

Resident Scrutiny Panel

GreenSquare's Resident Scrutiny Panel (RSP) meets formally bi-monthly in Swindon. The key points made at the most recent meetings are detailed below:

26 August 2010

- **ASB Inquiry**

The Housing Team Leader for Oxford, Paul Aston, (PA) introduced the report setting out details of Westlea's and OCHA's respective performance in dealing with anti-social behaviour (ASB) which had been requested previously.

He said that OCHA had 30% more reported incidents of ASB than Westlea when stock size was taken into account, with noise being the largest reported ASB for both organisations. Panel members noted that Westlea resident satisfaction with handling of ASB was 72% against a target of 70% whereas OCHA had a 66% satisfaction rating.

It was asked why there were no figures on the ethnic origin of complainants as there was concern some offences could be racially-motivated. PA said while data existed, it was not currently being reported. He added that three of the complaints reported were race-related.

It was asked if GreenSquare's figures could be benchmarked against other associations. The ASB Officer from Westlea, Anna Kelly, (AK) said the figures had been uploaded to HouseMark, a membership-based organisation designed to help the social housing sector improve performance and achieve value for money. An extract of the report was attached at Appendix A to the paper.

Panel members noted that the two officers had met to discuss ways of streamlining the procedures although local offers would mean some differences in reporting but the basic model would be the same and in compliance with Housemark's requirements.

Automatic case-monitoring for managers had now been set up in ReACT such that every 20 days officers and managers monitored cases in line with procedures, reviewing cases and assessing whether enough support was being provided and whether feedback was being provided quickly enough to complainants, as well as checking on their well-being. Further training was to be undertaken in September and October 2010 for Westlea staff to ensure more consistency of approach for the inputting of data into ReACT

PA said pre-tenancy risk assessments were carried out and the starter tenancy agreements made it easier to bring an end to ASB. Officers also had the facility to speak to the local police about individuals under the Crime and Disorder Act.

AK thought they were very well resourced and provided much better value for money than using a solicitor for the work the team does such as a witness statement. One area where Housing Officers felt there could be a resource improvement was with regard to the recording equipment for noise ASB. Getting hold of that equipment was difficult and there was a waiting list in Oxford for such equipment.

- **Balanced Scorecard**

Panel members received a report on the GreenSquare Balanced Scorecard for the first quarter ended on 30 June 2010.

It was decided the members will review the Balanced Scorecard and agree the top ten most customer facing areas for them to target over the next 6 months.

Certification was not awarded by QHS to OCHA because the inspector felt that insufficient progress had been made in some areas where improvements had already been recommended. MD OCHA said it was due to poor recording of actions following Estate Inspections. The process was being looked at and steps were being taken to improve this area.

- **Appointment To Portfolios**

The appointment to portfolios were discussed and agreed as follows:

- Balanced Scorecard - Paul Jones
- Understanding what the customer needs - vacant
- Services for Vulnerable People - Kerry Law
- Equality & Diversity - Gina Ravens
- Strategic Planning, risk and accountability to residents - Keith Fellows
- Estate Management and Community Safety (inc ASB) - Ian Wilmer
- Customer Service and Complaints - Nick Fry
- Repairs - Nick Fry (watching brief)
- Sustainability - Dorothy Giacomini
- Value for Money - vacant

- **Share The Learning Feedback**

RSP members, Gerry Webb and Ian Wilmer gave feedback on the TPAS course held on 8 July 2010. The members thought it was an amazing conference and thought the workshops were very good. It was recommended that each Panel member attends a TPAS conference during their time with the Panel.

RSP members, Gerry Webb and Nick Fry attended the BDA conference on 23- 25 July 2010. They did not think they learnt an awful lot new although there were some snippets which were interesting. Nick Fry said there was not a great deal recommended which the Panel did not already do. Both panel members felt the venue (Britannia in Birmingham) left something to be desired.

- **RSP Shortlisting**

The Corporate Governance Officer updated the Panel as to the successfully shortlisted candidates from the recent recruitment exercise for two new members, one from OCHA (replacing a former member) and one from Westlea. Gerry Webb confirmed he would join the Westlea Resident Board Member panel for shortlisted candidates for both the Panel and the Board. Nick Fry agreed to join MD OCHA and the Chair for the interviews for the Panel. Officers would receive the feedback from the candidates on the Balanced Scorecard.

MD OCHA said he would be happy to receive feedback from the Panel on the recruitment pack. The Corporate Governance Officer agreed to email the pack to the Panel.