



Resident Scrutiny Panel Meeting

MINUTES

18:00, Tuesday May 14, 2013
Gateway HA, 409-413 Mile End Road, E3 4PB

Attending:	Apologies:
<p>Residents:- Fred Hunt (THCH) Ann Ahern – (Swan) Paul Pearce – (Old Ford) John Fairbairn – (Providence Row) Pam Haluwa – (THH) Shahi Alom – (Gateway) Aminul Hoque (Gateway)</p> <p>Officers:- Faisal Butt – (LBTH) Tracey St.Hill – (LBTH) Diluba Chowdhury – (Providence Row) Sandra Rodney – (Gateway)</p> <p>Guest speaker:- Zoinul Abidin (Resident THH)</p>	<p>Sammy Samuel (One Housing) Ann Ahern (Swan) Scott Fissenden (Old Ford) Peter Griffiths (Officer - East End Homes) Mo Ali (Officer- Gateway)</p> <p>Distribution List:</p> <p>Mike Madell – (Spitalfields) Margaret Hughes – (EEH) Penny Lemasurier – (Southern Housing) Andre Jeoffroy – (Gateway) 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	FB opened the meeting and thanked attendees for coming. PW Co-Chaired the meeting as the new Vice Chair	

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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 1.6 – Sharing Scrutiny Information											
3.4	<p>TSH asked those attending to share what Scrutiny Reviews they have or will be involved in the forthcoming year as this creates the potential for information sharing on the various approaches adopted where others are doing or intend to do the same thing.</p> <table border="0" data-bbox="228 869 1302 1093"> <tr> <td data-bbox="228 869 663 909"><u>Reviews Already Completed</u></td> <td data-bbox="767 869 1123 909"><u>Reviews Due This Year</u></td> </tr> <tr> <td data-bbox="228 913 568 954">Complaints – Gateway</td> <td data-bbox="767 913 1270 954">Resident Involvement – Gateway</td> </tr> <tr> <td data-bbox="228 958 647 999">Service Charges – Gateway</td> <td data-bbox="767 958 1050 999">Repairs – Gateway</td> </tr> <tr> <td data-bbox="228 1003 392 1043">ASB - THH</td> <td data-bbox="767 1003 1214 1043">Caretaking- (light touch review)</td> </tr> <tr> <td data-bbox="228 1048 659 1088">Resident Involvement (THH)</td> <td></td> </tr> </table> <p>PH explained their panel undertake mini (light touch) reviews of certain service areas. If findings warrant it, they then carry out an in depth scrutiny review</p>	<u>Reviews Already Completed</u>	<u>Reviews Due This Year</u>	Complaints – Gateway	Resident Involvement – Gateway	Service Charges – Gateway	Repairs – Gateway	ASB - THH	Caretaking- (light touch review)	Resident Involvement (THH)		
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Resident Involvement (THH)												
3.5	Item 5.1 – Feedback on Local Offer Scrutiny Exercise											
3.6	<p>(5.1) Feedback on Scrutiny Exercise –</p> <p>TSH advised that despite the agreement at the last 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.</p>											
3.7	<p>We now have information from:-</p> <p>Old Ford</p> <p>THH</p> <p>PRHA</p> <p>Swan</p> <p>One Housing.</p> <p>East End Homes</p>											

No.	Items	Action
3.8	FH said he sent his form back. TSH to double check.	
3.9	A discussion followed on how best to deal with collation of the outstanding information. PW said the matter should be referred to the Exec and HA/s not supplying the information agreed. The group will not be able to work effectively if participants don't deliver on what they signed up to.	TSH
3.10	Agreed: TSH to raise at the THHF Exec, plus recent drop in attendance.	TSH
3.11	(4.2) ASB – the “Offer” suggested by the Panel that the RPs collaboratively produce an annual newsletter that focuses on the successes in this area and how they were achieved has been adopted by the ASB sub group and incorporated in their action plan this year.	**
4.	PRESENTATION: Tower Hamlets Homes ASB Scrutiny Review - Zoinul Abidin.	
4.1	(Presentation attached with the minutes). Zoinul thanked for an excellent presentation. Question and answer session followed. There was particular interest in how THH had developed and were working with Youth Ambassadors who had an input to the review process. Most RPs struggling to get young people involved in scrutiny.	
4.2	Agreed: TSH would liaise with THH to get a date in the dairy when Residents could meet some of the youth ambassadors to discuss how they might adopt some new approaches to getting young people involved.	TSH
4.3	ZA left copies of the published recommendations arising from the review. Advised they were published to show the residents' scrutiny panel were being taken seriously and the majority of their recommendations had been taken on board by senior management.	
5.	Development of the 2103 /14 Action Plan	
5.1	TSH circulated the headline objectives that the group had discussed at the last meeting. A round table discussion took place on the tasks that could be undertaken under each one. Lead individuals were agreed.	
5.2	Agreed: DC (PRHA) would arrange a presentation for the next meeting on how profiling information on residents has been used to develop best practice in service delivery.	DC

No.	Items	Action
5.3	SR commented that it needed some more work to make it more interesting to encourage others to want to be part of the panel.	
5.4	Agreed: TSH to liaise with S.R on how improvements to the Action Plan could be achieved.	TSH/SR
6.	Future Support for the Group	
6.1	TSH informed the group that she would be making a request for finances to be made available for an independent mentor for the group to help add focus to their work and support capacity building. There was some discussion around clarifying what the group was all about. It was agreed a mission statement would be one way to help add clarity to what the group was trying to achieve.	
6.2	Agreed: arrange a mini competition amongst resident panel members to come up with a Mission Statement for the group. Prize to be a Multi Store Gift Voucher.	TSH
7.	AOB	
7.1	<u>Tenants Panels</u> TSH updated the Panel on the article agreed at the H/M Sub Group to go out in RP newsletters asking residents if they are interested in forming a Tenants Panel specifically for handling Official Complaints, in line with the Localism Act. Agreed: Article to be circulated with the Minutes.	TSH
8.	Date of Next Meeting: 9th July; 6pm Gateway HA Boardroom.	
	<p>Schedule of meetings for the rest of the year:</p> <ul style="list-style-type: none"> • Tuesday 10 September 2013 6pm-8pm • 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>	