



Resident Scrutiny Panel Meeting

MINUTES

18:00, Tuesday July 9, 2013
Gateway HA, 409-413 Mile End Road, E3 4PB

Attending:	Apologies:
<p>Residents:- Paul Pearce – (Old Ford) John Fairbairn – (Providence Row) Pam Haluwa – (THH) Sammy Samuel (One Housing) Sarah Edwards (One Housing) Usha Begum (East End Homes)</p> <p>Officers:- Godfrey Hayman – (LBTH) Martin Ling– (LBTH) Diluba Chowdhury – (Providence Row) Suzanne Horsley – (One Housing) Mo Ali (Gateway) Scott Fissenden (Old Ford)</p>	<p>Ann Ahern (Swan) Shahia Alom Fred Hunt (THCH) Andre Jeoffroy – (Gateway) Ann Ahern – (Swan) Aminul Hoque (Gateway) Faisal Butt – (LBTH) Tracey St.Hill – (LBTH)</p> <p>Distribution List:</p> <p>Mike Madell – (Spitalfields) Margaret Hughes – (EEH) Penny Lemasurier – (Southern Housing) Shirley Neighbour – (Old Ford) C Townsend – (Poplar HARCA) Alethea Dougall – (Swan) Suzanne Horsley – (One Housing) THHF Exec Members Housing Management Sub Group Members</p>

Minutes and Actions

No.	Items	Action
1	Welcome & Introductions	
1.1	GH opened the meeting and thanked attendees for coming.	
2.	Apologies:	
	As noted above	
3.	Minutes of the Last Meeting	
3.1	The minutes were agreed as an accurate record of the last meeting.	
3.2	Matters Arising	
3.3	Item 5.1 – Feedback on Local Offer Scrutiny Exercise	
	TSH had previously advised that despite the agreement at a previous meeting only 2 additional feedback forms confirming the position of the TH Local Offers had been received. TSH had also e mailed all the Community Initiative Officers attending the CIN Group to ask for their assistance in supporting their respective reps to complete the form. Only 2 responded. Agreed: TSH to raise at the THHF Exec, plus recent drop in attendance and report back	TSH
3.4	Re 6.2 – Mission statement	
	Update on competition to formulate mission statement to be given at next meeting	TSH
3.5	Re 7.1 Tenant Panels	
	Most RPs had put the article on Tenants Panels in their newsletter. Old Ford would not be participating in a borough wide panel as its parent group, Circle would be devising its own arrangements.	
4.	PRESENTATION: How profiling information on residents has been used to develop best practice in service delivery - Diluba Chowdhury – (Providence Row)	
4.1	(Presentation attached with the minutes). Diluba set out the methodology and reasoning behind their tenant profiling which was primarily to ensure that they could use the information gathered to inform how they provided their services. This type of exercise also enabled the HA to ensure they could signpost residents to the right	

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4.2	<p>information and support and tailor support effectively.</p> <p>There was some discussion about the nature and volume of information collected and acknowledgment that some residents may not be minded to give information on their personal details.</p>	
4.3	<p>It was recognised that as a specialist provider, Providence Row had to collect a greater volume of information to ensure that their applicants met their criteria for assistance.</p>	
4.4	<p>The Chair thanked Diluba for her informative presentation.</p>	
5.0	<p>Registered Providers Performance Management Framework Proposal</p>	
5.1	<p>GH presented a report on the proposed Registered Providers Performance Management Framework Proposal. The purpose of the Framework was three fold:</p> <ul style="list-style-type: none"> - To work together with members of THHF (both RPs and the ALMO) to understand housing delivery performance with the aim of supporting continuous improvement. - To help drive forward performance improvement by the sharing of good practice. - To support the Council in the development of criteria for the appointment of preferred partners post 2014. 	
5.2	<p>The Framework would pull together existing PIs with additional PIs on complaints, welfare reform, local offers, attendance at THHF groups, development outputs and HCA Regulatory judgements.</p>	
5.3	<p>The final data set and monitoring arrangement were being considered by THHF sub groups and would go to the THHF Executive for approval at the end of July 2013.</p>	
6.0	<p>Housing Policy – Update</p>	
6.1	<p>ML gave a brief update on recent housing policy work at the Council. The Council’s Housing Strategy ran from 2009 to 2012 and some sections are now out of date. Consequently the Council has carried out a number of policy reviews over the last year and several of these have been approved by the Cabinet as stand-alone documents.</p>	
6.2	<p>The approved policy documents were as follows:</p>	
	<p style="padding-left: 40px;">Tenancy Strategy Allocations and Lettings Scheme Homelessness Statement Older Persons Housing Statement Private Sector Renewal Statement</p>	

No.	Items	Action
6.3	<p style="text-align: center;">Overcrowding / Under occupation Plan</p> <p>A paper with further details was circulated and Panel Members were invited to contact ML if they wanted further details. All the policies were either on or in the process of being posted on the Council's website.</p>	
7.	Development of the 2103 /14 Action Plan	
7.1	<p>The 2013/14 Action Plan was considered and the following timetables and lead panel members agreed:</p> <p>Local Offers – March 2014 – SH & SF to set out options identified to date RP scrutiny exercise – Jan 2014 – MA Performance management Framework – September 2013 - GH/DC Presentations – On going – All Communications – November 2013 – PH/ AH (via MA)</p>	ALL and lead officers
8.	Future Support for the Group	
8.1	<p>In TSH's absence, GH gave a brief update. It was understood that some work had been done to seek an external specialist to support the group. TSH would be asked to update the group at the next meeting.</p>	TSH
9.0	AOB	
9.1	<p>MA reported on the recent successful initiative where Poplar Harca tenants inspected Gateway's housing management service. This was seen as a good way forward to share expertise and develop learning.</p>	
10.0	<p>Date of Next Meeting: Tuesday 10 September 2013 6pm-8pm Gateway HA Boardroom.</p>	
	<p>Schedule of meetings for the rest of the year:</p> <ul style="list-style-type: none"> • Tuesday 19th November 2013 6pm-8pm (change to original date agreed) • Tuesday 21 January 2014 6pm-8pm • Tuesday 11 March 2014 6pm-8pm <p>All at Gateway Housing Association</p>	