

Scrutiny Panel Meeting Minutes



Date of Meeting	Thursday 14 March 2024
Location	Bradbury Court Communal Room, Westfields, Papworth Everard
Present	Tenants: Linda Moss (chair), Alex Winters, Margaret Parker, Jenny Victor Staff: Tracey Croucher (minutes), Ian Cunningham, Damond Farguson
Apologies	Colin Hayward (feedback provided by email)

	Meeting Notes	Action	Deadline Date
1	<p>Apologies & Welcome Apologies received from Colin Hayward. Colin has received the papers and has provided his feedback by email; which TC will provide at the relevant agenda item.</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. Panel members can give papers to TC to dispose of if they are not able to.</p>		
	<p>Previous Meeting The previous meeting was held on 21 December 2023. Approved minutes from this meeting have been circulated to panel members prior to this meeting.</p>		
3	<p>Actions from last meeting Agenda item 5 – IC to make amendments to the Pet Policy & policy to be added to the website. Changes have been made and the policy will be added to the website. Agenda item 5 – TC to arrange a session to refresh the tenant handbook – this was arranged for January but has had to be postponed due to other priorities for the Scrutiny</p>	IC	ASAP

Scrutiny Panel Meeting Minutes



<p>Panel members at this time – a new session will be arranged for end of March – TC to confirm with panel members (arranged for 25 March).</p> <p>Agenda item 5 – IC / TC to check that Housing Officers are using the correct version of the tenant handbook. TC emailed the Housing Team Leader to make them aware of the issue, who has confirmed they have spoken with the team to ensure the correct version is being used - complete.</p> <p>Agenda item 7 – Housing Customer Service Standards – acronyms identified & changes recommended, IC to make relevant changes and these have recently been launched. CH proposed adding a date to the standards. IC said the standards are to be considered in the same way as the Trust's values, which are not dated, therefore they will remain undated.</p> <p>Agenda item 8 – TC to arrange for Scrutiny Review action plan to be updated & added to the website – complete. CH asked if tenants would understand the RAG rating of this document and if a note should be added to the document to explain this. I asked the panel and they all felt that this wasn't needed as tenants would understand the green, amber, red system.</p> <p>Agenda item 12 – TC to arrange for changes to be made to the website to make Tenant Involvement & Scrutiny Panel pages more visible as per the panel's recommendations – complete.</p> <p>Agenda item 12 – TC to make a change to the draft code of conduct – both the code of conduct & Terms of Reference are on the Scrutiny Panel page on the website – complete.</p> <p>Agenda item 12 – recommendations were made to improve the online report a repair form – complete.</p>		
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Scrutiny Panel Meeting Minutes



	<p>Agenda item 12 – TC to give feedback to Repairs & Maintenance Team some recommendations from the panel – Maintenance Team Leader emailed 04.01.24 – complete.</p>		
<p>4</p>	<p>Maintenance Updates for Information (verbal update provided at the meeting from DF)</p> <p>Net Zero At the last meeting we spoke about solar panels, there will be a rental charge that wasn't discussed previously, so this option does not look as promising as we first thought. We will look to arrange a trial on a few properties, the contractor will then come back to us with some ideas of savings, we can then decide if this approach is suitable. We have a concern that the solar company would require the tenant to go into contract with them but PT wouldn't want them to do that. This project will be ongoing for a while. The Eco 4 funding desktop review has been completed and we will be meeting on 21 March. They have identified 98 properties that might qualify for Eco 4 funding subject to further visits and in-depth surveys.</p> <p>The Board has approved the 2024 to 2025 budget for this work and we can move forward on testing properties that have a below C EPC rating. We need to start doing surveys to find out what could be done and have more data to put a bid in for decarbonisation funding.</p> <p>Tenders/Procurement</p> <ul style="list-style-type: none"> ● Legionella contract is with the CEO for signing. ● Fire contract is being renewed and we will tender for next year's contract. ● Heating contract is being recommissioned using the PFH framework, we will be putting more stricter performance indicators in the contract regarding communications with tenants. ● Electrical contract runs out on 31 March this year and we will be extending it for 1 year. 		

