RSP Meeting Minutes

Thursday 08 June 2023 18:00 – 20:00

Attendee	Position
RSP Member	
Martin Bright (MB)	Virtual Scrutiny Panel Member - Online
Johanne Freeman (JF)	Virtual Scrutiny Panel Member - Online
Osman Jalloh (OJ)	Virtual Scrutiny Panel Member
Philip Martin (PM)	Virtual Scrutiny Panel Member
Alistair Lark (AL)	Virtual Scrutiny Panel Member - Online
Pamela Okyere (PO)	Virtual Scrutiny Panel Member – Online
Tim Kavanagh (TK)	Virtual Scrutiny Panel Member - Online
Brian Young (BY)	Virtual Scrutiny Panel Member - Online
Michael Guest (MG)	Virtual Scrutiny Panel Mentor - Online
Staff	
Karen Boothe (KB)	Customer Engagement Officer - Notes

Not in attendance	Position
Steven Smith (SS)	Virtual Scrutiny Panel Member
Miriam Zendle (MZ)	Virtual Scrutiny Panel Member

1. Welcome and apologies

KB - opened meeting and introductions given by members and colleagues present at the meeting, including those attending online.

Apologies received from SS.

2. Minutes and Matters Arising from Meeting held on 15th May 2023

KB gave feedback that most action points were completed with the exception of the following:

3. <u>Presentation on TCH (Rosebery) Health Check 12 Month Period</u> - SS stated that in past he use to get a survey on how satisfied he was with a job a few times but nothing over the past year. TS emphasised that text messages are sent out after each repair is completed so he will need to look into the matter. KB confirmed that she will now be looking in the matter and will make contact with SS as he is not present at the meeting.

5. <u>Any Other Business -</u> KB will send out communication via WhatsApp to invite 2 RSP members to be part of the RSP Web Page Design project. To be discussed under AOB during the meeting.

All members present agreed the minutes.

3.	**Making Scrutiny Work Briefing Note**
	MB mentioned that members can refer to the briefing note throughout the process a reference document and that it is not set in stone.
4.	**Scoping of Next Scrutiny and Choice of Methods**
	Scoping discussed with following comments made:- BY – can complaints be categorised as low, medium, high or just only level. MG responded that the principle on all complaints are the same and the Housing Ombudsman would take the same approach. If Housing Associations do not comply, they can be prosecuted. TK – the scrutiny process could look at governance structure and a counter signatory for signing off documents as formality. MG – it would be good to look at the top 10 themes within complaints within other Housing Associations. AL – it would be ideal to explore Rosebery complaints in category types. PO – time frame for complaints, resolution at Stage 1 and escalation from stage 1 to stage 2 would be useful to have. TK – during the complaints process it would be ideal to have a single point of contact or ownership of complaint rather than being passed around. MG - suggested the panel refer to compliance with the Housing Ombudsman Complaint Handling Code with communication embedded. TK – it would be interesting to see national complaints figures received by the Housing Ombudsman which are upheld/not upheld to see how independent and transparent they are. MG suggested to may be compare with Rosebery. TK – suggested to refer the Housing Ombudsman Complaint Handling Code. MG recommended that KB could distribute the document and included as an item on the agenda for further discussion at the next meeting. MG referred to the Housing Ombudsman in issuing complaint handling failure orders to Housing Association who do not follow the handling code. MG went through the different methods and panel members decided on the following:

- Call for Documents
- Engaging with other Residents – ie invite Service Innovation Group Members (SIG) to a meeting with the Scrutiny Panel.
- Focus Groups – chaired by two panel members to gain views from half a dozen former complainants residents. (Training can be provided for the two panel members).
- Briefing from relevant staff/managers or responsible staff
- Benchmarking (peer review using Housing Ombudsman Data)
- Meeting with external agencies ie Housing Ombudsman
- Performance Data
- Resident Survey (from residents who have used the complaints with a neutral communication point) – KB to check if there are any existing tenants survey on complaints.

Agreed points:

The timescale for the scrutiny project will be 3 months – end of September 2023.

Devise a programme inf preparation for next meeting – MG/KB.

5. Any Other Business

KB gave an update on the RSP Website project and asked if any member would like to take part by attending 2 to 3 meetings face-to face or online. AL agreed and KB will confirm on first planning meeting to be held in July.

KB will send out proposed dates in July on for members to take individual photographs for the RSP Web Page.

It was decided to have the next meeting face to face as it would be more feasible for members to discuss the complaints handling methods.

6. Date of Next Meeting

To be decided at next meeting.

Meeting ends: 19:18

Actions **Matters Arising from Meeting held on 15th May 2023** Agenda Item 3. Presentation on TCH (Rosebery) Health Check 12 Month Period - SS stated that in past he use to get a survey on how satisfied he was with a job a few times but nothing over the past year. TS emphasised that text messages are sent out after each repair is completed so he will need to look into the matter. KB confirmed that she will now be looking in the matter and will make contact with SS as he is not present at the meeting.	KB
Present Meeting Distribute Housing Ombudsman Complaint Handling Code document and included as an item on the agenda for further discussion at the next meeting.	KB
Check if there are any existing tenants survey on complaints.	KB
Devise a programme inf preparation for next meeting.	MG/KB
Send out proposed dates in July for members to take individual photographs for the RSP Web Page.	KB