

**Residents Task Force Meeting – 13 October 2022**

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| **In attendance:****RTF members** Jean McPetrie (JMcP)Robert Alston (RA)Marie Anderson (MA) Betty McAllister (BM) Colin Thomson (CT)Marilyn Clewes (MC)**Apologies:**Maureen Naughton (MN)Christine Wilson (CW)  | **Staff/Observers**Katie Blair (KB) Performance and Customer Engagement Officer Adam Coles (AC) Events and Marketing Officer |

**No. Item Action**

**1.** **Welcome and Apologies**

Members were welcomed to the meeting.

**2.** **Discussion of previous minutes**

No changes were made to previous minutes. Approved by JMcP and BMcA.

**3.** **Discussion of issues/challenges**

AC joined the meeting to discuss the Pride of Queens Cross awards event. AC apologised if anyone was missed from the invite list from the awards but explained that only those nominated for an award or who have nominated an award are asked to attend. This is because space is limited. AC noted the good work the group have done and understands their concerns.

JMcP asked about a Christmas event for volunteers. This is usually arranged by social regeneration team and **KB will look in to this.**

CT raised an maintenance issue in his close where paint is bubbling and flaking off walls. Discussed complaints process as CT advises no one is getting back to him and nothing happening with it. KB explained that Lynn is now in post and is overseeing complaints.

Betty had an issue with a contractor coming to her home early in the morning. KB advised that members can follow complaints process. MC reminded the group that the complaints process is there to be used and if you don’t make a compliant, the association don’t know what is going wrong.

**4. Tenant’s Information Service (TIS)**

Sharon form TIS joined the meeting. Sharon asked the group about recent projects. The group have recently scrutinised letters and communication, close cleaning and have been doing area walkabouts. Before covid the also did some scrutiny visits to other Housing Associations.

Sharon explained how scrutiny groups should form part of the structure of Housing Associations and this should be within the scrutiny framework. Sharon asked what happens after a project report. The group explained recommendations go to the management team but not to the board. KB advised the current framework is up for review and this process can be added.

Sharon said that when recommendations go to the management team there should be a project plan in place for them to say what they can and can’t do and give feedback. This means that if the management team say something can’t be done and RTF don’t agree they can then go to the board. The RTF can also go back after 3-6 months and check the progress of actions, if they have been implemented and if this has been effective.

Sharon discussed the option of having a discussion with the board about what the group are doing. Board are overall governance for association and need to know what scrutiny group are doing.

MC said that the board normally sees the RTF as sperate as they want them to scrutinise independently. They do get a report in board reports every three months but perhaps this isn’t enough. Sharon asked if board members see RTF projects. The board currently just get an update. Sharon suggested that they could get a copy of each scrutiny report, present findings to the board or arrange an informal chat and lunch with the board. Tenant scrutiny is about service users getting involved in self-assessment.

JMcP would like to engage with the board more and meet up from time to time. Sharon advised meeting up perhaps once per year and also get project reports.

The group further discussed work shadowing and mystery shopping. Sharon advised all that needs to happen is that staff are told there will be mystery shopping at some point and don’t need specific details or times. The group can also conduct interviews with staff asking what they do and questions about their job. This can be kept quite informal. Sharon reminded the group that for scrutiny to work there needs to be a commitment from the association. Scrutiny groups can also mystery shop as they go, anytime they report a repair or make a complaint, this can be used as a mystery shopping exercise by recording and sharing what happened and assessing it against service standards.

Sharon outlined the steps of a scrutiny plan:

* Desk top audit (fact finding and research). Finding out what the association aim to do in their policies and procedures and what the performance stats say.
* What actually happens in practice? This is when scrutiny methods are used.
* Recommendations and report to management team.
* Review of project – have the recommendations been implemented and what has changed.

The group discussed options for new projects for scrutiny including repairs and complaints. Sharon reminded the group that any record of dissatisfaction is a complaint and its about how this is recorded. All notes of satisfaction or dissatisfaction should be recorded. The group agree that tenants should be given a window of time when contractors are coming out to do repairs as just now they are just turning up which isn’t good customer service.

**5. Annual Performance Report**

 KB circulated information on Annual Performance report. The same format and design will be used from last year with data and info from Chair and Chief Executive updated. The group will look at this and come back with recommendations. KB will email further info and timeframe for members to get back.

**6. Recap of action points from meeting**

**7. A.O.C.B**

 There was no other business.

**8. Meeting Close**

 KB thanked everyone for attending the meeting.

**END OF MEETING**

**Next Meeting: 10.45am – 1.30pm, Thursday, 25 November 2022**