date
1	<p>Apologies & Welcome Apologies from Lisa & Brett (taking sabbatical period up to end of August).</p> <p>Welcome to Alex & Keith, new members.</p> <p>Round the table introductions from all present for the new members.</p> <p>LM gave an overview of how the meetings are conducted.</p>		
2	<p>Confidentiality Panel members were reminded about confidentiality of meeting discussions and information circulated to them. Policies / proposals etc must not be shared with tenants until finalised and published. The chair asked panel members to dispose of papers in a confidential manner.</p>		
	<p>Previous Meeting The last meeting was held on 19 October 2022 and minutes from this meeting have been circulated to panel members prior to this meeting.</p>		
3	<p>Actions from Last Meeting Item 3 – policies added to website – confirmed they are Item 4 – insulation under green agenda – DF/IC to clarify – confirmed this is the internal wall of the external facing wall</p>		

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	<p>Item 5 – draft of tenant annual report for feedback – in papers</p> <p>Item 6 – changes to ASB & Vehicle Charging Point policies – IC to confirm if changes made & policies added to website – confirmed they are</p> <p>Item 7 – next panel meeting to be held in Bassingbourn (view Knutsford Road development) – date of panel meeting moved to 1st February, all units at Knutsford Road are now occupied, meeting taking place via zoom</p> <p>Item 9 – KPI data – panel to consider what data they want & in what format – to discuss under item 10 on this agenda</p> <p>Item 10 – Subject of next scrutiny review – new agenda item added (no 5) for this discussion</p>		
4	<p>Updates for Information</p> <p>Green Agenda DF was not present for this item on the agenda therefore no update was provided.</p> <p>Tenant Satisfaction Survey Results IC gave the panel a presentation which included the tenant satisfaction survey results, the next steps and the last quarterly KPI data. IC said the Trust want to make sure that information provided enables the panel to challenge us effectively. IC said the survey gave disappointing results, although was a slight improvement from the last one completed in 2019.</p> <p>LM commented that the survey was done a while ago and asked when the Trust are going to communicate results and actions to tenants. Tenants are always saying we don't see any follow up from the surveys completed. IC said this is the first time we have done it internally, so the process has been slower. We have learnt a lot from doing it and hope that the next one will be completed a lot quicker. KG said it is good to see the surveys being sent out.</p> <p>AW asked if the document that went out to panel was going to go out to tenants as he didn't like the change between graphs / pie charts. This document was just for the panel to review. AW said the data around internet use was interesting and felt the results were</p>		

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	<p>the will work take and what level of access is needed. One to one communication is not an issue, it's when it's a collective communication that things are not as clear.</p> <p>MP asked if the Trust could provide an update to the customer when there are delays? DF informed this is the bit that's missing that the Trust need to work on.</p> <p>LM comment that there are timescales for repairs and when these are going to be breached the Trust should contact the tenant at this stage not leave it for the tenant to chase the Trust.</p> <p>KG commented that using a traffic light visual would help those tenants with learning disabilities understand the timescales for repairs e.g. red would be emergency, amber urgent.</p> <p>LM commented that the Trust are more in tune with people with disabilities.</p> <p>KG said that he is proud that Papworth Trust are on top of inspections to make sure that everything is okay. Always something ticked and his home has things in place for safety and back up equipment.</p> <p>Draft Tenant Annual Report IC informed the panel that the draft document they have been given should not have gone out. It has been updated significantly and the panel will be provided with a new draft for feedback in due course. HH asked the panel if they would be able to have a one-off meeting outside of the schedule to look specifically at the annual report when it was ready. The panel agreed this would be okay. TC to arrange a meeting with the panel when IC has confirmed the report is ready for the panel to review.</p>	TC	Meeting to be held before next panel meeting (21.09.23)
5	<p>Scrutiny Reviews In the papers the panel members were given a document which introduces Scrutiny Reviews (overview of the process undertaken by the panel with their first scrutiny review)</p>		

