

Scrutiny Audit Panel Meeting

16 July 2025

Attendees	[REDACTED] (observing), Jenny Webb (EIO, EHA), Heidi Ware (CSM, EHA)
Apologies	[REDACTED]

1. Welcome and Apologies

[REDACTED] welcomed everybody to the meeting, welcoming [REDACTED] who attended as an observer online. Jenny thanked [REDACTED] for attending following a very recent family bereavement.

2. Matters arising from last meeting

There were no matters arising from the minutes.

3. Tenant Engagement Strategy – annual review

Jenny updated members on the progress with the Association's Tenant Engagement Strategy. The strategy was developed using the Tpas engagement framework, as well as using feedback from tenants.

Since 2023, 62 projects have been marked as complete (some projects are repeated under different headings), and only 2 remain outstanding for the remaining year.

Jenny confirmed that the website project had been marked as complete, as associated engagement work to develop a website brief is complete. However, the development and launch of the new website is not due until March 2026. Engagement around the new website will be added to the new strategy from 2026-2029, which Jenny confirmed she will begin devising in the coming months.

Heidi added that work with Tpas has also begun to seek 'Accreditation' from them around our engagement work with tenants. Updates will be provided at future meetings.

4. SAP Action Monitoring

Jenny then presented the quarterly review/ progress of scrutiny actions. Jenny confirmed that since the previous quarter, the 15 recommendations from the 'Forgotten' Repairs Taskforce (presented to Board in May) have been included. In line with the work resulting from the internal process review, 10 actions are already complete.

All actions from the Formal Complaints Taskforce report are also now complete. Jenny confirmed that all completed actions will be removed from the spreadsheet ahead of the next review – leaving 8 recommendations across 2 services.

5. Tenant's Voice Report

Jenny reminded members of their input into the draft Tenants' Voice report at the previous meeting. She advised that the document had been reviewed and designed by Reeds, and the final version shared in June's Viewpoint and to tenants in July.

Jenny shared the document on the screen, and summarised each area.

Heidi commented how busy it's been in tenant engagement, and the increase in tenants developing services as evidenced by the Tenants Voice report. All present acknowledged this, and hope the report and Menu of Involvement encourages more tenants to become involved.

6. SAP Code of Conduct update

Heidi confirmed that – in line with the National Housing Federation (NHF)'s 2024 Code of Conduct – the Association has been working to update all group Code of Conducts to align with the NHF recommendations.

EHA Board, Audit and Risk Committee and Complaints Panel Codes of Conduct have all been updated, and the Code of Conduct for the new Safe & Quality Panel was developed to include it.

All agreed that the existing SAP Code of Conduct will be updated to include the following:

“Scrutiny Audit Panel Values and Conduct (in line with the National Housing Federation Code of Conduct):

At all times panel members must:

- Act in the best interest of Eden Housing Association – the panel holds responsibility to carry out its function in line with the social purposes of the association*
- Behave with integrity*
- When representing EHA you must conduct yourself professionally and have consideration and respect for others at all times*
- Have a commitment to the principles of Equality, Diversity and Inclusion*
- Protect yourself, others and the environment, it is your responsibility to protect your own health, safety, security and wellbeing and that of others*

and where reasonable to make the most positive possible environmental impact

Scrutiny Audit Panel will work in a professional, open, honest and trustworthy manner that shows respect for all. Confidentiality and adherence to GDPR is paramount to the success of this panel.”

Copies of the new Code of Conduct will be provided at the next meeting to be signed by members.

7. Value for Money

Jenny confirmed that she and Caroline, EHA's Compliance Officer had carried out some in depth engagement in 2023 to inform the review of EHA's Value for Money Strategy. The consultation led to 28 recommendations – some quick wins, some more complex and across teams to complete.

Jenny confirmed that all actions are now complete, and shared the completed action plan on the screen for members to view.

Jenny confirmed that the policy is now due for renewal again, and that there will be no significant changes other than updating the legislation/ guidance. Caroline will also use the completed action plan and actions to guide the review.

Jenny requested that members consider whether they have any additional value for money suggestions from a tenant's perspective, or any specific tenant engagement members may think is required. Any suggestions are to be sent to Jenny via email.

Finally, Jenny confirmed that over the last 2 years, results of the action plan have been drip-fed in Viewpoint. In August's edition, we will share the completed action plan, along with the opportunity to share additional VFM suggestions.

8. Data Review

Jenny confirmed that the key aim for the meeting was to identify an area for review by a new Taskforce. On the screen, Jenny showed the following reports:

- KPI data from January – March 2025
- TSM quarter 1 TSM Tracker report from Acuity
- EHA's corporate risk register (*shared at the end of the meeting, after Fran departed*)

Heidi noted that from the work which has been carried out with our repairs service, it's pleasing to see an increase in satisfaction from tenants. There has also been an increase in satisfaction regarding complaints handling.

It was noted that satisfaction relating to Anti-Social Behaviour had reduced via the Tenant Satisfaction measures report summary for Q1 2025/26 – April-June.

“Slightly fewer tenants (65%) are satisfied with EHA's approach to ASB, which is down from 69% in Q4.

Approach to ASB: *As this is the lowest scoring measure in Q1, EHA may want to consider some general communications to tenants about ASB, specifically to share more about the process, and the actions it can and cannot take, as this will ensure the correct expectations are set.”*

Further to discussion, it was agreed that the next Taskforce would be formed to review how EHA communicates its approach to ASB. The aim of the review, to provide clear information and better manage tenants' expectations. A draft proposal will be shared with members at the meeting in September.

9. EHA Annual Report

Jenny confirmed that we are in the process of planning our latest Annual Report for 2025, and that a consultation with tenants had begun via June's edition of Viewpoint.

She displayed last year's report on the screen, and requested members consider where improvements could be made.

Although members were positive about the 2024 report, including the figures and staff images, the following suggestions were made:

- More from Doug, EHA's Chair
- More from tenants – perhaps a few lines from Dave as SAP Chair

Jenny requested that any further suggestions be made to her via email or telephone call so they can be considered when the new report is developed.

10. AOB

██████████ – Jenny confirmed that in addition to ██████ giving his apologies for today's meeting, ██████ has decided to resign from the panel, largely for health reasons. Members acknowledged his dedication, and their sadness at him stepping back, however confirmed that health is always a priority.

(NB: Jenny has sent an M&S voucher thank you for John's work with SAP on behalf of members.)

EHA Repairs – [REDACTED] noted that the last few times he has contacted the repairs team, he had spoken to the Customer Advisor Team and queried why this was. [REDACTED] confirmed that this is due to the overflow calls that the Customer Advisor Teams pick up where the Repairs Advisors are on the phone, lunch or leave.

11. Date of next meeting

Meetings will be held online/ in person as necessary, on the third Wednesday of every **other** month at 1pm:

- Wednesday 17th September – 1pm
- Wednesday 19th November – 1pm