

Scrutiny Panel Meeting Minutes



Date of Meeting	Thursday 10 October 2024, 1pm start
Location	Bradbury Court Communal Room, Papworth Everard
Present	Tenants: Linda Moss (chair), Colin Hayward (vice chair), Alex Winters, Jenny Victor, Margaret Parker Staff: Chris Bull, Ian Cunningham, Damond Farguson & Tracey Croucher (minutes)
Apologies	N/A

	Meeting Notes	Action	Deadline Date
1	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. Panel members can give papers to TC to dispose of if they are not able to.		
2	Actions from last meeting Agenda item 4: DF to provide a written report going forward for maintenance updates – in the document pack for today's meeting Agenda item 5: changes to Rent Arrears policy recommended – IC to update & policy to be added to website – completed Agenda item 6: recommendations were made for changes to the draft template letters, however the panel also recommended that further work is required in identifying the process first and then being able to draft letters that fit into the process – these will form part of the deep dive scrutiny review Agenda item 6: changes recommended to the information leaflets – covered under deep dive scrutiny review		

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	<p>Agenda item 9: feedback from the housing team required regarding using pyramid off site e.g. in tenant's homes – on agenda under action plan review</p> <p>Agenda item 10: Vice Chair has requested that papers are sent out to ensure 2 weeks reading time for panel members (23 September deadline) - completed</p>		
3	<p>Housing Strategy 2025 to 2030 (Chris Bull to present)</p> <p>The panel were provided with a presentation in their document pack. This presentation was prepared for a Board of Trustees meeting and outlined the approach that Chris and the housing team will be taking to form the housing strategy for 2025 to 2030. Chris went through each slide with the panel today. A draft of the strategy will be going to the Board in November including feedback from focus group activities.</p> <p>Key areas discussed:</p> <p>The presentation outlines aims and objectives of housing strategy 2025 to 2030. It focuses on 3 key areas: people, property and future. Setting out the right culture within the organisation and tenants to receive a good service. Invest to maintain the Papworth standard of quality for their homes. Work towards meeting the government's net zero strategy. Set targets for growth to meet the growing need for accessible housing.</p> <p>Want to improve tenant satisfaction – last survey in 2022 was 59% for overall satisfaction, want to get to 85% over the next 3 years. This is an ambitious target and has an overall aim of being at 90% by the end of 2030.</p> <p>Communication – is hugely important and understanding who our customers are and what they need.</p>		

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	<p>Customer Centric Culture – CH suggested staff from other areas in the organisation attend meetings like the TPAS regional meetings as this would be good for them to talk to other housing providers and see what others do. AW said that there is a disconnect between the support for people with disabilities and housing within the organisation. Need to work to ensure that staff are all part of the culture change.</p> <p>Maximising partnerships – we need to identify who we can work with to enable us to develop homes. Chris gave an example of the local authority (LA) who need cluster homes for people with disabilities and the LA can fund to assist the development. Cluster homes are a few homes built around a central hub.</p> <p>Placemaking approach – not just about the property/home it's about the wider community e.g. public transport, GP surgeries, supermarkets.</p>		
4	<p>Maintenance Update</p> <p>The panel were provided with a report from Damond Farguson in their document pack.</p> <p>CH asked about the costs to achieve net zero - the Trust have identified it will cost £4 million to get specific homes to EPC/C. We have tentative board approval to spend £2 million and are trying to get funding to cover the other half but have to achieve this by 2030 if not reached we can't let the properties.</p> <p>CH asked if tenants know the extent of the EPC/C - We need to fully identify the homes and the amount of work required first. When we know this we can inform the tenants.</p> <p>JV asked why the government changed the Eco 4 funding - DF was unable to answer this as there was not enough information from the government to explain.</p>		