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	<p>as it could increase the number of calls from tenants chasing jobs. The Trust should be being proactive and contact the tenant as soon as possible if the job is going to breach the allocated timescale</p> <ul style="list-style-type: none"> • Recommendation 12 – extend timescale to September and use data from the new telephone system to see if this recommendation is still viable, TC to request data to bring to the next meeting • Recommendation 13: completed, the maintenance team have been using the new telephone system since December and there has been a significant improvement in the number of calls that go to voicemail and when they do the voicemail messages are clear and the team are able to return calls much easier. The system allows for comprehensive data, • Recommendation 14: ongoing, DF made the panel aware that Pyramid will be moving to be a cloud based application therefore it can be accessed anywhere with real time data. This means that when the teams are out visiting tenants, they could check Pyramid for outstanding repairs. Pronto forms is not cloud based therefore this can't be used. A customer portal would also provide tenants with access to repair logs. Panel to discuss if they wish to change this recommendation to read Use of Pyramid rather than use of Prontoforms going forward 	<p>TC</p>	<p>For the next meeting</p>
<p>6</p>	<p>Existing Policy / Procedure Review</p> <p>Compensation Payments Policy V3.0 (review) AW feedback Section 2.5: 'social uprisings, Acts of God, health epidemics/pandemics, vandalism or other things like these'. Where you have used these statements at the end of each document it feels weighty and legal. However, 'other things like these' sounds unprofessional and a little childlike. Consider rephrasing this statement. 'A vexatious manner' you have already stated that 'the tenant or family members or visitors have acted unreasonably'. Not a common term and some may require a dictionary for that. Maybe find a more relatable word than vexatious, or if legal clarify. Section 2.9: Claims of disrepair will not be covered by this policy. What is a disrepair? This needs some explanation of what a disrepair is so that tenants understand.</p>	<p>DF to make changes to all policies as per the feedback in this section</p>	<p>Before next meeting</p>

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Section 4.3: Failure to respond to written query in 4.3 and what about failure to respond to written query re repairs/maintenance not responding.

Section 4.4: 'If a room is not habitable because of major works or improvements'. What about room not habitable because of repairs/maintenance not being done/responded to?

LM feedback

Section 4.2: Move the statement from section 6.7 to section 4.2 as it is relevant to this area.

Estate Home Inspection Policy (review)

AW feedback

Section 2.7 (b): Refuse and Litter - 'Where the particular tenant cannot be identified whether by admittance of the act or through notification and confirmation by other tenants then Papworth Trust will recharge the cost via service charges to all tenants'. This reads as a cross between detention and a dictatorship. Report your neighbours or you will all be punished. This section needs re doing to remove the impression that we will be charged extra service charges to deal with the issue and to explain what you really mean. Then people are more likely to be proactive in helping with this problem. Some disabled people cannot put their own rubbish out and that they may get help from carers etc who place things outside or they do not have time to rip up boxes and put them in recycling and may put them in places they do not belong etc.

Section 3.5: 'Inspections can take place at the request of tenants or their carers/support staff, another inspection cannot be requested within any scheme cycle'. What does scheme cycle mean? Can this be clarified please.

Also, this document is confused as to whether to use full stops or not, ie 3.1 to 3.12, 4.1 to 4.9. It needs to be consistent and tidy.

LM feedback

Section 2.2: Remove this as it is not saying anything different to section 2.1. LM also fed back a comment she had received from a tenant about home inspections, they said a person came round who was very nice but they didn't the know person was going to take photos and this made the tenant feel uncomfortable. LM feels it should be in the

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communication that goes out before that we may take photos, why and where they will be held (data protection). MP also added when a member of staff attends, they could remind the tenant about possibly needing to take photographs.

KG said that a document could be put together using examples of photographs with an explanation as to why it has been taken and how it helps the team to ensure the relevant action is taken.

IC informed the panel that the communal area standard will help tenants with knowing about what should be done in their communal areas.

