

Tenant Scrutiny Meeting

Monday 17th April 2023, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Julie Sharp, Sam Sharp, Keith Stringer, Jo Workman, Louise Edwards, Claire Tester, James Smith, Callie Lamb, Rebecca Morrison, Laura Swift

1	Welcome, introductions and apologies Introductions were made. Apologies have been received from Ann Hitchens, Mary Jacques, Phil Hayes, Billy Wilson, Mark Ryalls, Andy Lumb.	
2	Minutes and actions from last meeting Item 7 – Ann was omitted from the minutes in error. The meeting went ahead on 5 th April. Mary, Keith, Ann, Winnie, Jo, Claire Tester, James Smith and Laura attended. Laura will print a physical copy of the action plan for Julie. We received 5 responses from the survey. James will be sending it out when a contact list is received. No further comments were made on the previous minutes.	LS
3	Preparation for interviewing Cleaning Supervisor The panel are happy with the questions.	
4	Interview cleaning staff How are arrangements made to clean void properties? Do these work well? Is there a time limit set on cleaning properties? Is this usually long enough? Cleaning requests come in at 4:30 and will be allocated to cleaning staff for the next day. Cleaning requests come straight from Mears and Engie. The schedule is sent to the cleaning team. Sometimes staff might lose 40-50 minutes with travel time, sometimes the contractors are not ready for the cleaners. If staff cannot clean the properties it will role onto the next day. The cleaning staff are flexible. Staff can be moved around if needed.	

Louise said staff clean at their own pace rather than give a time frame, she would rather have the property cleaned to the standard than rigidly set a time frame.

There are 10 cleaning staff for voids but there are other cleaning teams that can be pulled in. Louise will also help clean when needed.

How do cleaning staff know about the standard?

Staff have a cleaning specification, which is the tenant standards.

How is the cleaning checklist used? Where are standards recorded? Are these referred to if a complaint is made? How many complaints are made about cleaning standards?

Cleaners have 2 check sheets, 1 is for Rotherham Council the other is for partners and they have a comment box where cleaners feed everything back at the end of the shift.

Louise hasn't had any complaints recently/ none have been passed onto her recently. If a complaint is received Louise will go out, look at the property and speak to the tenant. It is not always a cleaning issue. Louise takes responsibility for all issues with cleaning.

Louise does spot checks on properties and tries to do 3 per week. It tends to be the properties that are far out that Louise visits which the teams might think are less likely to be visited. The cleaning teams are not informed of when/where the spot checks take place. In the past cleaning teams have been brought back.

Last year there was an issue with the odd drawer being missed.

The check sheets work well. They were created with voids, additional bits can be added when needed.

If any issues/complaints are not cleaning related they will go back to technical officers and Neil Muscroft.

Are there any difficulties for teams e.g., lack of water / electricity etc?

Cleaning teams carry the water. If the property has a shower they have access to hot water in the property. Whether the property has a shower is the first thing the cleaners check.

There is an issue with lighting in the winter. Louise provided the cleaners with hats with torches. This was provided by Louise not Rotherham Council facilities.

Do you find that partners clean up?

	<p>Cleaners are also cleaning up after partners as rubbish is being left, it is mainly plasterers. Partners are getting better. Cleaners will document it if the partners leave a mess.</p> <p>Feedback from visits made by panel members Keith said on a second visit to a property there were no issues with the standard of cleaning.</p> <p>Any issues? Louise said an issue is the amount of properties coming in.</p> <p>There is an issue with communication of partners, where they request a PM (afternoon) clean. The cleaning team spends time traveling to the property and when they arrive the contractors are still there working. Callie added contractors shouldn't request the clean until they have left and no further work is required.</p> <p>Contractors have in the past gone back into the property after the clean to do further work.</p> <p>The contractors would have requested a PM clean in order to lower their time (pushing the time onto the cleaning team).</p> <p>Void properties have ASSA keys so anyone with a key can get in the properties, there is a digital record of which key was used at which time.</p>	
<p>5</p>	<p>Feedback from visits</p> <p>Please send Rebecca any notes or report on the visits to void properties.</p> <p>We haven't been on many second visits. Rebecca will email Billy and Mark to arrange some visits. It will be useful even if we haven't been on a 1st visit to that property.</p>	<p>ALL</p> <p>RM</p>
<p>6</p>	<p>Benchmarking Questions</p> <p>Questions will be added about alternative communication/format. Is there a different standard for tenants with disabilities and/or mobility issues and what arrangements are in place for cleaning the property prior to letting.</p>	
<p>7</p>	<p>Communications</p> <p>Aids and Adaptations leaflet The leaflet is in a very small print. The panel did not like the layout of the leaflet and did not like the image used on the front of the leaflet.</p>	

<p>The front image feels like aids and adaptation are just for older people and younger people might overlook the leaflet due to the choice in image.</p> <p>Do the contact numbers work? Julie said sometimes the number doesn't always take you through to customer services, sometimes it takes you through to safeguarding.</p> <p>The leaflet also has spelling and grammar errors (e.g. 'for your piece of mind')</p> <p>The panel doesn't like the placement/order of the text on 'what adaptations can I have in my home?'</p> <p>It is the panel's understanding that there is no guarantee that the disabled facilities grant is free for council tenants however the leaflet states there is no charge.</p> <p>Acronyms should not be used.</p> <p>Sam typed in the website address and received a 'page not found' error.</p> <p>Rebecca will feedback the panels discussion.</p> <p>The panel felt that documents like this should go to both a communications panel and the scrutiny panel, once a communications panel has been set up.</p> <p>Communications action plan This will be discussed at the next meeting.</p> <p>Communications training The training will be delivered to housing managers who will then deliver it to their teams.</p> <p>Claire went through the structure of the training.</p> <p>Rebecca will send Claire the Scrutiny Panels terms of reference.</p> <p>Claire will rename 'temperature check' this will be a time to reflect on good customer service and their customer service.</p> <p>It will be a mix of scenarios and videos of people's experiences.</p> <p>If Claire is able to extend the course to half a day coaching theory would be added.</p> <p>Rebecca suggested having a voice recording for telephone calls and Callie suggested a scenario on homelessness tenancies.</p>	<p>RM</p> <p>RM</p>
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	<p>Julie asked whether Lynsey had got back to us about how disabilities are recorded on the new system. Mental and physical disabilities are recorded separately and if a physical disability is selected a mental disability cannot be selected. We are also unaware of how some disabilities will be classified based on this. James will raise this with Lynsey.</p> <p>Julie, Jo and Winnie are happy to speak on the videos about unannounced callers, rent arrears and bereavement.</p> <p>Claire will be invited to the June meeting.</p>	
8	<p>Planning for next meeting</p> <p>We will hopefully have the survey results for the next meeting. Billy will be attending the next meeting. Daniel has also been invited to attend.</p>	
9	<p>Any other business</p> <p>None.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 15th May 2023, 10am at Springwell Gardens Community Centre.</p>	