

Scrutiny Meeting

Monday 14 November

Present: Mike, John, Laura, Ian, Eileen, Phil, Alison, Amber Woodfull, Rachel Edwards, Ruth Cutler, Hazel Clarke

Guest: Chris Reed, Community Investment Project Manager

1. Welcome

Rachel welcomed everyone to the meeting.

2. Apologies

Bev, Anna, Paul, Martin

3. Update on current projects:

Mutual Exchanges – Mike F

Mike updated the meeting on progress with the Mutual Exchange project. The scoping meeting looked at policies, website, and data on response times. Further information on procedures, a customer survey and interviews with staff have been carried out. Mike thanked those on this group for their time. The next meeting will be looking at all the information gathered and compiling the report.

Rachel and Ruth will be available for a drop in session on Thursday on Teams if anyone has any questions.

Grounds Maintenance – John

John updated the meeting on the progress with the Grounds Maintenance project. Platform are carrying out their own review of this service area which is a long term project running until November 2023. The aim is to bring the service up to the standard within the Severn area. The scrutiny project will run alongside Platform's review working with Nicola Chamberlain and Kirsty Dyer. Aiming to have information gathered by May with tenders completed in July for contracts to start in November.

A satisfaction survey has been completed in the Thame area showing 20.2% are satisfied with the standard and 13.2% satisfied with communication from Platform. Would like to bring all grounds maintenance inhouse but where this isn't possible contractors will be expected to work to the same standard.

This is a different way of completing a scrutiny project which the panel are pleased to be involved with and is a learning opportunity for staff and scrutiny who will be carrying out tasks throughout the whole project.

Rachel is meeting with Kirsty to gauge time points where the scrutiny panel's involvement will be required to help with planning future scrutiny projects.

4. Report Writing – review of previous reports

Rachel gave a power point presentation to outline how the Scrutiny Panel can make maximum impact for the CEP and Board to fully appreciate all the effort and research the panel have completed to produce the report.

There is a lot of experience on the panel for report writing and the presentation outlined the differences between the two reports produced this year. Mike was involved in further work on the customer experience of reporting repairs report before it was presented to Board to give it more context following concerns from senior management.

Reports need to summarise the detail and not rely on appendices as sometimes these are not read in full. Consideration to be given on how the conclusions and recommendations are presented in future reports.

Training can be arranged on report writing if any panel members would like this.

5. Website Update

Amber advised the panel that a new website is being produced and has suggested there is a dedicated page for the Scrutiny Panel. The panel thought this would be a good idea to promote transparency and inclusion.

Amber will send out a template for members bio information to be included on the page along with description of the purpose of the scrutiny panel, reports and updates on projects. Also could be used for other customers to suggest areas for scrutiny.

This won't be live until next year so any other ideas for content can be considered.

6. Community Projects Update

Chris Reed gave a power point presentation on the work of the Community Engagement Team sharing updates on Communities Connected, Digital 4 everyone, Community Champions, Community Chest, patch profiles and Community Hero Awards.

The panel gave Chris some ideas for future Communities Connected events and felt events all year round was a good idea.

Chris thanked the panel members who are also Community Champions for their attendance at the recent review meetings.

7. A.O.B.

None.