Scrutiny Panel Meeting Minutes



<ul style="list-style-type: none"> ● Lifting contract is with Prism and Jackson and we will be extending both for 1 year. ● Tenders for the capital programme will be going out next week. <p>AW asked about the Anglian Windows replacement programme for Southbrook Field as there have been no recent communications sent to tenants. Works are scheduled to take place on the test property imminently. DF will arrange for communications to be sent to tenants to update them.</p> <p>Capital / Planned Works Programme</p> <ul style="list-style-type: none"> ● Re-wires will be starting at the beginning of March and have been contracted out to Riggall & Hawksford. Bathrooms and kitchen replacements are with Bell Group and these are also in the process of starting. ● Consultations have taken place for bathroom and kitchen works for 2024 to 2025. ● Anglian Windows delivered a consultation yesterday for windows and door replacements for 2024 to 2025. ● The external redecorating for 2023 to 2024 is underway and the surveyors have been out post inspecting this work. We are currently working on the programme for 2024 to 2025. <p>LM raised a point regarding communications for this programme of work. She referred to letters being sent, then months of silence, then for another letter to be sent which then makes the tenant think the work is imminent. Communications need to be consistent and frequent in order to keep the tenants informed. Keeping tenants better informed would reduce chasing emails and calls.</p> <p>DF made the panel aware that a process review will be taking place to look at processes across the team, with the first meeting in April. Part of this will be to look at communications and to adapt a suite of drafted letters some of which lay out expectations, time frames etc.</p>	DF	ASAP
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----	------

Scrutiny Panel Meeting Minutes



	<p>AW feedback that providing regular communications will encourage tenants to talk to us or others rather than shouting because they are frustrated with the lack of communications.</p> <p>CH said it would have been good to have the updates in writing prior to the meeting in order for him to be able to ask any questions or provide feedback in his absence. DF said that normally he would provide written updates unfortunately due to current workload demands and annual leave it wasn't possible for this meeting and apologised.</p>		
<p>5</p>	<p>Existing Policy / Procedure Review</p> <p>Tenant Information Leaflet – Cracks</p> <p>AW</p> <p>Section 2 – where it states the size of a crack (2-3mm) perhaps consider explaining this is the thickness of a pound coin as having a visual would help. It also doesn't specify the direction of the cracks and if the measurement is the width or length of a crack. This needs explaining in this section.</p> <p>Section 3 – change “joint compound filler” to filler as this is clearer to understand. In the section that is talking about ceilings, the wording “contraction of framing members” and “new plaster skim” should be changed to something simpler to understand, these feel like they are technical language.</p> <p>JV</p> <p>JV asked if the Trust had any advice or support for tenants who can't manage their own repairs to cracks. The panel all agreed this type of job would be good for a handyman service. IC informed the panel that Age UK offers a handyman service and there was reference to a site called “Trust a Trader” which is government supported to provide access to reputable tradesmen. He also said if tenants are struggling they can speak to their Housing Officer who should be able to signpost them to any available help. AW said</p>		

Scrutiny Panel Meeting Minutes



<p>JV Section 5 – JV asked if the contractor is required to send us anything with regards to work that has been completed. IC said it depends on what has been done e.g. electrical then we would want to see electrical certificates. DF said it is the tenant's responsibility to provide this as the tenant would use their own contractor to do the work. JV asked if we provide a form which tenants can give to the contractor listing what we require. DF said no we do not provide a form but would put in writing what we require.</p> <p>CH had no comments regarding this policy.</p> <p>AW Move definitions up under section 1, definition of adaptation specifically. Section 5 – there is a lot of information of what is considered but it is duplicated, merge these sections to make one tighter section. Section 6 – rephrase section regarding service charge, simplify this. Be clear with the permission that the 6 months is to cover carrying out the works.</p> <p>LM In section 5 we need to provide a way for non-email users to request permission in writing.</p> <p>IC to make changes and add to the website.</p> <p>CCTV in Papworth Trust Housing JV made a comment that if you have neighbours who completely object to CCTV, how else can you protect your property or protect yourself.</p> <p>There was discussion about the use of ring doorbells and how these have increased over the last few years.</p> <p>MP had no comments regarding this policy.</p>	<p>IC</p>	<p>ASAP</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	-------------

