

**Tenant Scrutiny Panel Meeting  
Tuesday 8<sup>th</sup> March 2011 - 6.30 pm  
St George's OAP Club, Swedenborg Gardens, E1 8HP**

**Present:**

***Resident Members***

Aleha Begum  
Rubiya Begum  
Usha Begum  
John Courtney  
Sadiyya Dastegir  
Margaret Donovan  
Linda Owers

***Officers & Independent***

Raj Kumar – *Independent support to the Panel*  
Debbie Davies  
Mohammed Rahman  
Peter Griffiths  
Alex Bailey (Minutes)

**Apologies:**

***Resident Members***

Lucky Begum  
Shahida Chowdhury  
Cindy Okwera  
Katherine Weir

**Action**

**1. Introductions & Welcome**

- 1.1 Raj Kumar (RK) introduced himself to the Panel and gave background information on other organisations he has worked with to help with setting up Scrutiny Panels.

The background of this project was discussed – the TSA and regulatory changes introduced. Housing was seen as an example of the 'Big Society', and the role of residents as co-regulators was emphasised.

RK stressed the importance of the Panel being able to access the information they wanted, and described the common themes for success which he had identified from elsewhere.

**2. Terms of Reference / Information Protocol**

- 2.1 Debbie Davies (DD) introduced these two documents and explained the process by which they had been drafted.

- 2.2 The Panel **agreed** to place additional emphasis on holding the landlord to account under 'Aims and Objectives'.

- 2.3 The Panel discussed the use of IT and how this could be progressed in future.

**SRC**

- 2.4 DD explained the relationship between the Panel and the Service Review Committee and how work on commissioning service reviews will be prioritised.
- 2.5 The Panel **agreed** to amend the Terms of Reference to remove the reference to automatic dismissal after 3 non-attendances. This clause to be replaced by a reference that dismissal will be “considered” by the Panel. **SRC**
- 2.6 On the issue of membership, there was a discussion over representation. RK advised against introducing targets e.g. 2 members per housing area, but it was agreed that EEH should target recruitment to maintain a balance where possible. Both John Courtney (JC) and Linda Owers (LO) commented that they were not representing their estates but aiming to act in the interests of all EEH residents. Providing the required information was provided by EEH, the Panel can make judgements covering all estates.
- Following discussion, the Panel **agreed** to reduce the maximum number of members from 24 to 15. It was felt that this was a more practical number for holding meetings, and also that this figure was more realistic. **SRC**
- The Panel **agreed** to include service charge-paying freeholders in the list of residents eligible for membership of the Panel (two references). **SRC**
- 2.7 RK suggested increasing the term of office from 2 to 3 years, to provide more stability. Rubiya Begum (RB) commented that school governors serve 3 years and she believed that this was a good model.
- The Panel **agreed** to increase the length of term from 2 to 3 years. **SRC**
- The Panel **asked** for clarification on who would serve on the recruitment panel for new members, or when the term of service came to an end. **SRC / DD**
- 2.8 Linda Owers asked what would happen if appraisals identified issues. DD responded that training would be provided to assist Panel members in fulfilling their role.
- 2.9 The Panel **proposed** that they would take a role in adjudicating on appeals from unsuccessful applicants in future, in partnership with the Resident Involvement Team. **SRC**

- 2.10 RK proposed that the role of the Panel should be expanded to include reference to strategies, policies and procedures, and key decisions taken by EEH. This proposal was **agreed** by the Panel **SRC**
- 2.11 Rubiya Begum proposed that the Terms of Reference should be reviewed annually or periodically to check that they are still appropriate. The Panel **agreed** to this proposal. **SRC**
- 2.12 In the Information Protocol, the Panel **agreed** that a reference to information being fed back between formal meetings of the Panel should be included. **SRC**
- The Panel **agreed** to add a clause for a mechanism for review, as per the Terms of Reference. **SRC**

### 3. Election of Chair

- 3.1 Following a discussion, it was **agreed** to defer a decision on electing a chair to the next meeting.

### 4. Service Review Programme

- 4.1 DD explained this item. TPAS are looking at EEH's Resident Involvement activities, and Regeneration, IT and Voids reviews are currently being carried out.
- 4.2 Rubiya Begum asked about EEH activities in the area of Fire Safety, following the fire in Shearsmith House last year. AB/DD explained that a Fire Safety Strategy was approved last year, and the range of work being carried out in co-operation with the London Fire Brigade. The Panel **agreed** to request that more information on EEH fire safety practices be presented to the next meeting. **DD**

### 5. Local Offers

- 5.1 DD explained the local offers process so far, and how the proposed list had been arrived at, with reference to the Annual Report 2010.
- By 1<sup>st</sup> September, EEH will be reviewing how we are doing – offers will run to a year (at first).
- 5.2 The Panel **agreed** to revisit the references to the 'wider tenant voices' and to the 'resident empowerment programme' once the offers are in place.
- 5.3 There was strong support from the Panel for the checks on HB payments being carried out before arrears letters are sent.

- 5.4 RB queried the reference to Resident Liaison Officers within the local offers, as they belong to the contractor. The Panel **agreed** to an additional statement within the offer, to the extent that “we will identify the officer within EEH who you can contact regarding works on your estate”.
- DD / SRC**
- 6. Key Performance Indicators**
- 6.1 Sadiyya Dastegir queried why different colours were used in the Top Ten Indicators sheet, as she found this slightly confusing.
- 6.2 The positive feedback on the KPI report from the two Mile End members, who had sent their apologies, was passed on. Generally the Panel commented that they found the information presented very useful and detailed, and they did not have any requests for different information instead at this time.
- 7. Any Other Business**
- 7.1 It was agreed that annual appraisals would be scheduled. Who will carry these out is to be agreed.
- 7.2 RK will aim to meet with group members within 2 weeks. It was agreed that the next meeting should be in around 6 weeks’ time.
- DD**
- 7.3 The Panel proposed that ‘Executive Summaries’ on the front pages of reports make it easier to understand the content, particularly when there is a lot.
- DD**
- 7.4 Linda Owers suggested creating a distribution list, so that members can contact each other by phone, email etc. It was agreed to do this as soon as possible.
- PG**