RSP Meeting Minutes

Thursday 15 June 2023 18:00 – 20:00

Attendee	Position
RSP Member	
Martin Bright (MB)	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
Pamela Okyere (PO)	Virtual Scrutiny Panel Member – Online
Tim Kavanagh (TK)	Virtual Scrutiny Panel Member
Brian Young (BY)	Virtual Scrutiny Panel Member
Michael Guest (MG)	Virtual Scrutiny Panel Mentor
Steven Smith (SS)	Virtual Scrutiny Panel Member
Miriam Zendle (MZ)	Virtual Scrutiny Panel Member - Online
Staff	
Karen Boothe (KB)	Customer Engagement Officer - Notes
Darren Murray (DM)	Customer Experience Officer - Observer

Not in attendance	Position
Johanne Freeman (JF)	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 JF.

2. Minutes and Matters Arising from Meeting held on 8th June 2023

It was noted all actions were completed and all members present agreed the minutes.

3. Housing Ombudsman Complaints Handling Code

MG went through some key points within the code:-

- Housing Association must act reasonably or the Housing Ombudsman could rule maladministration.
- The Ombudsman can action what is required or award compensation to the complainant as a sustained loss and/or emotional compensation based on stress or anxiety caused.

- Complaint-handling failure orders are issued when a landlord has failed to comply with the code. These may be issued in relation to failings in an individual case where the resident is unable to progress a complaint, or where there is evidence of a systemic issue within a landlord's complaint handling. It is passed onto the Housing Regulator who will make a decision.

- During process it would be useful for the scrutiny panel look at how Rosebery adheres to the Housing Ombudsman Complaints Handling Code.

- At times complaints scrutiny process can get too bog down with what happens prior to a complaint.

MG emphasised that the panel refers to the code during the scrutiny process.

It was highlighted by all those present that the definition of a complaint must be interpreted in an easy format and that the wording 'complaint' does not necessary need be worded within a complaint made by a resident. Also reference was made to the Housing Ombudsman definition on page 4 in the code.

4. Lead Member for Complaints Scrutiny

It was noted that AL agreed to being the lead member and all members present are in favour.

5. Agreement of Timetable

MG stated that KB has distributed the following call for documents with a key document checklist.

1. Making Scrutiny Work – Michael Guest - June 2023
2. Outcome of Resident Scrutiny Panel Meeting - 8 June 2023
3. The Housing Ombudsman's Complaint Handling Code – 1 April 2022
4. Peabody/TCH Customer Complaints Policy (Legacy Rosebery) – Effective from 4 April 2023
5. Rosebery's Annual Complaints Report - 2020/21
6. Housing Ombudsman Complaint Handling Code – Rosebery's Self-Assessment - September 2022
7. VSP Meeting Key Actions - 15 April 2018
8. VSP Work Programme September 2018 – May 2019

MG mentioned that some of the methods may need to be done during the day.

Discussions were held to decide on a table time for the methods agreed at the previous meeting.

1. **Staff Briefing** – it was agreed that both Theo Scott, Customer Experience Manager and Rhiannon Mills, Senior Customer Experience Officer to be invited to give presentation on complaints on 20 June at 6pm for 25 minutes with Q&A session. MZ and PO confirmed that they can attend online.

   KB to check on the staff availability to attend.

2. **Engaging with Other Residents – 1-2-1 Meetings** – a decision was made to invite members from the Service Innovation Groups (SIG) Estate Services and Repairs. KB suggested that she can contact residents on Customer Engagement Database that have shown interest in engaging with Rosebery but not gone through the process. Members agreed for this to take place.

   A date was agreed for 3 July for 6 residents to attend a meeting individually with 2 panel members between 2pm to 5pm face to face at Rosebery office or online for 30 minutes slots.

   Availability of panel members were confirmed as:-

   SS and MZ between 4-5.30pm, PO, PM and OJ anytime.

   MG mentioned that it must be residents who have made a formal complaint and completed the process. Also, the meeting is not review of their actual complaint.

   KB to contact residents from the sources mentioned and feedback to panel on progress.

3. **Focus Group** - two members to attend, with one facilitating and the other as notetaker. Training will be provided.

   Both PM and AL agreed to be the two members.

   It was decided to hold the session on 21 July 2023 between 1pm to 3pm with a light lunch provided.

   KB to obtain information from residents who have completed the formal complaints process and invite 6 to the session and feedback to panel on progress.

4. **Staff Interviews** - it was decided to invite Louise Williams – Head of Housing for stage 2 decision maker to attend at meeting and KB to find out who the member of staff will be for Stage 1 decision maker.

   The proposed date is 28 July in the morning or afternoon at Rosebery Office or online.

   KB to give feedback on progress to the panel.

5. **Meeting with external agencies - Housing Ombudsman** – PM mentioned that he can circulate the PowerPoint presentation slides from the external training that he attended on 24 May but may need agreement from HQN or Rosebery. MG responded that Rosebery is a HQN member, and it will be used for scrutiny purposes so should be fine to circulate.

   PM will email the external training slides to KB for circulation.

   PM to send contact details of the Housing Ombudsman staff that facilitated part of the training on the 24 May to KB and MG.

   It was agreed for KB to speak to Theo to find out who is the member of staff at the Housing Ombudsman that deals with Stage 2 complaints from Rosebery before inviting a staff member to a meeting.

6. Any Other Business

KB gave an update that the 24 July between 4pm and 6pm is the most popular date received from RSP members with individual photos for the webpage design.

A further discussion was held and majority members present decided that it would better to have group photo with a summary about the panel instead. Also, to move the time to 5pm which should take about 30 minutes and for members to dress smart casual.

KB will find out availability of a professional photography to take a group photo and send out an email with confirmation to members.

PM recommended an anonymous suggestion box should be made available to residents who would like to make a comment without giving their details instead of using the get involved email address which will have the sender's name. KB to make enquiries and feedback to the panel.

Actions **Agenda Item 5 Agreed Timetable**	
1. **Staff Briefing for Complaints** - check on staff availability to attend.	KB
2. **Engaging with Other Residents - 1-2-1 Meetings** - contact residents from the sources mentioned and feedback to panel on progress.	KB
3. **Focus Group** - obtain information from residents who have completed the formal complaints process and invite 6 to the session and feedback to panel on progress.	KB
4. **Staff Interviews** - KB to give feedback on progress to the panel.	KB
5. **Meeting with external agencies - Housing Ombudsman** - PM will email the external training slides to KB for circulation.	PM/KB
PM to send contact details of the Housing Ombudsman staff that facilitated part of the training on the 24 May to KB and MG.	PM
It was agreed for KB to speak to Theo to find out who is the member of staff at the Housing Ombudsman that deals with Stage 2 complaints from Rosebery before inviting a staff member to a meeting.	KB
Agenda Item 6 Any Other Business	
KB will find out availability of a professional photography to take a group photo and send out an email with confirmation to members.	KB
PM made a suggestion that anonymous suggestion box should be made available to residents who would like to make a comment without giving their details instead of using the get involved email address which will have the sender's name. KB to make enquiries and feedback to the panel.	KB