



Housing Scrutiny Panel Annual Report 2018/2019

Meetings

During the year the panel have met regularly to look at issues affecting tenants and leaseholders, prioritise scrutiny activities, look at evidence and make recommendations for service improvements. We have held;

- 12 Business meetings
- 1 Away day
- Visits to other tenant group and organisations
- Hosted and attended tenant networking events

Project update

Since our last review of Tenant Participation in 2017, we have had a number of meetings with Housing and Landlord Services Directors regarding the implementation of Local Housing Forums and the reinstatement of the Housing Management Board. We have continued to work with the council to help develop this and support tenant involvement by:

- Providing suggestions around the communications with tenants and helping to design the Forum image/ Logo.
- Attending the launch event in June 2018 and having a stand promoting tenant scrutiny.
- HSP members have attended and supported the local Forums.
- HSP members have promoted the Forums to other tenants and neighbours through their networks.

Task & finish projects / other activities

The panel has also been involved with a number of other activities and projects throughout the year, including;

- Annual report to tenants - provided feedback on content/ layout and plain English.
- Met with Support to Older People Team to hear about their plans.
- Commented on BCC bid for additional borrowing as part of Housing Revenue Account Borrowing Programme.
- Attended a Housing Minister Event – HSP members were invited to attend an event looking at the Housing Green paper.
- Supported Mystery shopping (ICS call centre & customer service point)
- Voids/ empty homes - carried initial research looking at how other social housing landlords manage void properties.
- Revisited previous scrutiny projects for updates.
- Commented on BCC response to the national housing crisis.
- Provided feedback and helped shape the marketing and publicity campaign for Council housing amnesty project.
- Helped shape articles for the Housing News magazine
- Met with the new Service Director for Housing and Landlord Services to hear about plans for the service.
- Acted as a sounding board for services

Networking

We have continued to build and develop our relationships with other scrutiny panels in the South West and between us we take it in turn to arrange and host networking events where we share our experiences and good practice.

- 10th Sept 2018 - Hosted an event at Bristol Tenant Resource Centre, which was attended by three other tenant scrutiny panels.
- Attended networking events in Swindon, including a meeting with the Deputy Ombudsman (3rd Oct 2018).

Away day / team building

Once a year we organise an away day for panel members, where we can get to know one another better, discuss how we work together and do some team building activities.

- Away day was held on 22nd January 2019 at Kingsweston .

Training

- Panel members attended digital skills training provided by ICS.
- Scrutiny panel training (TPAS)

Reviewing our Policies

Towards the end of every year we aim to review our policies and procedures and make sure they are up to date. We have carried out exercises to review;

- Our Terms of Reference (April 2018)
- Communication plan (April 2018)