

Scrutiny Audit Panel Meeting

22 January 2025

Attendees	David Croft (Chair), Malcolm Carruthers, Anne Cradock, John Barrett, Jenny Webb (EIO, EHA)
Apologies	Heidi Ware (CSM, EHA)

1. Welcome and Apologies

Dave welcomed everybody to the meeting. He acknowledged that this is the first meeting of 2025, and he pleased to be back with the panel, ready for the challenges ahead!

A mini buffet was served, having missed a pre-Christmas catch up – a gesture of gratitude for the SAP's hard work in 2024.

2. Matters arising from last meeting

There were no matters arising from the minutes.

3. SAP Action Monitoring review

Jenny presented up to date progress of the Scrutiny Action Monitoring document, providing an update on each recommendation, which now includes those from the Formal Complaints Taskforce. Members were satisfied with the progress made in the previous quarter, in particular the current recruitment of the Caretaker role.

4. Tenant Engagement Strategy monitoring document review

Jenny provided an update around key projects within the Tenant Engagement Strategy monitoring document, noting those progressing in the previous quarter, and priorities planned for 2025. Members were satisfied with the progress made to date.

Jenny confirmed a key project is the introduction of a tenant friendly 'Tenant's Voice' report, which will present all changes/ improvements to our services tenants have driven through engagement, complaints and TSM feedback. Further to request, Dave agreed to present the final document to Board in May, on behalf of the Scrutiny Audit Panel.

5. Repairs Taskforce update

Jenny confirmed that recruitment to the next taskforce into repairs is underway, adding that its hoped Taskforce members will go on to form the long-term

Repairs Advisory Panel. The Taskforce has 12 members, who will review an area chosen by taskforce members.

Dave Croft is joining the Taskforce on this occasion, so unable (as per Terms of Reference) to take part in the final 'SAP sign off'. Anne, Malcolm and John will need to do this collectively – supported with wording by Heidi and Jenny for the SAP signoff –before presentation to Board.

8. AOB

Declaration of interest 2024/25: Members completed their Declarations of Interest forms in line with the Association's governance procedures.

6. 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 March – 1pm
- Wednesday 23rd April – 1pm
- Wednesday 16th July – 1pm
- Wednesday 17th September – 1pm
- Wednesday 19th November – 1pm