Scrutiny Panel Meeting Minutes



	<p>CH feedback that the policy is good to have and provides guidance for tenants to use in the right way.</p> <p>AW requested the word "curtilage" be changed to boundary throughout the policy document. IC to make changes and add to website.</p>	IC	ASAP
<p>6</p>	<p>New Policies There were no new policies to review at this meeting.</p>		
<p>7</p>	<p>KPI Review The panel has been provided with Quarter 3 performance data to be reviewed at this meeting. IC has provided the data in a RAG rated format, this change having been made from feedback from the panel members following a recent TPAS training workshop looking at performance information. The panel felt that having the data RAG rated would assist them in identifying key areas to discuss at the meetings. IC has also provided guidance notes for the panel when reviewing the data.</p> <p>IC went through the presentation.</p> <p>CH asked if the panel felt that the benchmark of 12 for complaints received was a good benchmark? Overall the panel felt yes. CH also asked when the benchmarks/targets were reviewed and when was the last review. IC said they have not been reviewed in a while, but would usually be 6 monthly or annually. IC also said given the last tenant survey the target is reasonable and what the complaint is about is where we can track trends.</p> <p>LM commented that the number of complaints received are low however we do not meet the target for responding to them, why is this? IC said this was mainly down to staff resources available to investigate and respond and that there have been a number of complicated complaints received. There has also been a number of new staff members responding to complaints which required some training and this has been a learning curve for the team.</p>		

Scrutiny Panel Meeting Minutes



DF told the panel that we need to consider and plan how we are going to collect satisfaction around complaint handling. This is something we don't currently collect.

CH asked about the delays to repairs and lack of communications being sent to inform tenants. DF informed the panel that these will be discussed at a team day that is taking place next week and also as part of the process review.

The panel noted that within the pre-complaints damp and mould features quite highly. This could be because there is a lot more information out there, on the news etc and tenants are more knowledgeable about it.

AW commented that it is good to see the positive comments in the compliments section, but this needs to be balanced with comments in the complaints section.

DF gave the panel more information to support the areas of the repairs and maintenance data where we are not meeting targets, these are as follows:

- DLO urgent repairs below target – this equates to 1 staff member who left in Sept and the recruitment process took time, the new staff member started this week, 1 job overdue Oct, 1 job overdue Nov, 2 jobs overdue Dec all down operative availability.
- DLO routine repairs below target – this equates to 6 jobs in Oct (operative availability and logistics issues with the property), 3 jobs in Nov (tenant availability /lack of materials / access issues), 3 jobs in Dec (operative availability / materials).
- Contractors urgent repairs below target – this equates to 2 jobs in Oct (lack of materials / contractor availability), 6 jobs in Nov (tenant access issues / lack of materials), 3 jobs in Dec (Christmas period and lack of materials).
- Contractors routine repairs below target – this equates to 7 jobs in Oct (lack of materials / contractor availability), 3 jobs in Nov (access issues / lack of materials / contractor availability).

Scrutiny Panel Meeting Minutes



To summarise the DLO issues have been mainly down to staff resources and operative availability. The team is now fully staffed with a gardener starting this week and a decorator who will be concentrating on the void properties. The contractors have been having a lot of issues obtaining materials.

DF has quarterly contractor meetings and any concerns with not meeting targets is discussed at these.

LM commented that there were a lot more open jobs in Q4 and this seems to have increased significantly, do we know why. DF said this is mainly down to the volume of jobs in this quarter and also a member of the team left so there has been a delay in closing down jobs.

The target for first time fix has been impacted mainly because of lack of materials, this area was discussed yesterday at the team day, previously the Trust wouldn't have fitted consistent items therefore replacement for some items will be bespoke. The new lettable standard will ensure that the Trust uses standard items that are easier to replace first time and can be kept in stock.

AW suggested that we add this information to the quarterly newsletter to remind tenants that issues with supplies still remain a significant impact to the Trust.

LM asked why telephone calls to the repairs line were taking a while to be answered as having looked at the data there appears to be on average 6 calls a day coming in. DF explained that the AMO's answering calls do have other jobs to do as well as taking incoming calls therefore may be on the phone, may be doing something that they are in the middle of or answering emails etc.

JV also said that the nature of the call could impact how long a member of staff is on the phone at any time.

