

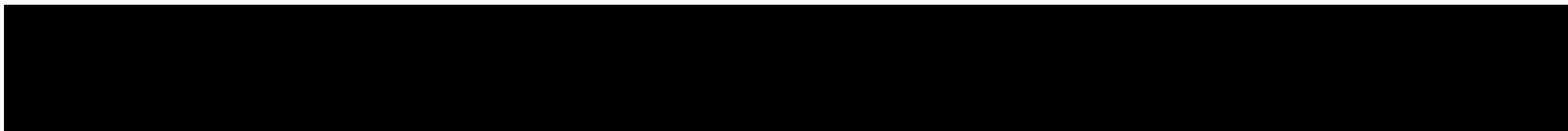


**Eden Housing Association
Scrutiny Audit Panel**

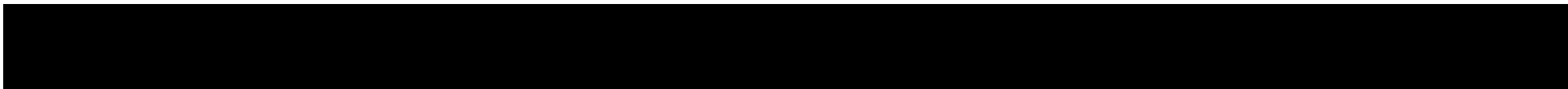
Meeting notes – 18th March 2026, 1pm

SAP Attendees	██████ (Chair), ██████, ██████, ██████, ██████, ██████
EHA Attendees	Jenny Everingham (Director of Operations), Heidi Ware, Customer Service Manager (Customer Service Manager), Jenny Webb (Engagement and Insight Officer),
Apologies	██████, ██████

	Item	What happened? Key discussions	Action/ update/ decision
1.	Welcome/ introductions/ apologies/ last meeting notes	██████ welcomed new and old members to the meeting, all attendees shared a brief introduction. ██████ confirmed that ██████ will be absent from the next few meetings as she is undergoing treatment, however, is in great spirits.	Action 1: Jenny and Heidi to organise a gesture from SAP to send our best wishes to ██████
2.	Minutes and matters arising from last meeting	There were no matters arising from the minutes, which were not covered in the meeting agenda.	n/a
3.	EHA's new Engagement and Governance	Jenny Everingham explained the recent changes to EHA's Governance Structure following a review last year which recognised that Board	



	Structure – <i>introduction of EHA's Operations and Consumer Committee</i>	meetings were becoming unmanageably long as a result of revised reporting making sure Board had sufficient assurance on performance against the consumer standards. EHA's new Operations and Consumer Committee (OCC), officially formed in January 2026. The committee focusses on monitoring – and ensuring EHA's compliance with – the Consumer Standards. OCC is a sub-committee of EHA's Board, alongside the Audit and Risk Committee (ARC) who focus on the Associations' risk management, finances and compliance with internal and external audits. Jenny shared the Association's up to date governance structure, which shows the journey from tenant feedback, via committees/ panels, SAP up to Board and its sub-committees. The structure clearly shows SAP's role in ensuring EHA tenants' voice is heard at Board level. To strengthen the link between SAP and OCC further, it was suggested that Sue Powell, Chair of OCC attend a couple of SAP meetings throughout the year. The SAP meeting plan 2026 document had been shared with members ahead of the meeting for their records. Jen added that with SAP's audit role with EHA engagement and scrutiny functions, it will be beneficial to have EHA's internal auditors attend a future meeting, once appointed by ARC. Their attendance has also been added to the SAP meeting plan for 2026. <i>NB: Since the SAP meeting, EHA's Audit and Risk Panel committee have appointed TIAA as our internal auditors. Instead of attending</i>	Decision: All agreed it was positive for the OCC Chair to the SAP meeting in May Decision: All agreed it was positive for the newly appointed internal auditors to July's meeting. <i>NB: Internal Auditors will attend May's meeting from</i>
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		<i>July's meeting, TIAA have agreed to attend the meeting in May so SAP can feed into the internal audit plans for 2027.</i>	<i>2pm, online</i>
4.	Scrutiny Taskforce proposal: <i>EHA Tenant Engagement service review</i>	Jenny confirmed that following January's meeting, where performance and TSM results didn't identify an obvious area for review. Although satisfaction under 'Respectful and Helpful Engagement' has progressively risen since 2024/25 to (90%), within this, 'listens and acts' is one of EHA's lower satisfaction scores at 84%. A review with tenants could result in 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 noted that [REDACTED] is keen to revisit EHA's management of Damp, Mould and condensation following legislative changes in the area under Awaab's Law, so it was agreed this could be the area for the Taskforce towards the end of 2026. Jenny shared copies of the engagement proposal for the forthcoming Tenant Engagement Taskforce during the meeting, running through each area, from data research options to proposed initial questionnaire options. Members approved the proposal; Jenny requested any additional feedback or suggestions by the start of the following week so the initial questionnaire can be circulated. [REDACTED] noted that the timeline appeared 'tight' to allow for all the necessary work to be carried out, including Taskforce, SAP and tenant sign-off in line with EHA's Board Meetings – the final report, the principals paper for the Tenant Engagement Strategy, and the final Strategy. Jenny explained that the timescales relating to Board approval are flexible, and presentation of the final strategy to Board can be pushed back towards the end of the year. Additionally, some relevant documents for sign off/ review could be	Decision: the proposed engagement plan was approved by members. Decision: SAP to instruct a review of EHA's approach to damp, mould and condensation towards the end of 2026 Action 2: Members to share their suggestions/ amendments by Tuesday 24th March



