

Tenant Scrutiny Meeting

Monday 9th October 2023, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Winnie Billups, Mary Jacques, Keith Stringer, Barry Dealey, Donna Draper, Callie Lamb, Carol Wordsworth, Nicola Birks, Abi Yates, Phil Hayes, Rebecca Morrison, Laura Swift

1	Welcome, introductions and apologies David welcomed everyone to the meeting, introductions were made. There were no declarations of interest. Apologies have been received from Julie Sharp, Sam Sharp, Ann Hitchens, Frank Rees and James Smith. Panel members should complete a declaration of interest form for this investigation.	
2	Minutes and actions from last meeting The minutes were read through. There are no updates.	
3	Support for new tenants – planning the investigation The panel will use the proposed questions for officers.	
4	Support for new tenants Viewings Virtual viewings were introduced during Covid. An occupational therapist (OT) will view the property prior to viewing to ensure the property is appropriate. In-person viewings will always be accommodated if insisted. There is a total of 30-40 viewings per week, 8-10 of these will be in-person. there are 2.5 OTs however the part time staff member is on maternity leave. Phil said some young tenants have said they were told they couldn't have an in-person viewing. Carol said if requested, they should have been in-person. Feedback from a South Yorkshire autism good was positive and the group liked the virtual viewings.	

<p>They have access to the adult social care system and work closely with the housing management team.</p> <p>If support is needed it is on the form. There is nothing on the form for people to ask for in-person viewings.</p> <p>The property is advertised during the voids period. The video is filmed once the work is complete. The average is within 24 hours that they would confirm whether they want the property. The sign up takes place at Riverside House unless it is an in-person viewing where it will then take place at the property. Nicola said they are encouraged to go and look at the property and area beforehand.</p> <p>It is followed up if new tenants feel that work is incomplete. Carol doesn't think that many people are disappointed and hasn't been made aware if there are any concerns.</p> <p>Sign-up process</p> <p>The maintenance team will go back to the property once the sign-up process is complete, change the locks and perform a meter reading.</p> <p>The tenant is invited to Riverside and an officer will sit with the tenant and go through the tenancy including a plastering disclaimer. It takes around 45 minutes.</p> <p>Information such as bin days can be found on the Council website. The Council will update the British Gas portal. The tenant is also given the information to arrange for the gas to be uncapped.</p> <p>People are not given any information on neighbourhoods and community activity; however, Carol is wanting to build on this and there is a lot that Carol wants to do with it.</p> <p>Welcome visit</p> <p>A welcome visit takes place and is on time 90% of the time in Rotherham South, Nicola is unsure of other areas. The Council try to complete a welcome visit 4 weeks after sign-up. Some tenants are choosing not to move in until decorated, the welcome visit is not 4 weeks after moving in. from the visit tenants can be referred to tenancy support or to other agencies. Officers check around the property. Nicola will send a copy of the welcome visit form to Callie.</p> <p>Officers have heard some tenants saying they do not like the property due to anti-social behaviour. Tenants are warned before sign up that the area may have anti-social behaviour.</p> <p>Surveys are not carried out. The Council are currently looking at doing an external survey, this is a one-off survey. Staff do ask tenants if there are any issues.</p>	<p>NB</p>
--	-----------

	<p>Sustainability There hasn't been any negative feedback from the 'a place of your own' training.</p> <p>The teams work closely together. There are a lot of checks prior to letting.</p> <p>Satisfaction for the furniture scheme improves year on year. stats can be sent to the panel.</p> <p>The Council are in the process of changing the medical assessment for OTs, more detail has been added. Properties go a medical assessment panel to ensure they meet the needs of the tenant.</p>	
5	<p>Furniture scheme and other new tenant communications</p> <p>The leaflets don't show the prices or include a link in order to access the prices. Barry added the pricing depends on what you have and how many items. The carpets are not described much in the leaflet.</p> <p>Rebecca said Kirklees Council had a furniture scheme however it is coming out of the service as it is expensive.</p> <p>There is some confusion as the leaflets say take the furniture with you but also leave it at home. This could mean you leave the furniture at the property and the council moves it?</p> <p>The leaflets do not mention a training course new tenants have to do.</p>	
6	<p>Communications investigation</p> <p>Recommendation A: Letters (Green) Letters are currently being reviewed. The screen team have looked at documents. James has spoken to Gemma Davenport about exploring online training to get tenants involved with no/little digital skills.</p> <p>Recommendation B: Strategy (Amber) The strategy will be amber until it is approved next year.</p> <p>Recommendation C: Complaints and Compliments (Amber) Parts of this have been completed, others remain outstanding.</p> <p>Recommendation D: Website (Red) James has been working on the tenant Involvement pages of the website. It depends on IT when this is put in place.</p> <p>Recommendation E: Newsletter accessibility (Amber) Home Matters has been reviewed. The screen team has looked at content and what tenants want to see in the newsletter.</p> <p>Recommendation F: Telephone Calls (Amber) Callie wants to check the wait times they are currently at 7 minutes.</p> <p>Recommendation G: Complaints and Compliments (Green) There are easy read formats.</p> <p>Recommendation H: Newsletter Circulation</p>	

	<p>Everyone is receiving ward e-newsletters.</p> <p>Recommendation I: Staff training The staff training is mandatory for all housing staff and partners. Rebecca contacted Claire Tester and if the training is successful, it will be suggested for customer services as well.</p> <p>Tenant communications group The screen team is going well.</p> <p>Callie will update the action plan with new target dates.</p>	CL
7	<p>Voids report</p> <p>Teams have started putting the action plan together.</p>	
8	<p>Planning for next meeting</p> <p>Dean and Daniel will be invited to the November meeting and Andy will be invited to the December meeting.</p> <p>A survey for tenants will be finalised.</p> <p>The next meeting will take place for an extra 30 minutes at the earlier time of 10am.</p>	
9	<p>Any other business</p> <p>Tenants' Open day will take place on Tuesday 31st October. tenants can book online or let Callie know.</p>	
	<p>Next meeting date</p> <p>The next meeting will be on Monday 13th November 2023, 10.00am at Springwell Gardens Community Centre.</p>	