



Resident Scrutiny Panel Meeting

MINUTES

18:00, Tuesday Sept 10, 2013
Gateway HA, 409-413 Mile End Road, E3 4PB

Attending:	Apologies:
<p>Residents:- Genia Leontowitsch – East End Homes Ann Ahern – Swan HA Paul Pearce – Old Ford HA Crissy Townsend – Poplar HARCA</p> <p>Officers:- Faisal Butt - LBTH Tracey St.Hill – LBTH Godfrey Heyman - LBTH Mo Ali – Gateway Diluba Chowdhury - Providence Row HA Suzanne Horsley – One Housing Group Scott Fissenden – Old Ford</p> <p>Guest speaker:- Sheila Adamson – Res Scrutiny Mentor</p>	<p>Fred Hunt – THCH Sammy Samuel – One Housing Group Pam Haluwa Andre Jeoffroy – Gateway HA Fokrul Hoque (O) Penny Lemasurier – Southern Housing Group Sarah Edwards</p> <p>Distribution List:</p> <p>Mike Madell – Spitalfields Margaret Hughes – EEH Shirley Neighbour – Old Ford HA John Fairbairn – Providence Row THHF Exec Members. THHF Housing Management Sub Group</p>

Minutes and Actions

No.	Items	Action
1	Welcome & Introductions	
1.1	FB 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	
3.2.1	Standing Item – Scrutiny Exercises	
3.2.2	All were asked to feedback on any scrutiny exercises/reviews that have taken place in their respective Associations since the last meeting.	
3.2.3	MA advised Gateway’s scrutiny panel are undertaking a review on resident Involvement.	
3.2.4	CT informed the meeting Poplar HARCA and Gateway had worked together on a cross scrutiny exercise focusing on estate services. She had a presentation on the outcome she wanted to share with the group.	
3.2.5	CT explained she is a qualified Level 3 resident housing inspector for Poplar HARCA.	
3.2.6.	She has been involved in scrutinising their Voids Procedure and outlined various recommendations that had been made to the RP to improve things.eg changes to the allocation of decorations allowances which were taken on board to improve void turnaround times and demonstrate good value for money.	
3.2.7	When they went to Gateway, the Poplar HARCA Resident Inspectors chose which estates to inspect; they produced an inspection list and had clear milestones & deadlines agreed within the process.	
3.2.8	CT circulated a report of the resident inspectors’ findings.	
3.2.9	They have also agreed to train Gateway Residents in how to do service inspections.	
3.2.10	They have been trained by the Chartered Institute of Housing over a 2 year period from level 1- 4.	
3.2.11.	The Resident Inspectors will be going back to Gateway to re-inspect any shortcomings identified in their report at an agreed date.	
3.2.12	MO to feedback how the exercise was concluded at a later meeting.	MO

No.	Items	Action
3.2.13	<p>Various questions followed. All agreed both the cross scrutiny exercise and the quality of input from Crissy was excellent.</p> <p>The report to be circulated with the minutes</p>	TSH
3.2.14	<u>7.1 development of the 2013/14 Action Plan</u>	
	<p>SH and SF to set out some proposals for the development of future local offers for discussion at the next meeting</p>	SH / SF
4.	Introduction to the TH Resident Scrutiny Panel Mentor	
	<p>(Presentation attached with the minutes). The Group were informed that Sheila Adamson Associates had been selected by representatives from the Residents Panel to work with the panel members over the next 6 months.</p> <p>Sheila introduced herself and delivered a presentation on how she intends to work with the group. She will be making contact with resident panel members and key officers shortly.</p>	<p>TSH</p> <p>SA</p>
5.	Feedback from the Youth Ambassadors Meeting	
	<p>PP informed the meeting about the session he attended with 5 Youth Ambassadors from THH and their Resident Engagement Manager. The objective was to see what could be learnt about engaging with young people and having them involved in their landlords decision making structures. There are 33 youth ambassador aged 16-24, covering 27 Neighbourhoods. Some of them are from other RPs. They have an allocated budget of £13k for neighboured improvements and have organised a youth conference.</p> <p>They have also set up a project called “bling my hood” that focused on environmental improvements and was featured on channel 5.</p> <p>PP said it was both an informative and thought provoking meeting.</p> <p>It was agreed that we need to explore what scope exists for further work with the Youth Ambassadors.</p> <p>The presentation delivered by the Ambassadors to be circulated.</p> <p>CT said the Youth Empowerment Board at Poplar HARCA is quite strong and have won awards for their work around ASB.</p> <p>Old Ford has recently completed a review of their ASB policy & procedure</p> <p>It was agreed Suzanne would liaise with Jamie Locke at Poplar HARCA</p>	<p>ALL</p> <p>TSH</p>

No.	Items	Action
	<p>on how they deal with ASB with a view to organising another best practice visit. Agreed a representative from Old Ford should attend the next meeting and deliver a presentation on the outcome of their ASB review.</p>	<p>SH SF/PP</p>
6.	Welfare Reform Update	
	<p>TSH circulated the update prepared by Martin Ling. The details were quite straight forward. Reps were asked to raise any questions arising with their respective landlords. .Martin would attend further meetings periodically when significant changes to the proposals take place.</p>	
7.	Scrutiny Panel Mission Statement	
	<p>The group agreed a voting process for the 3 submissions received from Residents. The winning statement agreed by residents attending was statement No 1 submitted by Paul Pearce from Old Ford who received a prize of a £20 gift voucher. It was agreed the final wording would be subject to editing as part of the work beginning with the mentor Sheila Adamson.</p>	ALL
8.	RP Performance Management Framework Update	
	<p>Godfrey went through the revisions to the performance indicators within the framework and updated the meeting on the timescale for implementation which is intended to be October.</p>	
9.	AOB	
	None raised	
10.0	<p>Date of Next Meeting: Tuesday 19 November 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 21 January 2014 6pm-8pm • Tuesday 11 March 2014 6pm-8pm <p>All at Gateway Housing Association</p>	