



## Scrutiny Panel Meeting Minutes

<b>Date of Meeting</b>	Thursday 20 March 2025
<b>Location</b>	Bradbury Court, Papworth Everard
<b>Present</b>	Linda Moss, Colin Hayward, Alex Winters, Jenny Victor, Margaret Parker, Ian Cunningham and Tracey Croucher
<b>Apologies</b>	Damond Farguson not in attendance, no apologies given

	<b>Meeting Notes</b>	<b>Action</b>	<b>Deadline Date</b>
1	<b>Apologies and welcome</b> Damond Farguson not in attendance.		
2	<b>Confidentiality of panel</b> 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	<b>Actions from last meeting</b> Agenda item 4: conduct of contractor/staff who attended Southbrook Field for energy surveys – feedback from DF included in report under agenda item 4 for this meeting  Agenda item 9: feedback requested regarding outcome of the focus groups and next steps – action for CB – on agenda for this meeting under AOB		



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	<p>Agenda item 10: changes to be made to tenant involvement stamp and circulated to panel members by email – action for TC – completed</p> <p>Agenda item 10: make changes to terms of reference and email to panel members for approval – action for TC – completed new TOR now on the Scrutiny Panel webpage</p> <p>Agenda item 10: panel members have requested an ID badge – action for TC – actioned just waiting for badges to be ready for collection</p>		
4	<p><b>Maintenance Report</b> The panel have been provided with a report prior to the meeting today.</p> <p><b>Conduct of contractors undertaking energy surveys</b> Comments from panel members: Bell Group said they took it away from the third-party company. Conflicting information, the panel would like confirmation of what actions were taken by the Trust and why no communications were given to tenants. Information from Bell Group has come to light from the deep dive review meeting – if this hadn't taken place the panel would not have known this.</p> <p><b>Net Zero Update</b> The Trust submitted a bid as part of a consortium to the Government funding pot aimed at retrofitting properties which are below EPC C during the period 2025-2028. We are currently awaiting the results.</p>	<p>DF</p> <p>Various – DF</p>	<p>Next meeting</p> <p>Next meeting</p>



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	<p>The Trust has been working with Warmfront, recently changed to Domna on cavity wall insulation and loft insulation. The Government changed the funding for the scheme, and this meant that loft insulation could not be offered, just cavity wall to those qualifying homes. The scheme is not easy to work with, but it does provide insulation to homes that qualify which gives a benefit to the tenant and the Trust.</p> <p>Comments from panel members: Any idea of timeline for this? IC - We have had information back on this but its embargo at the moment. Panel will be kept updated.</p> <p>What plans do the trust have for insulation now that this can't be done? Question for DF.</p> <p>Do we know why the loft insulation has been removed by the government? IC said there are lots of different schemes going on at the moment, could be taken out of this one and put into another.</p> <p><b>Tenders and Procurement</b></p> <p>The out of hours contract was tendered in December 2024. This contract is for the taking and coordination of emergency calls outside of the normal working day. The contract will be with Careium, who are the current providers, and will start in April.</p> <p>Comments from panel members: What made the Trust choose this company, was this down to performance or price? IC said we give each area a percentage on the tender exercise so it wouldn't have been down to just price. DF requested to give more detail.</p>	Various – DF	Next meeting
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<p><b>Capital and Planned Works</b></p> <p>Kitchens and bathrooms phase 1 for 2025 have now been approved and orders sent. This will mean that the contractor can start earlier in the year.</p> <p>Comments from panel members: Can you give numbers of how many of the properties this is, we need more detail in order to know the level of work that is being completed – could be 1 kitchen could be 100 kitchens.</p> <p>Visits and pricing are ongoing for other works and sites across the portfolio which feature in the 2025/26 programme.</p> <p>Comments from panel members: What are these “other works” could they be patios and fencing? Need more information.</p> <p>The Trust has addressed specific issues they and the tenants encountered with the contractor regarding the window and door programme in Southbrook Field. These issues related to multiple visits, communication and delayed snagging.</p> <p>AW said that the issues are not just those as noted above. There were a lot of issues with the voids under doors where they are not supported, and doors had been installed too high with ramps now required internally and externally to enable tenants to move through. The patios also now need to be raised because of the doors being too high. This could also impact</p>	Various - DF	Next meeting
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	<p>other installs at other properties. When the warranty runs out on these installs, the Trust is going to have to bear the cost of any repairs.</p> <p>Serious issues with this contractor – concerns raised by a panel member in respect of their experience of the install.</p> <p>Two panel members felt that putting in formal complaints reflects badly on their role as scrutiny panel members.</p> <p>IC said from your personal experience, if there is something that you are not happy with you absolutely should put in a complaint. Your role is wider, you might have had a good experience, but others may have had a bad experience.</p> <p>The external redecoration programme for 2025/26 has been priced and is in for approval.</p> <p>Comments from panel members: Can we have numbers for these, so the number of kitchens/bathrooms/rewires completed of what is planned for that financial year?</p> <p>Could we have more visual representation or more detail? In a different format? Quarterly information.</p>		
5	<p><b>Existing policy / procedure review</b></p> <p><b>Tradesperson code of conduct</b></p> <p>Comments from the panel members:</p>	Various - DF	Next meeting



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- Liked a lot of things in version 4 and felt this was better
- Looks like the good things have been taken out of this version
- Spacing on v5 document is too close – needs spreading out more
- Dust sheet been removed from v5 and more vague
- V5 has been simplified down too much and is not as clear as V4

The panel asked why this version has been changed? DF to provide an update.

