

Tenant Scrutiny Meeting

Monday 8th September 2025, 10:00am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Ann Hitchens, Mary Jacques, Barry Dealey, Phil Hayes, Caroline Hubbard, Lowri Anderson, Rebecca Morrison, Laura Swift

1	Welcome, introductions and apologies David welcomed everyone to the meeting. There were no declarations of interest. Apologies have been received from Tim, Rose and Madi. Panel members should complete a declaration of interest form for this investigation. These have been handed around. Panel Members should all claim their travel expenses.	
2	Minutes and Actions from Last Meeting Termination letters – Rebecca has made a few tweaks this will be brought to the November meeting. Tim, Rose and Madi would like to attend the next meeting.	
3	Final sign off – Online Repairs Report No changes were suggested. The panel agreed to sign off the report. Thank you to Rebecca for writing and putting together the excellent report.	
4	Best We Can Be Action Plan Recommendation B: Recruitment In the guidance for buddies / role description some new bullet points have been added in. this includes the buddy to 'arrange to meet in person or virtually between meetings, if required' and Rotherfed offering 'training and support in the role, in particular around relationship building and helping people to feel that they can perform well in the role of Tenant Scrutiny Panel member.' This was agreed by the panel. Buddies will be trialled on the newest members of the panel – Tim, Rose and Simon – Phil will assign the buddies to tenants. Additions have also been made on the guidance on trial periods. The duration of trial periods has been changed to 'There is no fixed duration for the settling in/ decision to join or leave period. It is likely to be 3 to 6 months to get a feel for the scope of the panel's work but can be sooner or extended at the request of the new member. The ideal period would be for a full investigation from scoping to final report to have been experienced.'	Phil

	<p>For monitoring and feedback 'at least every 3 months' has been added to regular check-ins with the tenant, as well as 'Include any feedback from the new member's 'buddy' if appropriate.' This was agreed.</p> <p>A spreadsheet will be put together to ensure nothing is forgotten with the new member process.</p> <p>Recommendation C: Training and support Incentives will come back to the next meeting; the Council are looking at what we have said and are wanting to make sure the offer is in line with other authorities. Training and support would include TPAS events, Phil and Caroline will work together to ensure the cost is covered.</p> <p>Recommendation D: Topic Choice Choosing topics will be changed to April to coincide with the financial year and the RotherFed tenant involvement contract, in April the topics will be agreed and discussed.</p> <p>Recommendation E – Guidance and Support for Attending Officers The guidance will be shared with staff who are attending for this new topic on Estate Management.</p> <p>Recommendation F – Other Engagement The panel will aim to complete the 'what we achieve' leaflets with a target of 2 months after officers have brought the action plan to the panel, however this will be flexible depending on the topic.</p> <p>To improve promotion of the panel and their work in neighbourhoods we could potentially look at which wards have the highest number of tenants. We could also submit information for the ward newsletters, in the past Caroline has been unsuccessful getting the Garden competition included as it is boroughwide, this could be a similar result however it was felt it would be beneficial to ask anyway.</p> <p>We will be working with the tenants' connectors pool to ensure we are engaging with tenants with protected characteristics.</p>	
5	<p>Estate Management - Scoping</p> <p>Satisfaction of Estate Management is down by 3.5% from the previous year. We don't know what any previous trends are as the survey has only been around for the past 2 years. For Benchmarking St Ledger homes are doing better so it could be beneficial to see what they are doing. Winnie added that there are a lot of areas in Doncaster with no green spaces so this could potentially be a contributing factor.</p> <p>We will ask Paul Walsh on who would be the best officers to come along from the Council and from contractors.</p> <p>Relevant officers will be interviewed. Surveys for tenants will need to be targeted to go to people who receive these services. Caroline will look into this.</p> <p>We will get clarification from Paul Walsh on what would be covered for communal areas.</p>	Caroline

	<p>We would like to do some visits, like the aids and adaptations investigation we will let officers tell us the best way this can be done.</p> <p>Rebecca will put questions together and send them to Paul Walsh.</p>	Rebecca
6	<p>Planning for the Next Meeting</p> <p>Rebecca will start drafting the survey. Rebecca and Phil will start looking at the 'you said we did' leaflet before the next meeting.</p>	Rebecca Rebecca & Phil
7	<p>Any Other Business</p> <p>None.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 13th October 2025, 10:00am at Springwell Gardens Community Centre and online on Microsoft Teams.</p>	