

**RESIDENT SCRUTINY PANEL MEETING  
MINUTES  
Tuesday 28 February 2023 on Teams**

**Present: Members**

Alex Tuckwell (AT)  
Kevin Dodds (KD)  
Kirsty East (KE)  
Natalieann Leadbetter (NL)  
Paul Evans (PE)  
Steve Hill (StH)  
Valerie George (VG)

**In attendance**

Sarah Holden (SH), Resident Scrutiny Manager  
Katherine Parker (KP), Independent Chair  
Amanda Mankelow (AM), Resident Scrutiny Administrative Assistant (Minutes)  
Sherry McConville (SM), Neighbourhood Services, Solihull Community Housing  
Mark Peniket (MP), Neighbourhood Services, Solihull Community Housing

<b>1. Welcome &amp; apologies for absence</b>	<b>Actions</b>
1.1 KP welcomed everyone. Apologies were received from Rebecca Horler (RH), Sue Masters (SM) and Teresa Godden-O'Callaghan (TGO'C)	
<b>2. Declarations of interest</b>	
2.1 None.	
<b>3. Minutes of last meeting (Tuesday 29 November) &amp; matters arising</b>	
3.1 KP advised that the visitors from Solihull Community Housing who would be joining the meeting in the next few minutes needed to leave promptly at 7pm.	
3.2 SH and AM had collated the community safety information which had been made available and shared this with the panel. One-to-ones had been held with each member in January to agree how best to progress the review, and interim recommendations drafted which would be discussed as a separate agenda item later in the meeting.	
3.3 There had been no further questions from the panel for Stuart Illsley, TCH Operations Director following his presentation at the last meeting.	
3.4 It was noted that the panel might wish to have SI come to a future in-person meeting.	
3.5 A summary of the panel's findings from their research of other community safety services had been shared prior to the meeting.	
3.6 The panel agreed the minutes were an accurate reflection of the meeting held on Tuesday 29 November.	
<b>5. Feedback on community safety mystery shopping and shadowing</b>	
5.1 As the meeting was ahead of schedule, the panel moved on to item 5.	
5.2 SH asked KE to share her mystery shopping experience.	

5.3	KE advised that she had called a different number to the main customer services one. SH confirmed this had been the leasehold management team. KE went on to say that the female staff member had been polite, thorough, answered her questions and explained what would happen next in the process. She explained that she felt they had used the right tone of voice, stating that she was impressed and felt that if she did have a complaint, she would feel comfortable and not judged when reporting.	
<b>4.</b>	<b>Presentation and Q&amp;A about community safety by Sherry McConville/Mark Peniket, Neighbourhood Services, Solihull Community Housing 6.15 - 7pm</b>	
4.1	SM and MP of Solihull Community Housing joined the meeting.	
4.2	KP welcomed them and thanked them for joining, stating that she was looking forward to the presentation.	
4.3	SM and MP introduced themselves.	
4.4	SM and MP delivered a presentation to the panel which was shared on screen. They advised that the ASB and noise leaflets which were going to be appendices to the slide show, would be sent on after the meeting.	SM/MP
4.5	KP thanked SM and MP for their interesting and detailed presentation, particularly the partnership working and continuous improvement.	
4.6	SH stated that she liked the “blitz” on certain areas, for instance a series of burglaries, and the specialist mental health staff member. She asked SM and MP what they would want for their community safety service in an ideal world with unlimited resources. They both agreed that co-location where police, social services etc. were operated from under one roof would be their ideal wish.	
4.7	KP asked if SM and MP would be open to any further questions from the panel being fed through to them via AM and SH, which they agreed.	All
4.8	SM and MP thanked the panel for being invited to attend and left the meeting.	
4.9	KP and SH felt there was a lot of detail in the presentation.	
4.10	KD felt the co-working was very impressive.	
4.11	SH advised that AM would circulate the presentation to the panel after the meeting.	AM
4.12	KE expressed appreciation that Solihull Community Housing had an emphasis on professional curiosity, explaining that her experience is that housing associations can often state situations are not their business to deal with. SH acknowledged that safeguarding is everyone’s business.	
<b>5.</b>	<b>Feedback on community safety mystery shopping and shadowing (cont.)</b>	
5.4	SH asked NL to explain how she had found shadowing the community safety team.	
5.5	NL advised that she went out with a member of the community safety team and got to understand how the team investigate a complaint. She expressed surprise at the range of cases the team had to deal with, stating that it was an eye opener to learn more about their remit.	

