

Scrutiny Audit Panel Meeting

16 October 2025

Attendees	Jenny Webb (EIO, EHA), Heidi Ware (CSM, EHA)
Apologies	

1. Welcome and Apologies

welcomed everybody to the meeting, noting that there were no apologies.

2. Matters arising from last meeting

There were no matters arising from the minutes. Jenny provided a summary of updates and discussions from September's meeting for those who could not attend.

3. Anti-Social Behaviour Communication Report

Ahead of the meeting, the latest Taskforce report into ASB Communication was shared with members for review. Jenny shared printed copies to members at the meeting and provided a summary of work undertaken by the Taskforce, including the initial survey which highlights confusion around EHA's responsibilities across all potential ASB scenarios.

Low membership to the Taskforce was discussed, however although only 3 members took part in the Taskforce, 19 tenants views were represented. Reduced involvement is an issue affecting engagement groups across the sector, not least Scrutiny Audit Panel itself. Work is ongoing by Heidi and Jenny to reduce barriers to engagement and increase tenant representation across all levels of engagement.

Heidi stressed the need for SAP to challenge EHA, reminding members to hold us to account where we could do things better. Jenny and Heidi left the meeting to allow independent review of the report and findings.

Decision: Members signed off the report against the SAP sign-off document, confirming it meet the standards for Scrutiny as outlined by the Social Housing Regulator.

4. SAP – review and recruitment

All noted that SAP membership is low, particularly following John's departure from, and now poses a risk to EHA's Scrutiny process. Further to discussions held at the meeting in September, the following measures were agreed:

Scrutiny Audit Panel recruitment drive

Advert to be shared in Viewpoint, website and social media to encourage membership:

- Image of [REDACTED] with an invitation directly from a tenant to a fellow tenant
- 'Invitation' to be shared with TOP tenants initially, then all tenants thereafter
- Focus on outcomes for tenants and tangible changes made
- Emphasis on frequency of meetings – only 6 meetings a year

Jenny asked members why they are members, who confirmed the following:

"It's so important, EHA needs Scrutiny... without us scrutiny would be less meaningful"

"We are the voice of tenants to EHA's Board, so we represent all tenants to make sure necessary changes are made"

"We aim to challenge EHA to help improve things"

"We find out so much about how EHA works, and the challenges it faces, it's really interesting and we are fully informed"

The invitation/ advert to include these examples to encourage interest. Advert to be drafted/ designed during November's meeting.

6. AOB

No further business was discussed.

7. Date of next meeting

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

- Wednesday 19th November – 1pm