

## Tenant Scrutiny Meeting

Monday 9<sup>th</sup> June 2025, 10:00am at Springwell Gardens Community Centre

### Attendees

David Ramsden, Winnie Billups, Mary Jacques, Barry Dealey, Keith Stringer, Caroline Hubbard, Rebecca Morrison, Laura Swift

<b>1</b>	<b>Welcome, introductions and apologies</b>  David welcomed everyone to the meeting. There were no declarations of interest.  Apologies have been received from Ann Hitchens and Phil Hayes.  Panel members should complete a declaration of interest form for this investigation.  Panel Members should all claim their travel expenses.	
<b>2</b>	<b>Minutes and Actions from Last Meeting</b>  We have yet to receive all the information from Andy. 8.63% of repairs are reported online, the panel felt this was low.	
<b>3</b>	<b>Reporting repairs online</b>  The overall aim for the investigation is 'to consider the tenant and resident experience of using the online reporting of repairs and make suggestions as to how it could be improved' the panel are happy with this as the aim of the investigation.  The scoping document was discussed; there are no changes to be made.  <b>Survey</b> Tenants' questions Question 1 – Do you use the online system to report any repairs that are needed to your home? The panel are happy with this question and the answer options of yes, no, not sure.  If no, Question 2 - Why don't you use the online system The option of 'it was an emergency repair' will be added and this question will be changed to multiple choice. The panel said the 10-minute time limit could also be a barrier for tenants. 'other' will be added.  In the block text following the question 'house' will be changed to 'home'.  If no, Question 3 - What would help you to use the system? The panel are happy with this question and the answer options.  An optional comments box will be added.	

	<p>If yes, Questions 2, 3 and 4 – The panel are happy with these questions. Question 5 – Rebecca will check if the website just includes water companies. 'etcetera' will be added to the question.</p> <p>Barry added that it is not always possible to book online and if the allocation of appointment times has been filled, the tenants will be contacted by the contractors. If the appointment was made by Equans the tenant is able to reschedule their appointment online whereas this is not possible when the appointment was booked through the Council booking system, where the tenant would then have to call the contact centre in order to reschedule.</p> <p>The panel were happy with questions 6 – 12.</p> <p>Question 13 - All your repairs are removed from the system after 90 days (three months). Is this long enough? The question was found to be a leading question implying that the panel believe it should be on the system for longer. The question will be changed to 'How long would you like repair records to be on the system?' timescales will be added along with 'not sure'.</p> <p>The panel are happy with question 14.</p> <p>Barry still has repair records on the system on his account from 5 years ago. It will be questioned with officers how the settings work.</p> <p>Questions for other providers The panel are happy with question 1.</p> <p>Question 2 – if yes, do you know how many people use it? The question will be changed to 'if yes, do you know how many people use it to report a repair?' in case the system other providers use can do more than reporting repairs.</p> <p>The panel is happy with the rest of the questions.</p> <p>A question will be added asking providers what other things the system can do, answers will include rearranging appointments.</p> <p>The surveys will go out in the next few weeks.</p> <p>The survey will be sent out to a random sample of 300 tenants.</p>	Caroline
4	<p><b>Welcome visits topic</b></p> <p>Performance for welcome visits is 96% of visits are being done which is above the Councils target.</p> <p>Paul is happy to attend a future meeting to discuss communal areas. Paul will be invited to the next meeting at 11:45.</p>	Caroline
5	<p><b>Be the best we can be – action plan</b></p> <p>An action plan has been produced for the 'be the best we can be' topic.</p>	

**Recommendation A – terms of reference**

The new terms of reference have been adopted. These have been published on the Rotherham Federation website and the panel have received a copy of these. Recommendation A has been completed.

**Recommendation B – recruitment**

Tenants who showed an interest were sent an invitation to attend the panel and phil has had an informal meeting with those interested. These will be marked as green however this process will be continued for all interested tenants. A list of volunteers to be buddies and guidance for buddies is ongoing.

Agreeing details around the 'trial period' will take place in July. It makes sense to review timing of meeting to suit members of the panel in January.

**Recommendation C – training and support**

Links for TPAS resources has been shared with members. Any further training or additional support will be shared when it comes up. The status of this recommendation will be changed to Green. An annual check-in will take place in January; a bespoke training session will be considered.

Rebecca will look on TPAS connect and query whether other areas get rewards, and if so, what they get. Shopping vouchers is an option. The council are doing a broader piece of work on tenant engagement incentives.

**Recommendation D – topic choice**

We have implemented having topics chosen in advance, the next time we have a list of forward topics will be in January.

**Recommendation E – guidance and support for attending officers**

The document exists. It needs to be agreed by Rotherham Council for their internal processes. The tenant involvement team now provide attending officers with information and offer to meet with them prior to the panel meeting.

'Investigation sponsorship' has been discussed by senior managers in the council and will come back to the panel at a later date.

**Recommendation F – other engagement**

The communications plan is being worked on today.

Home Matters goes out 3 times per year, the next one will go out in September, and we can ask to be included in it. David suggested writing an article about reviewing ourselves and including that we are looking for new members.

**Recommendation G – Action Plans**

It takes a minimum of 6 months to get to the Improving Places Select Committee. The council are looking into implementing a process that is quicker and has more accountability. This conversation is currently ongoing.

**Recommendation H – Review of Action Plans**

We have had the first quarterly action plan review, this will continue.

**Recommendation I – Escalation process**

The escalation process is in draft and in discussion at the council. a proposal will be brought back to the panel.

6	<p><b>Be the best we can be – communications plan</b></p> <p>The panel viewed the draft communications plan.</p> <p>On communications objective, raising awareness and attracting people to be part of the panel will be added to the objectives.</p> <p>For target audience, other forums and panels will be added such as complaints handling group and building safety group.</p> <p>The panel are happy with the channels and methods list.</p> <p>We will aim to produce a ‘what we achieved’ list within 6 months but it was discussed and agreed that it needs to take place when the action plan is complete. We can leave out the things that haven't been achieved if necessary.</p> <p>We currently have draft guidance notes and investigation surveys are ongoing.</p>	
7	<p><b>Planning for the Next Meeting</b></p> <p>Paul Walsh will be invited to the next meeting to discuss communal areas.</p> <p>The panel are happy with the new format of the forward plan.</p>	
8	<p><b>Any Other Business</b></p> <p>The tenancy health check report is going to the Improving Places Select Committee on 8<sup>th</sup> July, David will be attending.</p>	
	<p><b>Next meeting date</b></p> <p>The next meeting will be on Monday 14<sup>th</sup> July 2025, 10:00am at Springwell Gardens Community Centre and online on Microsoft Teams.</p>	