

Scrutiny Panel Meeting Minutes



Date of Meeting	Thursday 19 December 2024
Location	Bradbury Court, Papworth Everard
Present	Linda Moss, Colin Hayward, Alex Winters, Jenny Victor, Margaret Parker, Ian Cunningham & Tracey Croucher
Apologies	Damond Farguson

	Meeting Notes	Action	Deadline Date
1	Apologies & Welcome Damond Farguson		
2	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.		
3	Actions from last meeting Agenda item 5: panel suggested using infographics instead of photographs to move the tenant handbook project forward – IC to action. IC informed the panel that a budget for a professional photographer has been requested for April. This will enable professional photographs to be taken for marketing purposes including for the tenant handbook.		

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	<p>Agenda item 5: pet policy changes to be made and policy added to website – completed.</p> <p>Agenda item 7: IC to pass on feedback to the housing management team in relation to the proactive work taking place with rent collection – completed.</p> <p>Agenda item 8: scrutiny review action plan to be updated and added to website – completed.</p> <p>Agenda item 9: TC to speak to the Communications Team to design a tenant involvement stamp and send out to panel members for feedback and agreement at the next meeting (on agenda today).</p>		
4	<p>Maintenance Report</p> <p>The Panel was provided with a report in the document pack and the following areas were discussed in the meeting.</p> <p>AW – reference to PAS energy surveys – was this the people that came round to survey homes in Southbrook Field? IC confirmed it was. In the report it was reported that some homes could not be accessed for surveys to take place. AW feels one of the reasons could be the behaviour of the contractors, which was a specific concern raised from a number of tenants in Southbrook Field. AW said the concerns raised have still not been addressed. IC has not been involved with the specifics of this concern therefore this will need to go back to DF to clarify.</p> <p>CH – reference to 20 properties that could not be accessed due to various reasons – CH feels the Trust need to drill down into what the reasons are, could be linked to a lack of clear communication.</p>	DF	For next meeting

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	<p>CH – reference to how will the Trust secure the extra funds for net zero work – IC informed it would be through the reserves.</p> <p>CH – reference Warm Front delays due to ivy on homes – CH asked if the Trust has done a survey or have Warm Front done the survey. IC informed the panel that Warm Front have advised the ivy is on the home, IC made the decision for the Trust to remove the ivy as it should have been done when the property is empty. The tenants have been informed that they need to keep the ivy at bay now that it has been removed.</p> <p>JV – reference where has the extra cost comes from for net zero work. IC said he can't answer but knows it's taken a lot of time to put the bid together.</p> <p>JV – reference what tenant expectations will be during the retrofits. IC explained that we want tenants to understand we don't have all the questions and answers, it's a journey for the Trust and we need to take tenants along with us.</p> <p>IC explained that we are involved with EON who have supported the net zero bid, they will do the customer engagement work, there's a lot of unknowns at this time and we certainly don't have all the answers. The bid is in partnership with Places for People who are a substantially larger landlord.</p>		
5	<p>Existing Policy Review</p> <p>No policies for review at this meeting.</p>		
6	<p>New Policy Review</p> <p>No policies for review at this meeting.</p>		

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7	<p>KPI Review – Quarter 2 data July to September</p> <p>The panel had been provided with quarter 2 data in the document pack and the following areas were discussed in the meeting.</p> <p>Complaints and Compliments</p> <p>CH asked what the themes for complaints have been across the year – IC informed communication, customer service, repairs.</p> <p>IC informed the panel that customer service training will be delivered from January to the Housing Team. The training is being provided by Big Picture Training who specialise in customer service training for Housing providers. There will be 5 modules delivered over half day training and homework. The panel were very positive to see this training being implemented and hope to see that it makes a difference.</p> <p>Repairs and Maintenance</p> <p>Urgent and routine repairs are not where they should be. There have been some resource issues in the team which have had an impact on this. IC informed the panel that budget planning is taking place at the moment and a request for 3 additional staff members for the team will be put forward but may not be approved.</p> <p>JV asked what the target for urgent / routine repairs is. IC informed urgent is 98% and routine is 95%, IC also informed the panel that emergency/urgent repairs will be priority over routine hence routine having a lower target percentage.</p>		
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	<p>Telephone IC informed the panel that the Trust are looking to do more work on communicating with tenants about when is best to call to report, when the busier times are, waiting in the queue or leaving voicemail messages.</p> <p>Housing Management CH asked if the Trust is charged council tax on empty properties. IC informed the panel that we currently receive a 6-month exemption however there are changes coming from local authorities and this will have an impact in the near future. IC informed that due to our limited staff resources this has an impact on what takes priority e.g. void work over routine repairs or vice versa. Some of this can be subcontracted out however this is extra cost, and the Trust has to balance cost versus resources. IC also said that some empty properties require a lot more work on them before being able to relet particularly properties where somebody has lived in them for 20/25 years and the impact of the cost of net zero retrofit work if suitable.</p> <p>LM asked why there is no data for general needs empty homes. IC said we have not relet any for some time and when these properties become empty these are the ones that require a lot more work to bring up to standard.</p>		
8	<p>Scrutiny Panel Reports to Board of Trustees The panel had been provided with a proposal in the meeting papers to be discussed today.</p> <p>Moving forward the Trust propose:</p> <ul style="list-style-type: none"> Any work relating to the Scrutiny Panel will feed into the new Property Committee which will be relayed to the Board. 		

