



Resident Scrutiny Panel Meeting

MINUTES

**18:00, Tuesday March 5, 2013
Gateway HA, 409-413 Mile End Road, E3 4PB**

Attending	
<p>Residents:- Sammy Samuel – One Housing Ann Ahern – Swan HA Sammy Samuels – One Housing Group John Fairbairn – Providence Row Pam Haluwa - THH</p> <p>Officers:- Faisal Butt - LBTH Tracey St.Hill - LBTH Mo Ali – Gateway Diluba Chowdhury - Providence Row HA Suzanne Horsley – One Housing Group</p> <p>Guest speaker:- Lolita Mohamed – Resident Gateway HA</p>	<p>Apologies: Fred Hunt – THCH Paul Pearce –Old Ford HA Scott Fissesden - Old Ford Alethea Dougall- Swan HA</p> <p>Distribution List:</p> <p>Mike Madell – Spitalfields Margaret Hughes – EEH Penny Lemasurier – Southern Housing Group Andre Jeoffroy – Gateway HA Shirley Neighbour – Old Ford HA C Townsend – Poplar HARCA</p>

Minutes and Actions

No.	Items	Action
1	PRESENTATION: Gateway HA Complaints Scrutiny – Lolita Mohamed former Gateway Resident Scrutiny	
	(presentation attached with the minutes)	
	LM delivered a presentation on how Gateway’s Resident Scrutiny Panel	

No.	Items	Action
	went through the process -of scrutinising their Official Complaints Procedure; the recommendations arising from that exercise and how the Board have taken forward the issues raised.	
	A question & answer session followed	
	<p>All agreed the presentation was excellent and a useful insight gained into how scrutiny can work well in practice.</p> <p>PH suggested it would be useful to have a template that helps guide residents through what questions to ask when conducting scrutiny interviews.</p> <p>TSH advised members could begin to share that information and could use RP pages on the Council's website to do it. The more scrutiny exercises completed the more information there will be for others to make use of to prevent reinventing the wheel each time.</p> <p>It was agreed TSH would obtain information from all panel members on what scrutiny exercises they had or intend to be involved in with their landlords which would be circulated amongst the group. Members could then contact each other if they were involved in similar exercises.</p> <p>Noted: One Housing Group; PRHA and Gateway HA have reviewed their Complaints Procedure</p>	TSH
2.	Minutes of the Last Meeting	
2.1	Minutes of the last meeting was agreed to be a true and accurate record.	
2a	Matters Arising	
	<p>(4.1) provision of repairs information – noted only PRHA had provided the requested info on the top 10 repairs.</p> <p>TSH to circulate with the Minutes</p>	<p>Outstanding</p> <p>TSH</p>
	<p>(4.2) ASB – Suggestions of a potential new local offer where landlords collaboratively produce an annual newsletter that focuses on the successes in this area and how they were achieved ;</p> <p>TSH has referred this to the ASB Sub Group to consider including in their Action Plan.</p>	

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	<p>(5.1) Feedback on Scrutiny exercise –</p> <p>TSH informed the group that she had only received the feedback form detailing how landlords were performing in delivering on the revised TH Local Offers from:-</p> <p>Old Ford THH PRHA Swan</p> <p>A discussion followed on how best to deal with collation of the outstanding information and bring some closure to this long standing exercise.</p> <p>It was agreed TSH and SH would raise this at the next H/M Sub Group so the relevant Officers could ensure the information was forthcoming within an agreed timescale. Failing which the matter should be raised with THHF Exec.</p>	TSH/SH
5	Review Of Progress	
	<p>There was a discussion on what the group had achieved so far and how best to develop its activities over the coming year.</p> <p>It was agreed all RPs were delivering on the ASB Local Offer.</p> <p>Information received indicated most were delivering on repair response times but difficult to gauge in the absence of so many submissions not forthcoming.</p> <p>The group agreed meeting quarterly meant the momentum of the group was being affected and this needed to be reviewed until the group had properly established itself. There would then be a proper programme of work that delivered some measurable outputs.</p> <p>Agreed meetings would be bi monthly hereafter. TSH to schedule the dates – 2nd Tuesday bi monthly subject to room availability.</p>	TSH
	<p>The group discussed how best to publicise what the panel was set for and trying to achieve almost resident's widely and external media.</p> <p>It was agreed that A. Ahern would work with TSH on some external publicity after we had finalised the position on the existing Offers and have agreed a Work Plan for the year ahead. This would mark a milestone worthy of publicity.</p>	TSH/AA

No.	Items	Action
	Follow On Scrutiny	
	<p>. The group discussed possible areas of work to include in a work programme these included:-</p> <ul style="list-style-type: none"> • Cross scrutiny exercises inc mystery shopping(some already underway with Gateway, Swan and Poplar Harca) • Resident Profiling (how information is used by landlords to improve service delivery) • TH Housing Management framework • working with Benchmarking Sub Group on service improvement exercises • Monitoring impact of RP Tenancy Strategies • Welfare Reform – Exploring impact on void refusals • Private tenancies & regulation (impact of leaseholders subletting one estates) • RTB sales <p>TSH to draft a Work Plan for circulation and discussion</p>	TSH
7	Future Chairing Arrangements	
	Pam Haluwa agreed to be the Deputy Chair of the Panel which was endorsed by the Group. TSH and SH to liaise with PH on future agendas.	TSH/SH
10	AOB	
	PH agreed THH would do a presentation at the next meeting. Content to be agreed	PH
	<p>Schedule of meetings for the rest of the year:</p> <ul style="list-style-type: none"> • Tuesday 14 May 2013 6pm-8pm • Tuesday 9 July 2013 6pm-8pm • Tuesday 10 September 2013 6pm-8pm • Tuesday 12 November 2013 6pm-8pm • Tuesday 21 January 2014 6pm-8pm • Tuesday 11 March 2014 6pm-8pm <p>All at Gateway Housing Association</p>	