Scrutiny Panel Meeting Minutes



	<p>IC talked through the data for housing management key performance indicators.</p> <p>Void loss is an area where we have not met the target and this is because there are some properties where there is financially a lot of work required to bring them up to standard. We have recently brought in a sub-contractor to concentrate on decorating the void properties to the new lettable standard. We have about 30 properties empty at the moment across the East of England. Over the next quarter we should start to get back to a steady position.</p> <p>Relet times is another area where we do not meet the target and we are going to do more work in this area to identify why. We know we are impacted by a lack of referrals from agencies such as social services / local authorities for supported properties.</p>		
<p>8</p>	<p>Communications</p> <p>AW informed DF/IC that the panel had requested this item be added to the agenda for discussion regarding recommendations and comments passed on to the scrutiny panel via the complaints panel. AW asked about who reviews the report of the tenant complaint panel as he is aware this goes to the member of staff who investigated stage 2. DF informed that the report is reviewed by other members of the Executive Team before any feedback is given to the complainant.</p> <p>It was also reported that there appeared to be a lack of record keeping. This comes down to processes, finding ways to record in a smarter way, using outlook as reminders and requires the accountability of staff to keep records and log work. If you know something doesn't work properly, put in safe guards around that. Staff training is needed for investigating the different stages of a complaint and for those staff who do investigate to ask for a second look at any correspondence, check if you would be happy to receive what you will be sending. Complaints are an opportunity for the Trust to learn.</p>		

Scrutiny Panel Meeting Minutes



	<p>LM also commented that there is a general mismatch of communications across the board, with some letters containing no real information or letters that were not of a quality standard.</p>		
<p>9</p>	<p>Scrutiny Reviews</p> <p>The panel reviewed the Scrutiny Review (Report a Repair) action plan, specifically the amber items which still require actions.</p> <ul style="list-style-type: none"> ● Action 2 – tenants to be informed of delays to repairs - a new member of the team in the customer support assistant role started at beginning of Feb, this area of work is not currently being undertaken due to their training & other areas of the role that need to be started – the panel agreed to leave this action as amber & extended the timeframe to the next meeting ● Action 3 – customer promise to be moved – the new customer charter & standards have been launched & are located on the website under each service – this is now complete ● Item 4 – service standards to be moved – as action 3 – this is now complete ● Item 14 – use of housing system to be able to update tenants when in their homes about outstanding repairs – the panel agreed to leave this as amber & extended the timeframe to the next meeting <p>TC to update the action plan and arrange for this to be updated on the website.</p> <p>MP raised a point with regards action 1 whereby tenants should be given a repair order number when raising a repair. She has spoken with the team on 3 occasions over the last few months regarding some repairs and at no time was given the repair order number. DF to reinforce with the team that this action needs to take place. We have also committed to this under the new housing customer service standards.</p>	<p>TC</p> <p>DF</p>	<p>31.03.24</p> <p>ASAP</p>

Scrutiny Panel Meeting Minutes



	<p>The panel had a brief discussion about starting to think about the next area for a deep dive scrutiny review. The panel feels that communications should be considered but this is quite a wide area and will require drilling down in order to find a specific area to focus on. As a process review will be taking place, in which communications will be reviewed, it was felt that maybe the panel should discuss at the next meeting and receive feedback from the process review.</p>		
<p>10</p>	<p>Any Other Business</p> <p>LM requested the panel consider volunteering for the vice chair role. There may be some occasions that she may not be available. If panel members would like to volunteer for the vice chair role to email TC.</p> <p>AW asked about the complaint handling code self-assessment, on the website we have a 2020 version. IC informed the panel that the complaint handling code will be changing from 1 April therefore the Trust will be required to complete a new self-assessment for this which will go on the website when completed.</p> <p>AW wanted to raise that there may have been a misunderstanding at the last meeting. He wanted to clarify that the questions he was asking were not because of his personal experience, he was passing on comments made to him by other tenants living in his area.</p> <p>JV asked who should be contacted if there are any issues with communal spaces. Advised to speak to the Housing Officer.</p> <p>Date of next meeting proposed 27 June 2024, 12 noon start at Bradbury Court, Papworth Everard. Agreed.</p>	<p>Panel members</p>	<p>ASAP</p>