Rechargeable Repairs Policy (review)

AW feedback

Section 3: Queried the switch between quite a dry, legalise document suddenly switching in a very friendly interactive text. Does this document want to be the same as the others, or more user friendly. Maybe stick to the legalise of the rest of the text and other sections we reviewed and make a generally more user-friendly handout? Specifically, 'Give me some more detail on types of recharges under these categories' The sentence needs restructuring. Then it switches back to legalise 3.1 to 3.7 4.0 when it switches again to 'How will you keep us updated about our responsibilities'. There is nothing wrong with friendly, but the document becomes confusing.

Repairs & Maintenance Policy (review)

AW feedback

Section 5.2: The vulnerability criteria, only stating vulnerable as: over 75; child under 1 or disability requiring hoist/through floor lift/stair lift. This is too narrow a vulnerability criteria. What about people whose disability means they are vulnerable but do not have a hoist or lift. DF responded that they were aware the criteria was too narrow and these would be reviewed.

Section 6.2: Blocked toilets. AW asked if this would also be covered by the vulnerability criteria 'Blocked toilets where there is only one in your home and you have already tried to

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unsuccessfully clear it'. Also covering toilets that do not work. This again is too narrow. What allowance for a disabled person who is incontinent, the toilet broken is in the shower room. They have another toilet elsewhere. Are they supposed to leave the room naked and try to get to the other toilet in their incontinent state. If they have carers they may have help, what if they do not. What about when the toilet leaks in the shower room and they cannot shower in there. If they are incontinent and need to get clean. If carers come at set times to shower someone. DF said that this is also being reviewed.

Section 6.8: Clarify re blocked sinks and toilets not Trust responsibility but 6.2 blocked toilets if you have tried to unblock them yourself.

Section 8.1: The phrasing/sentence structure is confusing, slightly inaccurate, repeats: 'Individually agreed appointment time slots will be made with customers for all routine and major repairs and inspections where access to your home is required. These will be morning or afternoon or day appointments'. Consider changing to something like 'Morning, afternoon, or day appointment slots will be made with customers for all routine and major repairs and inspections where access to your home is required.' The original gives the impression that you can choose a specific time slot rather than sometime in the morning, or sometime in the afternoon, re individually agreed appointment time.

Lettable Standard (review) and Communal Area Standard (review)

DF gave apologies to the panel that these documents are not quite ready for the panel to review and asked if the panel could look at these outside of the scheduled panel meetings when they are ready. Panel agreed this would be okay and could undertake this when they meet to discuss the tenant annual report. TC to arrange a meeting with the panel when DF has confirmed the documents are ready for their review.

LM gave an update with regards a recent news story about social housing providers providing carpet within their lettable standard. In Wales this has been already been agreed and is being implemented. IC said we do leave flooring where it can be cleaned. AW asked if we ask the incoming tenant if they want this as for example if they are a wheelchair user leaving carpet would not be suitable. IC said this is difficult to do as this is agreed at void stage and we do not know who will be moving in at that time.

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7	<p>New Policies</p> <p>Electrical Installations Policy LM commented there a lot of codes in the policy that went straight over her head. DF informed these are specific codes that electricians use, and they would understand the technical terms.</p> <p>Working in Homes & Buildings Policy AW feedback Section 3.9: What is hot works? Clarify. Section 3.10: 'If the work is to be executed over a number of days then suitable storage of any combustibles must be agreed with the relevant Papworth Trust overseer over the work'. Change to oversee. Section 5.2: Section iv 'Individual visits by the Surveyor and/or Contractor to cover off specifics to that home.' the use of cover off makes no sense, amend this to something more suitable.</p>	<p>DF to make changes to all policies as per the feedback in this section</p>	<p>Before the next meeting</p>
8	<p>Tenders / Procurement We are waiting for board to sign off contract with Bell Group who will be providing a 3 year contract to manage the delivery of kitchen, bathrooms etc under the capital and planned works programme for 2023/2024.</p>		
9	<p>Capital & Planned Works Programme 2023 / 2024 The programme will start as soon as the Board have signed off the contract with Bell Group.</p>		
10	<p>Key Performance Indicator (KPI) Review IC gave a presentation under agenda item 4 which covered the tenant satisfaction survey results, next steps and the quarterly KPI information.</p> <p>In this presentation IC is proposing a new way of providing the panel with KPI data. Presentation slides sent to panel members as a separate document.</p>		