- 5.6 SH advised that SM had also been surprised about the diversity of issues TCH deals with. She had sat in on a child protection meeting which she had found interesting.
- 5.7 NL advised that she had tried to mystery shop the service via web chat, however had found that it was not always available, noting that when she did get a reply, it asked her to email her query, which made her feel that she wasn't sure if she was doing it right.
- 5.8 SH advised that the webchat issue had been discovered by someone else also, stating that it seemed that the function was only available when someone was available to answer it. She acknowledged high staff turnover and challenges in recruiting replacements for the call centre but agreed that if it's advertised as a form of contact it should be able to be used, otherwise it's confusing.

## **6 & 7 Next steps & interim recommendations**

- 6.1 SH apologised for not sending the interim recommendations to the panel sooner. She stated that they were not finalised and asked for the panel's thoughts on them about whether there were any things missing or that needed to be taken out or changed.
- 6.2 AT stated she felt the recommendations were good, though acknowledged that she needed to look at them in more detail. AT
- 6.3 StH stated he had a view on one which he was finding it hard to articulate, he advised he would send an email to SH and AM explaining. StH
- 6.4 SH asked what the panel felt about Solihull Community Housing blitzing areas with known issues, door knocking etc.
- 6.5 AT advised that it fitted in with her recommendation about joint working, noting that ASB and DV can escalate very quickly.
- 6.6 KE acknowledged that she had missed seeing the recommendations on the email so needed to look at them. KE
- 6.7 VG also stated she needed to look at the document. VG
- 6.8 SH suggested that the panel spend most of the next meeting finalising the recommendations.
- 6.9 NL asked how it would work for her in Northfleet if all services were under one roof due to the distance from Tunbridge Wells. SH felt that staff could go and spend some time there if there was a local issue, if this wasn't done already. She advised that she would confirm if this happens currently. SH
- ## **8. Feedback on Tpas effective challenging & questioning skills**
- 8.1 SH asked how the panel felt about the training which was delivered in January. She advised that Sam from Tpas had provided some feedback on the suggestions the panel had made about the KPI document, which was that they only wanted two pages with commentary. She confirmed that this would be done. SH
- 8.2 KD asked when the social housing white paper Sam referred to in the training would be coming out. SH advised that the white paper came out in 2020 but the social housing regulation bill was due to be enacted next year, sharpening up consumer standards and addressing issues such as damp and mould.

**9. Resignation and potential new panel member**

- 9.1 SH advised that panel member Andrew had resigned due to personal reasons, leaving a vacancy. She asked if the panel remembered Abdul who had been placed on a waiting list after the last recruitment process a few months ago.
- 9.2 AT and VG remembered Abdul's interview and felt he would do fine joining the panel.
- 9.3 SH asked if the panel would be happy to bring Abdul in from April 2023 for the start of the new review. She stated that he was an intermediate market rent tenant like Andrew.
- 9.4 VG advised she would appreciate the potential diversity brought by Abdul. KE agreed and noted that lived experience brings diversity.
- 9.5 KE asked what an intermediate market rent tenant was. SH explained it was 80% of market rent and that the tenure could be used as a stepping stone to shared ownership.
- 9.6 All agreed they would like to offer Abdul a position on the panel.

**10. AOB**

- 10.1 VG wanted to thank the team for her flowers. SH and KP said it was good to see her and to look after herself.

**11. Date of next meeting via Teams (Tuesday 28 March 2023 6–7.30pm)**

- 11.1 SH advised of the date of the next meeting, stating that the panel would be asked to finalise the recommendations.
- 11.2 KP asked that anyone contact her if they have any suggestions for improving the meetings etc.
- 11.3 Adam Field (AF) hadn't managed to join by the time the meeting ended.