The contractor code of conduct has been changed and didn't go through the Scrutiny Panel. This is to be added to the agenda for the June meeting. The panel does not know why this has also been changed.

Feedback in general for policy reviews, make it clear where the changes are and why they are being made and to think about how the customer reads the document (if an external document).

### **Pet policy**

IC informed the panel that this policy would not have been brought back so soon but we have received feedback from a recent customer experience of using the policy and this required some changes.

IC gave further context. We were approached by one of the group homes to have a pet. Previous policy may have been a little outdated and slightly too harsh approach. We



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<p>received some feedback from the tenants that were involved in the application for a pet. As a result, they suggested changes to be made, making the policy clearer as to what you can expect when making an application.</p> <p>We have added an appeal process – 10 working days. Don't want to drag this timescale out.</p> <p>Comments from AW: How to apply was put in, which wasn't in previous, very helpful. Try to make it as easy as possible for tenants to apply.</p> <p>Comments from CH: If you want a pet from a charity you have to go on a waiting list this doesn't work with the policy in that you make the application knowing what pet you are going to have.</p> <p>Comments from IC: We were challenged on the financial element, but we pushed back that we felt that this was reasonable to consider concern around the tenant's finances – income and expenditure would be assessed.</p> <p>Comments from panel: removed identification – dogs and cats are required to be chipped by law, evidence of this to be provided (dogs before 8wks, cats before 20wks).</p> <p>Comments from JV: Pg 2 – dogs – communal entrance/private garden - respect not to take dogs through communal space, would need to be explicit in what permissions have been given to that pet owner.</p>		
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	Policy approved.		
6	<p><b>New policy / procedure review</b></p> <p>The panel has been provided with a draft internal claim procedure and template letters ahead of the meeting today.</p> <p><b>Insurance claim procedure and template letters</b></p> <p>Although the draft insurance claim procedure is an internal document and wasn't for review the panel used the document to understand the process and therefore where the letter templates would be sent. The panel members commented on the number of acronyms within the document and requested that they are provided with an index for these going forward where applicable.</p> <p>Template letter ICL1</p> <p>Para 6: Papworth Trust has an excess on its insurance claims so if the value of the fix is believed to be lower than the excess payment the Trust will in most circumstances not claim. You are receiving this letter because the fix is deemed to be more than the excess payment or has other insurance related effects</p> <p>Does the tenant need to know this? If you are not going to fix it through insurance, why send an insurance claim letter.</p>	Various - DF	Next meeting





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<p>Para 8: No. The Trust is led by its insurers and does not have the ability to agree to actions without consulting the insurers and agreeing it with them first. Change this to read The Trust has to abide by the decision of its insurers.</p> <p><b>What if the incident damaged my personal belongings as well as caused damage to the home?</b></p> <p>Tenants are encouraged to have contents insurance for unforeseen incidents. If there is a claim on your home which has caused damage to personal belongings these will be covered under your contents insurance policy. Our insurers will be able to liaise with your insurers to establish how the matter will be settled for these types of claims.</p> <p>The last sentence should say something like - in some circumstances insurers may need to speak to you. The first paragraph is quite strong on the emphasis of the tenant having contents insurance. This is confusing.</p> <p><b>The incident has caused disruption for me and my family. Are Papworth Trust liable for this?</b></p> <p>No. Papworth Trust is not liable for unforeseen incidents or those to which it had no control over. The insurance company will not pay out for disruption caused by the incident. The disruption you will face is an unfortunate result of the incident and we appreciate this can be frustrating and irritating. The Trust will work with its insurers to make everything move as fast as possible to reduce the disruption but are unable to control the time or speed of a claim.</p> <p>What is an example of an unforeseen incident? Would this be a flood or something.</p>		
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	<p>Template letter ICUL2</p> <p>The panel is satisfied with this template and feels the monthly timescale for these is okay. Keep the communication open with the tenant even if there is nothing to report.</p>		
7	<p><b>KPI Review – Quarter 3 data October to December</b></p> <p>The panel reviewed the data as provided.</p> <p>Complaints</p> <p>There have been 2 complaints not responded to in the timeframe for this quarter. One has been impacted by staff absence, and one is still open with the tenant being communicated with.</p> <p>Complaint handling role is in addition to the normal job roles.</p> <p>Comments from panel members: Percentage of upheld complaints going up, tenants would say that is good. If they are upheld, is that a problem in the first place that we should have dealt with. Lessons learnt from these.</p> <p>Complaint position: Has recruitment taken place for this? Yes, and will join us on 22 April.</p> <p>The panel members asked how are you/the staff finding the training (customer service)?</p> <p>It has been really good, IC/DF attended every session. Sessions spread over a period of time, at every session we talk about what has been learnt from the last one. Every single member</p>		



