

Tenant Scrutiny Meeting

Monday 10th June 2024, 10:30am at Springwell Gardens Community Centre

Attendees

David Ramsden, Barry Dealey, Mary Jacques, Ann Hitchens, Julie Sharp, Sam Sharp, Keith Stringer, Winnie Billups, Jo Workman, Wendy Birch, James Smith, Phil Hayes, Rebecca Morrison, Laura Swift

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| 1 | Welcome, introductions and apologies David welcomed everyone to the meeting, introductions were made. There were no declarations of interest. No apologies have been received. Panel members should complete a declaration of interest form for this investigation. | |
| 2 | Minutes and actions from last meeting The minutes were read through. Jemma Davenport was going to look into the work badges as some contracted staff members are using a photo of ID rather than their ID card. James will chase this up. | JS |
| 3 | Repairs and Maintenance Policy This will be moved to the next meeting. | |
| 4 | Aids and Adaptations leaflet This will be moved to the next meeting. | |
| 5 | Tenancy Health Checks Further information from officers <u>Letter – Tenancy Health Visit</u> <ul style="list-style-type: none">• Tenants on the panel prefer the wording ‘home address’ over ‘tenancy address’• ‘Access to your home’ should be a heading rather than a bullet point.• Julie suggested it should specify garden – ‘Access to your home and garden’• Proof of identity – driving licence and bus pass should be added. Queries were raised over National Insurance Number being included for proof of identity when on National insurance cards or letters it states it cannot be used for identification.• The panel felt that the name of the department to speak to should also be added along side the telephone number. | |

- Contact the Council if the tenant wants 'a/your support worker' to attend should be added.

Process document

- This needs a section adding on contacting social workers.
- Is the council able to make referrals to advocacy organisations.

Diversity questions

The panel discussed the diversity questions which are asked to tenants.

Questions raised are:

- Why do they need to know these questions during a tenancy visit?
- Why is it included? Is it a government guideline?
- Why are these diversity questions asked other others? E.g. faith is asked but not whether the tenant has any disabilities.

Tenants are asked whether they give consent for a photo. What happens if the tenant doesn't feel comfortable with that?

If a tenant doesn't feel comfortable with their Area Housing officer what happens?

Social Care – is data cross-referenced? If social care officers already know the information, would the visiting officers still ask the diversity questions.

Winnie suggested training with a refresher on how to approach people, similar to Claire Tester's training session.

On the system disabilities etc are labelled as a 'hazard warning', the panel felt that this wasn't the terminology that should be used.

The letter does not mention the questions that will be asked.

The panel felt that the questions could be perceived as the Council prying despite the intentions to support tenants.

Results from the survey

The surveys were sent out to 300 people who have had a tenancy health check in the last 3 months. 29 responses were received.

The results are overall quite positive. The results are available in the survey summary document.

The panel would like to know what happens to the officer findings of the visit.

Benchmarking

The full feedback is available in the benchmarking responses document.

- The panel felt Sheffield was very good with the different levels of need for tenancy health checks.
- Hull's take place every 3 years.
- Dacorum use the title of 'Tenancy Review' which the panel preferred over Tenancy Health Checks. Mary suggested 'Your Tenancy Review' with a tagline 'a chance to check how you and your home are' the panel liked this.
- Hull contacts the tenant to arrange a convenient date and time. The panel liked this. An email or text confirmation would be good to have.

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| | <ul style="list-style-type: none"> Leeds checklist includes whether the home is overcrowded or under-occupied. According to the checklist, this doesn't happen in Rotherham. Leeds takes photos, Rebecca will confirm what these photos are of. E.g. Are these general photos of the property? photos of issues with the property as evidence? etc. | RM |
| 6 | <p>Terms of Reference for Tenant Scrutiny</p> <p>There were some concerns that the flow chart was confusing. The terms of reference were agreed.</p> <p>TPAS will be attending in January 2025. It was previously going to be September 2024.</p> | |
| 7 | <p>Planning for the next meeting</p> <p>The aids and adaptations agenda item should be quick to cover.</p> <p>We will need to agree on recommendations at the next meeting and have the report ready and finalised for August.</p> <p>Wendy Foster and Daniel Peck will be invited.</p> | |
| 8 | <p>Any Other business</p> <p>Phil has put in his apologies for the July meeting.</p> | |
| | <p>Next meeting date</p> <p>The next meeting will be on Monday 15th July 2024, 10.30am at Springwell Gardens Community Centre.</p> | |