

**RESIDENT SCRUTINY PANEL MEETING
MINUTES
Tuesday 30 May 2023 on Teams**

Present: Members
Alex Tuckwell (AT)
Kirsty East (KE)
Natalieann Leadbetter (NL)
Paul Evans (PE)
Steve Hill (StH)
Valerie George (VG)
Teresa Godden-O'Callaghan (TGO'C)

In attendance
Sarah Holden (SH), Resident Scrutiny Manager
Katherine Parker (KP), Independent Chair
Amanda Mankelow, (AM) Resident Scrutiny Administrative Assistant (Minutes)

| | | Actions |
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| 1. | Welcome & apologies for absence | |
| 1.1 | KP was experiencing some issues joining so SH opened the meeting and welcomed everyone. | |
| 1.2 | Adam Field (AF) was expected to be delayed. | |
| 1.3 | Abdul Kader (AK) would be joining on audio only as he was travelling. | |
| 1.4 | Kevin Dodds (KD) and Sue Masters (SM) did not anticipate being able to join. | |
| 2. | Declarations of interest | |
| 2.1 | None. | |
| 3. | Minutes of last meeting (Tuesday 25 April) & matters arising | |
| 3.1 | SH advised that StH and SM had presented the latest recommendations to board on 18 May. This would be discussed later in the meeting at item 5 of the agenda. | |
| 3.2 | SH confirmed that the date for the Tpas conference had been shared with the panel and four members were booked to go. | |
| 3.3 | At this point KP joined and SH handed the meeting to her to continue chairing. | |
| 3.4 | KP noted that as usual the panel had been given the opportunity after the presentation at the last meeting to ask further questions. | |
| 3.5 | The panel agreed that the minutes were an accurate reflection of the meeting held in April. | |
| 4. | Damp & mould review planning – activities, information gathering, next steps, arrangements for June meeting | |
| 4.1 | SH noted that some information had already been sent to the panel on damp & mould. She asked what they would wish to see next. SH proposed not meeting in June but gathering further information and possibly doing some shadowing. | |

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| 4.2 | StH felt that seeing something quantifiable from the reporting system would be helpful, to ascertain for instance if the problems were structural. | |
| 4.3 | VG expressed enthusiasm for bringing in guest speakers, looking at complaints information and what other councils do. SH referred to Elspeth having requested at the last meeting suggestions from the panel about how to get messages to the vulnerable. | |
| 4.4 | TGO'C asked if it would be possible to speak to tenants, she stated she was aware of lots of stories from people known to her and wanted to know what's really happening. She also felt it would be helpful to shadow surveyors. | |
| 4.5 | NL asked to see how the team do things day to day. | |
| 4.6 | KE acknowledged that in her experience of vulnerable people they feel blamed. She felt she would like to know if tenants feel there is a shift away from blaming them as is the intention. She also asked if she could shadow a member of staff local to her. | |
| 4.7 | SH spoke of TCH being on the BBC news recently about a damp and mould case in Canterbury. She suggested the panel have a look at this press coverage. | |
| 4.8 | KP asked if the panel had a consensus on whether to meet next month. SH advised that her and AM could catch up with members on whats app if they wanted/needed this and could otherwise spend the time research other Housing Associations approaches to damp & mould. The panel agreed. | |
| 4.9 | TGO'C asked if the panel would be able to approach tenants known to them and make them aware the subject is being reviewed. SH confirmed that this would be acceptable, conceding that something like for instance a general newsletter article to all residents could open floodgates. | |
| 4.10 | SH suggested perhaps speaking to some complainants and inviting them in to talk to the panel. | |
| 4.11 | TGO'C asked if TCH follow up later with residents to check everything is ok, stating that satisfaction surveys were often days after a repair which in this case can be too soon to tell especially if the weather has been good. | |
| 4.12 | AM and SH will collect the requested information up and work out how to follow up the suggestions above. SH reminded the panel that it was still an evolving process so they would be able to add other requests later. | AM/SH |
| 5. | Feedback from board meeting | |
| 5.1 | SH advised that StH and SM had presented the community safety recommendations to the board earlier in the month and handed over to StH to give some feedback to the rest of the panel. | |
| 5.2 | StH advised that it had been the first time the whole group board had met since the merger with Rosebery. SH confirmed that there had been about 20 people present. | |
| 5.3 | StH stated that there had been no negative comments from the board about the recommendations and explained that he and SM had spoken to the board about the scrutiny panel generally, as well as the community safety review. | |
| 5.4 | SH advised that SM had explained how she was using her allowance to do teacher training which the board were impressed with. | |

6. AOB

6.1 VG spoke of her excitement that she would be attending her first Tpas conference, stating that she had been researching the speakers who were due to present.

6.2 AM advised of a couple of pieces of information she had to share with the panel left over from the community safety review and details of a support pack that PR had put together which went some way to fulfilling one of the tenancy sustainment review recommendations. She advised she would send these around.

AM

6.3 SH advised the panel that Rebecca Horler had left.

7. Date of next meeting on Teams (Tuesday 25 July 2023 6–7.30pm)

7.1 By the end of the meeting Adam Field (AF), Kevin Dodds (KD) and Sue Masters (SM) hadn't managed to join.

7.2 KP thanked everyone in attendance for being present and stated she was looking forward to the next meeting.