

NORTH YORKSHIRE COUNCIL TENANT REVIEW GROUP (SCRUTINY)

NOTES AND ACTIONS 26-06-25

1. Welcome and apologies

Emma noted apologies from Christine

2. Minutes and actions from meeting held 22-05-25

Emma reviewed the notes and no matters arising from the Group.

3. Outcomes for this meeting

- **Agreeing scrutiny scope**

The Group had a lengthy discussion on the scope and made some amendments/additions:

1. Out of scope to include non-housing complaints, service requests, individual detail of the complaints
2. Use of the word experience instead of journey.
3. When benchmarking performance data to compare with Local Authorities rather than Housing Associations for fairness.

- **Agreeing task and finish groups and tasks**

- i. **Document review – members include Barbara, Adrian and Theresa**

Group to obtain the following documents and review:-

Complaints Policy and Procedure, Self Assessment against the Ombudsman's code, Annual complaints performance report, reports, minutes and actions from last 2 Member Scrutiny Panels where complaints papers reviewed. Also newsletters to tenants.

- ii. **Best practice research and Website review – members include Leonard and Adrian**

Group to review website from a computer and a smartphone to test accessibility, transparency of complaints and make suggestions/highlight any strengths.

Go to Housing Ombudsman website and look at who they cite as good practice. Go to The Regulator of Social Housing website and look at who they have awarded C1 status to following recent inspections and what they do in terms of complaints.

Emma recommended the group look at the following websites too:

Leeds City Council, 13 Group, Stockport Homes, Bernslai Homes, Plus Dane, Black County Housing.

iii. Customer experience/mystery shopping – members include Andy, Kim and Leonard

Group to obtain a random sample of anonymised complaint response letters at stage 1 and 2 to review through a customer lens.

Supply sample wording for Andy to draft a letter to former complainants to ask them if they would be willing to share their experiences with the Panel. Tenant Engagement team to then request this is sent to complainants from last 12 months from a wide geographical spread, different property types and complaint theme. The team to consider commissioning wider tenant voice members to support this work.

Mystery shopping to be carried out – details to be developed.

iv. Performance data review – members include Andy and Adrian

The group to review year end TSM's and Qu 1 performance once available.

Emma to share the Housemark Benchmarking report to review.

Request other performance data relevant to complaints and test if same info goes to all parties.

4. Next steps

Customer Involvement team to share final scope with service improvement team and get dates from Carl in relation to presenting the final report to Members October.

5. **A.O.B** – The group suggested creating a team WhatsApp group – Lucy to co-ordinate.

6. **Date and Time of next meeting**

- **14th July 2025** – Emma to make direct contact with each Group member to review tasks and offer one to one support instead of a formal meeting.
- **15th September 2025** – re-group to share findings