		shared digitally for approval, rather than at meetings, where required.	
5.	Introduction to EHA panels' Skills Audit – <i>to identify training needs for future provision</i>	Jenny shared copies of a proposed 'Skills Audit' document, to be completed by all involved tenants to identify any additional information and training needs. Jenny confirmed that the assessment is a simplified version of EHA Board's self-assessment document, focussing on skills/ understanding/ knowledge required for more in-depth engagement exercises. All attendees were requested to review the questions and areas the proposed skills audit covered and provide any feedback or suggestions the following week.	Action 3: Members to share their suggestions/ amendments by Friday 3 rd April
6.	Any other business	A discussion took place around EHA's previous engagement structures, namely the ECHO (Eden Community Homes and Organisations) Assembly, which was EHA's key engagement group before its closure in 2020. Queries were raised as to why these functions no longer exist: ECHO: for over 20 years ECHO had been the main route for formal tenant involvement with EHA. The commitment of the few dedicated members was highly valued, but EHA needed to make sure that the engagement structure was accessible for as wide a range of tenants as possible. Our revised structure allows a wider range of tenants, with a direct/ recent experience of services to co-create and develop services and reduces the weight of responsibility on just a few people. Community Fun Days: although these provided positive advertising and presence within our community, they were costly and did not positively impact EHA tenants or services directly. Costs and resources associated with these events – funded by rental income – are better spent working directly with our tenants, improving homes and services.	n/a

		Tenant Representatives: although there was value in tenants being able to speak to willing and involved tenants to raise community issues, the resource related to recruitment, management and support of Tenant Representatives became unviable. Due to pressure on representatives, increased GDPR legislation and constant changes to services, it is much more beneficial for queries being raised and resolved by EHA Officers directly. There are also elected members to the district and parish councils in each area, so EHA have offered updates and training to all elected members to make sure they are well placed to understand our services and responsibilities and signpost effectively.	
7.	Future meetings	Ahead of the meeting, members were provided with the SAP 2026 meeting plan, which outlines meeting aims and guest attendees for their records. The next meeting will be held on Tuesday 5th May at 1pm. We will be joined by Sue Powell, Chair of the Operations and Consumer Committee. <i>NB: TIAA internal auditors will also be in attendance, online from 2pm. Further details to be shared ahead of the meeting.</i>	Further 2026 meeting dates are: • Weds 15 July 1-3pm • Weds 16 Sept 1-3pm • Tues 3 Nov 1-3pm • Weds 16 Dec 1-3pm

