



## **Housing Scrutiny Panel Annual Report 2021/2022**

### **Foreword by Peter Edwards (HSP Chair)**

Peter Edwards (Chair)

Even though this has been another busy year for the panel, regarding taking part in surveys, government consultation and training with TPAS. We feel as a panel we are ready to scrutinise our landlord Bristol City Council now with more knowledge under our belt.

We would also like to say a big thank you to Caritas from the Tenant Participation Team, who has moved onto another role and wish him well in his new venture in the future.

### **Background**

This report summaries the main activities and projects undertaken by the Housing Scrutiny Panel during 2021 / 2022.

### **Meetings**

Due to the ongoing concerns around Covid we are still conducting our meetings online. We are hopeful of moving to a more mixed approach in the future. We are still however exceptionally busy this year

We have done the following:

- 11 Business meetings
- 2 online training events
- Advised on 9 different projects
- Submitted to a government consultation
- Acted as the main reference group for the tenant participation review.
- Reviewed our terms of reference

- Supported Housing Forums
- Supported Service User Groups
- Interviewed and recruited 2 new members
- Members have attended 3 national events
- We have had 2 representatives selected to represent us on national bodies.

## **Projects and activities**

We continue to act as a valuable “critical friend” to Bristol City Council. We have provided advice , insight and support on the following:

- Acted as the main tenant reference panel on the review of how the council engages with tenants through the tenant participation review.
- Reviewed and had input into the new tenant satisfaction surveys undertaken by the council.
- Helped on the creation of a new Estate Standards system.
- Taken part in a review of customer contact services
- Had input into the new 30 year business plan

## **Training**

- Training on the new national tenant satisfaction measures from the regulator.
- Undertaken training on understanding performance data alongside staff from BCC.

## **National representation and networking**

We as a panel believe strongly in working with other similar groups across the country to share best practice and common goals in the last year we have.:

- Had a panel member elected to serve on the national tenant panel of the National Association of Retained Council Housing.

- Sent Representatives to the National Scrutiny Club a forum for information and debate run by the Tenant Participation Advisory Service.
- Invited staff and tenants from two other housing providers to come along to one of our meetings and share best practice on engagement as part of our review.

### **Plans for 2022/2023**

#### Co-creation

We look forward to working closely with our council colleagues in the year ahead on the refreshing of our tenant engagement work through the tenant participation review.

#### Performance

We will alongside our performance analysts work on the creation of a system to enable us to be kept informed of landlord performance which will assist us in identifying scrutiny areas we wish to look at.

#### Diversity

Throughout the year ahead we will continue to look to increase the diverse range of voices we engage with and to encourage more people onto our panel.

May 2022