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5	<p>Existing Policy / Procedure Review</p> <p>Tenant Handbook (verbal update) IC informed the panel that the handbook has taken longer than expected due to some issues with the visual side of the document. As we are producing the document in house, we have limited stock photographs and have been trying to get realistic photographs from tenants' homes but this has also proved difficult and has meant delays. Suggestion to produce the handbook with infographics rather than photographs to move this project along.</p> <p>Pet Policy for review – changes made to supported living permissions AW said it is more understandable, reads more clearly. CH asked if the temporary period to bring pets in should have a timescale - IC said this is discussed on a case by case basis and that it is becoming more and more difficult to put a timeframe on anything as it does depend on circumstances. There is also more focus from the Government on allowing pets in rented housing. It has also been raised by one of our shared homes that we need to be more open and assess on a case-by-case basis. JV asked about Knutsford Road specifically and that some properties have a communal space at the front gardens and access to the street from back, would this be permissible - IC said this would be assessed case by case. LM asked if there is a max number of pets - IC said it depends on individual basis. AW asked what level of detail do we need for the pet - IC said we would want breed, colour etc but don't take photos.</p> <p>No further changes to the policy, approved by the Scrutiny Panel. IC to arrange for the website to be updated with new policy.</p>	<p>TC to feedback to IC re infographics</p> <p>IC arrange for policy to</p>	<p>ASAP</p> <p>ASAP</p>

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		go on website	
6	New Policies No new policies for review at this meeting.		
7	KPI Review The panel has been provided with Q1 data – April to June 2024 in their document packs. IC detailed some key areas. Complaints: the Housing Ombudsman Complaint Handling Code is updated with the new code live from April. The Trust have had an external consultant review the complaints area and there is now an organisational complaint process, from this review staff training was identified for complaint handling, a new role will be coming into focus on looking at lessons learnt from complaints, these are positive steps forward. The Trust is also in the process of tendering for customer service training. This will be a significant investment from the organisation in this area. Repairs & Maintenance: we are having some problems with the housing management system which is providing skewed data currently. We have spoken with Omni (software provider) who can't identify specific issues. There will be ongoing investigation and work in this area to ensure data is correct. Telephone calls: we have a consistent number of calls coming into the repairs and maintenance line and the waiting times are fairly consistent too. Still have an issue of customers not waiting for the call to be answered even though they will be told where they are in the queue.		

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	<p>Housing management: positive feedback for the housing team with regards rent collection, please pass this onto the team. Void loss is still high due to a number of properties at the moment, types we have that need more work, the new lettable standard takes more time, we want it to come down but not to the detriment of the quality of home. LM asked if the void loss data includes the homes we are not re-letting - IC said yes, about 2% of this data is those properties. The scrutiny panel receives the same KPI data as the Board.</p>	IC/TC to pass on positive feedback to the team	ASAP
8	<p>Scrutiny Review</p> <p>2 recommendations remain amber on the action plan and were discussed today.</p> <p>Recommendation 2 – tenants to be informed of timescales of delayed repairs: DF informed the panel that a new member of the team started in July and will be taking on this task however due to the time taken to train etc this area of work has not started fully yet. The panel agreed to leave this as amber and review at the next meeting.</p> <p>Recommendation 14 – staff using Pyramid (housing management system) to be able to use the new upgraded version (called G2) when in tenants' homes to update them on repairs: TC asked the housing/surveying team for feedback regarding using the system in tenants' homes. Feedback was provided from several of the team and the panel agreed that the system appeared to work well when used. This recommendation to be updated to green and complete.</p> <p>Brief update from panel regarding current deep dive review The panel held their first meeting where they made the decision to conduct a deep dive review of “communication in the capital works programme”. They received a presentation from DF today regarding this area of the service and have</p>	TC to update action plan & add to website	ASAP

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	their next meeting on 22 October. The panel anticipates this review will take 6-9 months to complete.		
9	<p>Any Other Business</p> <p>TPAS Regional Meeting CH, LM, JV attended a TPAS meeting in Cambridge on 26 September. CH said it was a very good meeting, and he picked up a lot of points from it. CH feels it would be good for other staff to attend these types of meetings for sharing good practice.</p> <p>LM said that another involved tenant said in their housing provider they have a stamp that they can put on anything where tenants have been involved and this shows other tenants where there has been tenant involvement. The panel members all felt this is a good idea and recommended this as an action. TC to speak to the Comms Team to have some suggestions branded up to go to the panel for feedback.</p>	TC to liaise with Comms Team re ideas for "tenant involvement stamp"	ASAP – ideas to go out to panel by email for feedback
	Date of next meeting: Thursday 19 December, 10am start, Bradbury Court, Papworth Everard.		