

Scrutiny Panel Meeting
Monday 30th October 2023
At 2pm – Via Teams



Attendance:

Tina, Bev, Eileen, Helen, Phil, Paul, Mike F, Mike H, John P, Alison, Joanna Selby, Rachel Edwards,

Apologise:

Lynne, Anna

Notes of the meeting:

Minutes of the last meeting were approved.

Rachel opened the meeting for any suggestions/thoughts from anyone who attended the CVP conference. Members felt the conference went very well and it was nice to meet all the Directors. The positivity was brilliant, and it was great to see everyone mixing in. Colleagues inhouse also felt the event was very positive and shared the same feelings that such event should happen more often.

Rachel shared an overview of the structure of the new CVP Panel with the meeting again to ensure everyone understood the new structure. It was highlighted that the Scrutiny Panel will remain independent to the CVP, however they will be working much more closely now with the CVP and Board of Directors. The scrutiny Panel will be requested to attend the CVP meeting on a rotating basis (2 members at a time).

Mike F and John have been invited to attend the first CVP meeting as Chair and Vice Chair. Mike and John will report back to the panel with their updates/findings.

Mike advised the meeting that he has asked for Calendar year figures and a break down of the concerned departments for the Complaints investigation the panel are currently doing. Rachel advised that there is possibility the information is due to come out by the end of the week.

Mike H asked if minutes of meetings from all the panels could possibly get shared for everyone to be able to view them.

Joanna presented to the group an overview on how the Housing Ombudsman service (HOS) operates. A copy of the presentation will be shared with the panel members after the meeting. The role of the HOS is to resolve disputes between landlord and residents. It is mandatory for all social landlords to be members of the HOS. The HOS complaints handling code introduced in July 2020 sets out good practice that will allow Landlord to respond to complaints effectively and fairly. Links to the codes were available on the presentation.

Members were interested in attending a “Meet the Ombudsman” event.

Rachel informed the meeting of some virtual training that will be offered in conjunction with TPAS. The courses to be offered for the panel will be, understanding performance information, reviewing policies and report writing.

Any other business

Rachel updated the meeting that the Scrutiny Panel page on the website is now up and running. Members were requested to review the page and forward any feedback.