

Scrutiny Audit Panel Meeting

23 April 2025

Attendees	[REDACTED] Jenny Webb (EIO, EHA), Heidi Ware (CSM, EHA)
Apologies	n/a

1. Welcome and Apologies

██████████ welcomed everybody to the meeting, noting that no apologies had been received and it was good to all be working together as a panel.

2. Matters arising from last meeting

There were no matters arising from the minutes.

3. Repairs Taskforce Report - discussion

Jenny had circulated the ‘Forgotten’ Repairs Taskforce report for members to review ahead of the meeting. She provided an overview of the process, and the work carried out by the Taskforce, which led to the report and findings. Jenny confirmed the report is due to be presented to EHA’s Board in May.

Jenny explained that [REDACTED] had taken part in the Repairs Taskforce on this occasion, so is unable to review the report against the SAP checklist.

█████ summarised his involvement and the work the group had carried out, noting that he feels the report covers the points that the group he had attended made, and the recommendations are reasonable to improve the service to tenants, without setting unrealistic expectations for staff and contractors.

A discussion took place around varying views, due to increased representation across demographics. Jenny reiterated that it is vital we listen and value all opinions and experiences, to make sure all views are represented in the report.

Jenny confirmed that had been a variation in issues raised by the daytime and evening groups; evening members were a younger demographic, the majority in full time employment. Jenny confirmed this demonstrates that recruiting one off taskforces, requiring short term commitment and informed by feedback from our wider tenant base allows more voices to be heard – allowing recommendations to be more equitable to all tenants.

All acknowledged that members of SAP share similar experiences and opinions, owing to long term involvement. At times, this may restrict the opportunity for a wide variety of challenge; supporting the need to review EHA's engagement structure. This allows SAP, who have a strong understanding and

knowledge of the Association and the Regulator, link wider tenants' views to the Association's Board, providing sound assurance that scrutiny work is fair and equitable for all.

4. Repairs Taskforce Report – review and sign off

████ and Jenny left the meeting, whilst remaining members reviewed and assessed the Repairs Taskforce Report against the SAP checklist.

SAP agreed the report met the set criteria and signed off the report.

“We feel that all areas have been covered to a satisfactory standard. EHA need to continue to work on the ‘forgotten repairs’ concerns.

Improved communication is obviously the channel to ensure progress with regard to timely repairs, thus avoiding frustrated tenants.”

5. Repairs Advisory Panel

Jenny confirmed that following the completion of the Repairs Taskforce report, work will begin to form EHA's new Repairs Advisory Panel.

The majority of the 'Forgotten' Repairs Taskforce had expressed an interest in becoming involved in the group, to continue their work with the Association to improve our repairs service. Jenny confirmed that its likely sessions will be held in person/ online in the evening to reduce barriers for those who need to travel and those who work during the day. A further update will be shared at the next meeting.

6. EHA Customer Voice Report

Jenny shared a copy of a draft 'Customer Voice Report' aimed at tenants, to showcase the ways in which tenants' voices have been heard and acted upon by the association and our Board. The 'Menu' of involvement at the back is an application form to join EHA's groups having read the value of sharing views.

Members read and confirmed they supported the document. █████ commented that “████ would have thought it was great”. Jenny confirmed that the document had also been shared with other involved tenants for comment and approval.

Once the content is finalised, it will be designed by Reeds to make it more appealing. As Chair of SAP, Dave will present the document to EHA's Board in May.

7. AOB

Incentives – a discussion took place around incentives and rewards, where Taskforce members receive £50 if they take part in all stages of a Taskforce review.

Jenny recognised that it might feel unfair that members of SAP do not receive an incentive for all of the hard work they do for the Association and our tenants.

Although members receive a small treat at Christmas, moving forward, SAP members will also receive a £50 as a further show of EHA's gratitude for their commitment throughout the year.

Information sharing – it was raised that SAP members should be trusted with information which relates to tenants on their estate.

Jenny confirmed that members do receive a higher level of information from the Association relating to SAP work, however outside of this, EHA staff are unable to share any personal information about tenants due to GDPR regulation.

Heidi joined the meeting to provide members with an update on Formal Complaints, during AOB:

A discussion followed around members who want to support fellow tenants with housing related issues. Heidi and Jenny confirmed that they understand that members are often approached by tenants for help, however requested that in these instances all members encourage tenants to contact EHA's Customer Service Team who can direct the query accordingly and are in a position to discuss/share sensitive data under GDPR Regulations. The Customer Service Team can be contacted as below:

Tel: 01768 861400

Email: enquiry@edenha.org.uk

Due to the GDPR regulations we are unable to share any personal data relating to our customers (unless we have explicit consent) with a third party and if found to be doing this will be subject to financial penalties imposed by the Information Commissioners Office and reputational damage to the organisation.

Complaints Panel Update – Heidi Ware confirmed that the Complaints Panel had taken part in a 'deep dive' into the Asset Team's work. Matt Lyons, Asset Manager attended the session to give an overview of the lessons learned from complaints received. In advance of the "Asset Deep Dive" the panel provided Matt with a brief, asking him to provide an update on the following areas:

- What his team have learnt from recent formal complaints
- What changes the team are making to their service following formal complaints
- How the team are embedding a positive complaints culture going forward

Complaints Self-Assessment Document – Heidi worked through the 2025 Housing Ombudsman’s Complaints Handling Code Self-Assessment with the group for consideration and comments prior to it being presented to Board Members at their Meeting in May 2025.

8. Date of next meeting

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

- Wednesday 16th July – 1pm
- Wednesday 17th September – 1pm
- Wednesday 19th November – 1pm