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<p>of the team has attended the training. A lot of learning to take from it, ensure systems are changed to support staff, gives an example of record keeping from speaking with tenants – would be good to know how this goes. Training will be delivered to all staff across the Trust in a customer focussed role eventually.</p> <p>Complaint letters – guided by the ombudsman and using their templates. Positive feedback from CH regarding recent letters.</p> <p>Repairs and maintenance Have significant absence issues in the DLO team – the budget has recently been agreed which includes one additional maintenance operative who will concentrate on voids which will clear the other team members to focus on reactive repairs.</p> <p>Question from AW: Could we have got a temp member of staff in? IC - possibly but would need to think about budget and what the board would have approved.</p> <p>Question from AW: The Trust has a large geographical area to cover. Would it be more productive to use contractors in areas that are further afield rather than sending an operative from the team. IC - This has been looked at and we do in some circumstances.</p> <p>Question from AW: Do you plan for multiple jobs in one day if an operative is having to travel 2hrs? IC - make the tenant wait possibly for routine until enough jobs in one location. Know roughly what time a job is going to take.</p>		
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	<p>Q: Are staff aware of time scales? If not, will they know where to get that information? Does the administrator booking the jobs have the expertise in these areas. IC - not necessarily.</p> <p>Comment from CH: Would be good to see repairs logs so understand the challenges better in terms of locations and repairs. Would help to understand the data and why they are not being met.</p> <p>Repairs raised for this quarter are a big jump; this could be time of year, internal analysis and aging stock, changing components more should see this reduce.</p> <p>IC - Uncompleted jobs – we don't have the ability to report on this at the moment. Need some resources to concentrate on this area. Hope to update on the system issues for the next meeting.</p> <p>Question from panel member: When a customer rings in and this is raised, is there anything on the record to say who dealt with it? IC - in some cases but they don't necessarily get logged with one operative and stay with that operative.</p> <p>Telephone calls data – will look at the data to do some more work on busy times etc. Q: Do you track housing line? Yes, and will start to report on this, calls to this line are much less and managed by one person.</p>		
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	<p>Housing management Void loss has decreased due to one empty property that has had an insurance payment made against the property above.</p> <p>Question from CH: How many properties are empty? Around 30 – is that worth tracking. Some of this will go up and down depending on when some homes are let. What is the issue with the relet times – this has been red for a long time – not ready for letting predominantly. Some down to void works – some quotes from subcontracting have been extensive. Supported living properties are more around finding suitable people to fit the home available, this can be down to care support. Funding from local authorities and other tenants to consider this.</p> <p>Question from panel members: Will the council tax charges apply? Not with supported properties, but with others, yes, like the one we are trying to sell. Have some exemptions e.g. structure.</p> <p>Home visits – how many homes make up the 84%? About 600. How many repairs come from the home visit- not tracking this. Would be interesting to know if tenants are saving repairs for home visits, would this have an impact on the property.</p>		
8	<p><b>Scrutiny Panel Reports to Board of Trustees</b></p> <p>TC to email the Chair's board reports to panel members for information of what has been reported previously. The panel will meet on 2 April to discuss what to put in the report to go to the Property Committee in April in the new format.</p>	TC	Emailed 24.03.25



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9	<p><b>Scrutiny Review</b></p> <p>Action plan review – recommendation two remains outstanding “tenants to be informed if timescales are likely to be breached giving a justifiable explanation for the delay”. The panel feels that nothing has changed, this is not being done. Real shame as it remains outstanding, frustrating. Leave as amber to the next meeting – the panel wants an update with recruitment and how this will improve this area.</p> <p><b>Verbal update with deep dive</b></p> <p>Meetings have been held with Bell Group, Asset Management Officer and surveyor to date – we have got loads of information out of these. Meeting on 2 April where the panel will go through all of this before deciding where to go next. A lot of background issues feed back into what recommendations can be made. Working on it for quite a few months yet. The meetings have given the panel a really good understanding of the area. Don’t feel that the Trust is doing enough with the data.</p>	DF	Next meeting
10	<p><b>Any Other Business</b></p> <p><b>Scrutiny panel application form</b></p> <p>Minor changes were made and the panel agreed to a new version.</p> <p><b>Focus Group feedback from Chris Bull</b></p> <p>The panel were provided with an update from Chris regarding how the feedback has been used to feed into the Housing Strategy. The panel felt that the update did not clearly specify</p>	TC	Emailed CB with invite 24.03.25



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	<p>what the feedback was and how this was used. The panel asked for Chris to be invited to the next meeting to provide an update on the Housing Strategy.</p> <p><b>Any Other Business</b></p> <p>AW and CH raised some concerns with the Government's pending review and potential changes to Personal Independence Payment. This may have an impact for housing tenants leaving them in a financial crisis. TC to speak to Nicola (Policy and Communications Manager) to see if there is anything the Trust can be involved with to advocate on behalf of customers. AW and CH would be happy to be involved.</p>	TC	Spoke with Nicola 20.03.25, AW and CH emailed
	<b>Date of next meeting 26 June 2025 at 10am – Bradbury Court, Papworth Everard</b>		