

Scrutiny Meeting

Wednesday 14 September 2022

Present: Mike F, John, Eileen, Anna, Paul, Phil, Alison, Bev, Amber Woodfull, Rachel Edwards, Ruth Cutler, Hazel Clarke

Guest: Nicola Smitham, Head of Empty Property Management Neighbourhoods and Operations

1. Welcome and introductions

Amber welcomed all to the meeting. The bi-monthly meetings are to have a general check in and help with the flow of information including updates on projects, reviewing information and feedback on the outcomes of projects.

The availability of Scrutiny Panel members so far has shown that Monday evenings and Wednesday mornings are most suitable, so it is proposed to alternate the meetings in line with this.

There was a discussion on the frequency and all present agreed to proceed with bi-monthly with the option to review.

2. Apologies

Ian, Helen, Martin O'Reilly

3. Update on Lettable Standards Project

Nicola Smitham gave a power point presentation on the improvements made to the Voids Lettable Standard following the review. The Panel were pleased with the results and thanked Nicola for her presentation.

Phil to contact Nicola separately regarding an issue of void work being completed before a customer has moved out – **Action Phil**

Amber will ask Nicola to provide a written update on the Scrutiny Panel recommendations – **Action Amber**

4. Terms of Reference discussion

The Terms of Reference had been circulated prior to the meeting for consideration and comment. Rachel advised they are based on TPAS recommendations, the TOR that the CEP currently have and research with other organisations.

2 amendments have been made in Section 6 – 'where possible' has been added to the sentence 'topics will be discussed at the formal meeting' and that Scrutiny reports will be included in the reports to the Group Board meetings which are held quarterly.

There was a discussion on why Scrutiny reports are sent to CEP. It was explained that they receive them for information only and cannot make any alterations. The CEP has some Board members on it and are the direct link to the Group Board. The CEP is also another group of customers who can monitor progress of recommendations alongside the Scrutiny Panel.

No further comments had been received and all present agreed to adopt the Terms of Reference with amendments as above with immediate effect.

Rachel will circulate the revised version. – **Action Rachel**

If a hard copy is required, please let Rachel or Ruth know – **Action Scrutiny Panel**

5. Capacity of Panel and Project Planning

Mike requested that all panel members send him their ideas for future reviews – **Action Scrutiny Panel**

Mike will then forward these to Rachel and Ruth – **Action Mike**

The panel will consider running 2 projects at the same time. Project planning will decide what to look at, how to organise the groups and timescales.

6. New Project Proposal – Mutual Exchanges

There has been a request from the Senior Leadership Team for a review of Mutual Exchanges (ME) to be carried out. This is an area that has a low but consistent level of dissatisfaction. Panel members were asked to consider if this area would be of interest to them. The timescale for the project is 8 weeks.

It was agreed that a meeting would be held next Wednesday 21st to agree who would like to do the ME project and discuss what the other project would be. Availability needs to be a consideration when deciding which project to work on.

Anna expressed interest in the Mutual Exchange project but is not available next Wednesday. Mike will update her on Friday 23rd – **Action Mike**

Rachel or Ruth will send an email to the whole panel to allow them to express an interest in the ME project, gather information for scoping the ME project and send out the Teams invite for Wednesday 21st - **Action Rachel and Ruth**

Amber gave an update on how the Customer Engagement Team will be working with other departments on a Business Partner basis which will mean they will have more in-depth knowledge of areas of concern which will be useful to the Panel for project selection alongside information from the Customer Experience Team, KPI's etc. To assist with developing a forward plan of projects the Panel will be given an overview of all service areas at the bi-monthly meetings.

7. A.O.B.

Meetings with Customer Experience Panel – it was agreed these should be twice a year and to start in early 2023

Report writing – Scrutiny Panel to prepare first written draft then Customer Engagement Officer can assist with finalising report and with data and graphs. Some headings in the current report template are ambiguous and need clarifying. Amber will circulate the context section used on the last report for information – **Action Amber.**

Refresher training can be arranged if Panel members would like this. The Skills Audit will also be looked at again to see if any other training is wanted by Panel members.

Member Availability – Panel to complete the survey on availability if not yet done so

TPAS Training recording – Phil and Anna advised that the link did not work so they were unable to listen to the training. Rachel will speak to IT to find out how we can send out recordings of meetings/training – **Action Rachel**

Fortis Notebook – Ruth to collect from Anna for IT to recycle – **Action Ruth**