Eden Housing Association
Scrutiny Audit Panel

Meeting notes – 5th May 2026, 1pm

SAP Attendees	[redacted], [redacted], [redacted]
EHA Attendees	Jenny Everingham (Director of Operations), Sue Powell (Chair, EHA Operations and Consumer Committee), Jenny Webb (Engagement and Insight Officer)
Meeting guests	Martin Ritchie & Angela Ward, TIAA *(online, 2pm-2.45pm)*
Apologies	[redacted], [redacted] [redacted] Heidi Ware(Customer Service Manager)

	Item	What happened? Key discussions	Action/ update/ decision
1.	Welcome/ introductions/ apologies/ last meeting notes	Jenny informed the panel that [redacted], SAP's Chair had to send his apologies for the meeting. Jenny noted that there with no Vice Chair role in place, she would be happy to Chair the meeting on this occasion, however due to recent increased membership it would be prudent to work to appoint a Vice Chair at a future meeting. Jenny also noted that SAP's Terms of Reference are due an update following Regulatory and EHA Governance changes – this will be added to the next meeting's agenda, where Jenny will confirm changes and request	**Update:** Jenny and Heidi sent a bouquet of flowers to absent member, [redacted] with best wishes from the panel. **Action 1:** Appointment

[redacted]

		members sign new Terms of Reference documents. *Jenny* (Webb) introduced Sue Powell to the panel, as the Chair of the Association's Operations and Consumer Committee (OCC). *Jen* (Everingham) explained the purpose of the OCC, a subcommittee of EHA's Board, which focusses on Operational services (Customer Service, Complaints, Tenant Engagement, Housing, Repairs, Asset and Compliance) and EHA's work within the Consumer Standards. Jen explained that Sue Powell will be attending a couple of SAP meetings annually, to strengthen the link between SAP and OCC, and that linking with EHA's Internal Auditors will help align service areas under scrutiny, complementing each other's work, without 'doubling up'.	of Scrutiny Audit Panel Vice Chair to be added to future meeting agenda. **Jenny** **Action 2:** SAP Terms of Reference to be updated and presented at next meeting for approval. **Jenny**
2.	Minutes and matters arising from last meeting	**Skills Audit - feedback:** Jenny had previously shared a copy of the proposed skills audit. The aim is for involved tenants to complete the form, which will help Jenny and Heidi identify where extra information, support or training should be planned for members/ groups. Training could be in-house from EHA teams, or by training providers like Tpas (national Tenant Engagement experts). Jenny reiterated that EHA understands we often ask a lot of tenants. It's to make sure that members are provided with helpful and clear base of understanding to make scrutiny, providing feedback and suggesting potential improvements easier. No feedback had been received from tenants following the last meeting so Jenny will add some final tweaks, then share with involved tenants for completion.	**Action 3:** Jenny will share the finalised Skills Audit with each member for completion and return ahead of the next meeting. **Jenny, SAP** **Decision:** No concerns/ further queries - approved
3.	Review of Q4	**Tenant Engagement Report OCC -** The Q4 Tenant Engagement report was shared with SAP ahead of the meeting. Jenny explained that SAP had	**Decision:** No concerns/ further queries -

[redacted]

	performance:	seen the report before OCC due to their meeting being postponed, however Jen confirmed it is positive that both OCC and SAP receive the same information about progress within the Tenant Engagement service, and reports of risk, future plans and progress against the Tenant Engagement Strategy. Jenny went through the report with members, providing updates of note, including KPI performance, of which the ‘Tenants involved in Governance’ measure has improved, due to increased membership to SAP. **Tenant Engagement Strategy Progress -** Jenny confirmed that all projects on the 2023-26 strategy are complete, aside from those relating to the development of EHA’s new website, which will be transferred to the new strategy to be completed in 2026/7. **Scrutiny Action Monitoring** - Jenny provided an update on progress from past Scrutiny Taskforce actions. Most outstanding actions relate to large scale IT projects which had been put on hold for more immediate business critical/priority projects (e.g. the new website is delayed).	approved
4.	Scrutiny Taskforce update: *EHA Tenant Engagement service review*	Jenny confirmed that SAP had instructed a review of EHA’s Tenant Engagement Service in January. Although there were no performance or major satisfaction issues with the service, under ‘Respectful and Helpful Engagement’ (90%), Listens and Acts is one of EHA’s lower satisfaction scores at (84%). The review will aid the co-creation of our 2026-30 Tenant Engagement Strategy and 2025 Tenants’ Voice report to tenants, as well as feeding into our work towards Tpas Accreditation. Jenny shared progress to date , covering key points and observations. Jenny confirmed that 2 in person/ online workshops were complete. Of the 15 people who were invited to join the Taskforce, 7 took part. 4 members	**Action 4:** Tenant Engagement Taskforce Report to be shared with SAP once approved by Taskforce - **Jenny** **Decision:** No concerns/ further queries - approved

		joined the planned sessions, with a further 3 taking part remotely via email. Jenny confirmed this had been the first-time enabling people to join a Taskforce by sharing session recordings with requests for specific feedback. When the report is complete, Jenny will share all findings with SAP to review the process, to include a specific review of the new approach in sharing session recordings.	
5.	Introduction to EHA's Internal Auditors – *Martin Ritchie & Angela Ward, TIAA, attending online at 2pm*	Jen introduced EHA's newly re-appointed Internal Audit Team, who audit EHA's governance, risk management and internal controls, leading to a rating – from substantial, moderate, limited, to no assurance. [redacted] and [redacted] provided an overview of their role, and the processes they follow when planning and executing an audit, and how EHA monitors progress where recommendations for improvement are provided. They are keen to work with tenants where appropriate to enhance both internal audit and SAP reviews, ensuring work is not 'doubled up'. TIAA shared the draft annual audit plan for the year ahead and Members asked several questions about the process and their plans to involve tenants. The plan will be reviewed by Audit & Risk Committee at their meeting in June and arrangements made to share relevant audit scopes for feedback from SAP members through the year ahead.	**Action 5:** TIAA internal audit plan to be shared with SAP once received. **Jenny** **Decision:** No concerns/ further queries - approved
6.	Any other business	• **Challenge** – Jen noted that becoming more involved with the Association's work can led to tenants not wanting to raise negative issues/ observations. Jen stressed that challenging the way we do things is important to improve services so asked members not to be afraid to raise issues or challenge decisions where required. Members agreed.	**Decision:** No concerns/ further queries **(Action 1:** Appointment of Scrutiny Audit Panel

[redacted]

		• **Vice chair** – appointment of the role to be added to forthcoming SAP agenda	Vice Chair to be added to future meeting agenda. **Jenny)**
7.	Future meetings	**Wednesday 15 July, 1-3pm (TBC)**	Further 2026 meeting dates are: • Weds 16 Sept 1-3pm • Tues 3 Nov 1-3pm • Weds 16 Dec 1-3pm

NB: To ensure maximum suitability/availability, a ‘vote’ is attached to the email sharing the minutes for members’ preferred days for meetings.

[redacted]