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On a quarterly basis the panel will be provided with:

Compliments & complaints

- Number of complaints received & broken down by stage
- Percentage of complaints resolved within target time
- Breakdown of complaints by theme
- Number of grumbles and themes
- Number of compliments and themes

Repairs and Maintenance

- Repair times split by Papworth Trust DLO Team and external contractors
- Number of repairs reported
- Number of repairs completed
- Average time taken to answer call
- Percentage of repairs completed on first visit (first time fix)

Financial

- Percentage of rent collected
- Percentage of rent arrears
- Percentage of void loss
- Average relet time

Housing Management

- Percentage of homes with an annual home visit in 12 months
- Percentage of tenants that have passed their probationary period

On an annual basis the panel will be provided with:

- The tenant satisfaction measures survey results
- Complaints relative to the size of the landlord
- Complaints responded to within Complaint Handling Code timescales
- Anti-social behaviour (ASB) cases relative to the size of the landlord

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- Homes that do not meet Decent Homes Standard
- Repairs completed within target timescales
- Compliance checks (moved from quarterly to annual)
- Gas Safety checks
- Fire safety checks
- Asbestos safety checks
- Water safety checks
- Lift safety checks

KPI data for quarter 4 – January to March 2023

Complaints & compliments

KPI	Q4	Target or benchmark
Number of complaints received	14	<10
Stage 1	12	n/a
Stage 2	2	n/a
Stage 3	0	n/a
Housing Ombudsman	0	n/a
% of complaints responded to in target time	83%	100%
% of complaints upheld	25%	n/a
% of complaints partially upheld	75%	n/a
% of complaints not upheld	0%	n/a
Number of pre-complaints / grumbles	24	n/a
Number of compliments	41	<15

Repairs and maintenance

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KPI	Q4	Target or benchmark
Repairs time – DLO		
Emergency	100%	>98%
Urgent	96%	>98%
Routine	89%	>95%
Repairs time – external contractors		
Emergency	98%	>98%
Urgent	90%	>98%
Routine	82%	>95%
Repairs reported	904	n/a
Repairs completed	781	n/a
First time fix	90%	97%

Financial and Housing Management

KPI	Q4	Target or benchmark
Financial		
Rent collection	96%	95-105%
Rent arrears	1.83%	<3%
Reletting		
Void loss	3.74%	<2%
Relet time		
General needs	n/a	20
Independent living	28	20
Supported	88	20

AW commented that the data shows that the majority of complaints are valid and that although the Trust did not meet the target time in responding to complaints the responses with regards whether they are upheld or not do. This shows that there is potentially a resource issue in the time needed to respond within the target.

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	<p>HH said it would be good for the panel to see the number of properties which are empty rather than percentages. LM commented that it was on the agenda previously to look at the format of how information is displayed for the panel, this needs to go back on the agenda to ensure that it does not get lost. Communication to tenants is an area the Trust really need to work on. TC to add to agenda for next meeting.</p>	<p>TC to add performance communication to agenda</p>	<p>For next meeting</p>
<p>11</p>	<p>Any Other Business</p> <p>The panel agreed the next meeting will take place on Thursday 21 September, 1pm start time. This will be a face-to-face meeting and the venue will be confirmed nearer the time, however, will either be Bradbury Court or the meeting room at the VJF Office at Pendrill Court in Papworth Everard.</p> <p>TC will contact panel members regarding the extra meeting to be scheduled outside of panel meetings for the panel to look at the annual report and two new standard documents. These will need feedback to be signed off before the scheduled September meeting.</p> <p>KG said it was lovely to join the panel and he enjoyed the meeting.</p>	<p>TC</p>	<p>As soon as the information is ready for review</p>