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	<ul style="list-style-type: none"> • The current report by the Chair of the Scrutiny Panel ceases. • The tenant engagement report for the Property Committee includes an opportunity for the Chair of the Scrutiny Panel to provide their activity, comments and concerns into this report. • An agenda item is added to the Scrutiny Panel meetings where feedback from the Property Committee can be given. <p>The panel accepted the proposal. A Chair's report will be included as an appendix in the Customer Engagement Lead's report on a 6 monthly basis. The panel agreed that they will support the Chair in putting this together.</p>		
9	<p>Scrutiny Review</p> <p>There is currently one recommendation on the "Report a Repair" scrutiny action plan that remains as amber. The panel were given feedback from the Repairs Team Leader in the document papers and discussed this today. It was pointed out that the feedback did not actually say whether tenants are being informed when a delay to their repair occurs. The panel did note that the number of breached repairs has reduced significantly. The panel agreed to leave this recommendation as amber until the next meeting where they would like to review if the number of breached repairs is still reducing or if any other measures have been introduced to be able to complete this recommendation.</p> <p>LM asked that the action plan is not printed and included in the papers going forward as it is a waste of paper and ink. Noted.</p> <p>AW asked if Chris Bull could provide some feedback for the next panel meeting with regards the focus group they attended. AW would like to know what came out of the focus group and what the next steps are. IC informed the panel that the</p>	CB	Next meeting

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	feedback was used to inform the draft of the housing strategy which went to the Board in November. CB to provide an update for the next meeting.		
10	<p>Any Other Business</p> <p>Tenant Involvement Stamp The panel were provided with 5 stamp designs and asked to vote on their preferred design prior to the meeting today. The panel agreed that they liked the design of stamp image 2 but for it to be in a clearly defined image. TC to take back to the Communications Team for changes to be made and to circulate to panel members by email for approval.</p> <p>Terms of Reference Review The terms of reference required a review to remove the tenant complaint panel under the programme of work section. Due to changes from the Housing Ombudsman this panel is no longer required. This was a good opportunity to ensure that the document is still fit for purpose and if any other changes are required they are all made at the same time.</p> <ul style="list-style-type: none"> • IC said that as far as possible the panel should be representative of the wider tenant portfolio – add this under the membership section. • Change communicate to listen in the role of the scrutiny panel section. • Under recruitment add adjustments to be made on an individual basis • Bullet point to add under the role of the scrutiny panel to support panel members when tenants are complaining to them, to enable them to refer the tenants to the relevant team. 	<p>TC</p> <p>TC</p>	<p>ASAP</p> <p>ASAP</p>

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	<p>TC to make changes and email the terms of reference to panel members for their approval.</p> <p>Panel members have requested an ID badge. TC to action.</p> <p>Dates for 2025 – 26 panel meetings The panel has been provided with a schedule of quarterly meeting dates for 2025 – 26. In principle they are confirmed but can be subject to change depending on business need or panel members availability. Request to move the December 2025 meeting to one week earlier – moved to 11 December.</p>	TC	ASAP
	<p>Date of next meeting Thursday 20 March 2025, 12 noon. Bradbury Court Meeting Room.</p>		