



Scrutiny Panel Meeting:
Tuesday 18th March 2025

Panel members in attendance:

Allan Kidd (AK)
Katrina Henshaw (KH)
Hannah Shaw (HS)
Jayne Halsall (JH)
Remi Baublys (RB)
Ray Semple (RS)
Lee Shaw (LS)

Apologies:

Other attendees:

Annmarie Flynn (AF)	Tenant Voice Team Leader
Georgina Birkenhead (GB)	Tenant Involvement Officer
Rhona Clarke (RC)	Tenant Involvement Officer
Annmarie Robertson (AR)	Policy and Initiatives Manager

Minutes:

Item No	Subject	Action
1.	Welcome, introductions and housekeeping.	
2.	Minutes & Matters Arising Minutes approved as true record. No matters arising.	

3.	Recommendations Action Monitoring Log: SO26 – approved as complete. Retrofit Programme Scrutiny Review included in Scrutiny workplan for 2025 / 2026 SO27 – Aids and Adaptations Scrutiny Review action approved as complete SO30 – Fly-tipping on Torus land Scrutiny Review – action approved as complete SO33 – Complaints Learning Circle – approved as complete SO37 – Jargon Buster – approved as complete SO46 - Unique reference number for each action on monitoring log – approved as complete SO25 – Reachdeck translator not working well on website. Some sections of pages not translating. SO42 – RB - requested full review Torus CAB service. Members agreed to include in workplan for 2025 / 2026 SO43 – Panel requested that meeting dates are re-sent.	Members agreed to add Retrofit Programme to Scrutiny Workplan Recommendations to be shared with Service Leads for approval prior to including in Scrutiny Review Action Tracker AF to arrange meeting with RB and Corporate Comms to test GB to resend 2025/2026 panel meeting dates.
4.	Delighted Survey Update: AF provided an update on Delighted ‘throttling’. Industry standard practice used to prevent ‘<i>text fatigue</i>’ and risk of reduced response rate. Previous concern that just one survey was sent for all subjects. Now confirmed not the case. One survey sent per subject (eg repairs, asb, rent), per customer, per rolling month. Response rate gives a good indication of causes of satisfaction and dissatisfaction. HS – Still some concerns re 5 step process. Did not receive text on recent repair raised in portal.	

	AMF - Tenant Voice Team met with Business Intelligence team following last panel meeting. A report is being run to review the reliability of text messages sent when repairs are completed which will be reported back to next panel meeting. It is not possible to track phone calls from every operative on every repair, it has been agreed that the best method to test whether these calls are happening is using a sample of completed repairs with a team of Tenant Inspectors. There was some concern re data protection	GB – Add tenant inspection of a snapshot sample of responsive repairs to Scrutiny workplan AF to send this to Data Protection Team for advice
5.	Tenant Inspection Retrofit: AF advised members that at a recent Repairs and Maintenance Tenants Workshop anecdotal feedback given of: • Communication issues • Standard of work in some cases poor • Damage to property This mirrors the concerns previously raised and which led to the programme being included for review. Scheme in Liverpool – Cathedral Wharf identified as preferred location for tenant inspection. On Scrutiny workplan for 2025/2026. Permission requested to review online Aids & Adaptations (A&A) – Kev Nelson Customer Hub Review RB – Queried what are the triggers for HMS using sub-contractors and how are they monitored?	GB to query this and feedback to panel. AF to request information on sub-contractor use triggers from Gail Farley.
6.	Scrutiny Reviews Update: Customer Hub, Fly Tipping, Retrofit, Aids & Adaptations. AF shared draft reports with members for approval and drew attention to some key recommendations. Customer Hub • Change or alternate telephone hold music	

	- Change priority of messages. Repairs is most common reason for calling the Hub, this should come first in messaging. - Reintroduce option to report ASB (clear guidelines should be given on what is/ isn't an ASB) KH – Can the Council / Police be invited to a future meeting to discuss anti-social behaviour? - Simplify Hub verification / password process to make easier for vulnerable callers eg neurodiverse, consider introduction of voice recognition. Twelve-month defects follow up on new items installed eg kitchens, bathrooms, showers, boilers KH – Can Torus use volunteer university students for this? HS – App on phone (portal) extremely slow. 3 mins to login from home and cannot re-arrange appointment. Promote less busy times to call the Hub. HS – Portal doesn't have enough characters when reporting repairs. Retrofit – see above Fly-tipping approved for sharing with LOC Aids and Adaptations approved for sharing with LOC	AF Customer Hub Scrutiny approved to include in LOC report AF to request new Service Lead for ASB advice to kick start ASB Phase 2 Scrutiny Review GB to ask Paul Burke whether 12-month defect periods are reviewed / followed up? GB to post busy Hub times reminder on Torus Talk AF to include Fly-tipping and Aids & Adaptations Scrutiny in LOC report
7.	Complaints Learning Circle: Customer alerts/ QL: AMR attended in response to an update request from KH on the review of customer and property alerts. AMR advised members the project seeks to improve the nine customer alerts currently on the Torus computer system - QL. These alerts bring key information to the attention of Torus colleagues for a better customer outcome from contacts. Torus use these alerts to record disability, vulnerability and communication preferences eg	

	two to attend, or requires large print. An icon tells colleagues there is something extra to consider. The Vulnerability and Reasonable Adjustment Policy which guides this has been sent out to a specialist provider to create an easy read version. HS can this easy read version of policy be shared with Scrutiny members and Diversity & Inclusion Panel members? AMR: Expecting this July 2025, but this is linked to other projects which may impact on this date. Will bring easy read version of policy back when complete. These alerts were re-launched in 2023, but we still have some work to do in gathering key data, so we are aware of all customers additional needs / preferences. Phase Three is the Customer Hub Information Portal (CHIP). Communication alerts more complex. I-mail contract doesn't have flexibility to adapt letters to identified needs. HS: Are communication preferences included in batch runs of standard letters? Not currently, will receive same letter as all other tenants but also a copy in their preferred communication format. KH: Do you ask tenants if they have a NIMBUS card or a blue badge as these can be an indicator of additional needs? AMR: No, Torus are limited by GDPR on what data we can collect and hold, Torus can only collect, hold and use data for a specific purpose. AMR advised Torus also have an advocate alert for tenants who have Power of Attorney, are covered by the Court of Protection (which prevents financial and other types of abuse) : but also Authority to Act (in emergency situations) RB What type of emergency?	AMR to bring easy read version of vulnerability and reasonable adjustment policy to Scrutiny & D&I Panels when produced.
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	AMR: Force entry where we fear for a persons safety etc. Torus are required to act reasonably. Torus have tightened up approach and have delivered 'all business' training in advocacy for consistent treatment across the business. Management and team leaders have all been trained and will cascade this training. New staff will be trained. AMR advised members of <i>Two to Attend</i> alerts which highlight when there is an issue which requires more than one Torus colleague to attend a home visit. This might include when a colleague has reported threats made, assault or verbal abuse. Torus must be fair to tenants in the use of Two to Attend alerts, will fully investigate the colleague report, consider where action to moderate behaviour might the solution rather than an alert eg swearing might mean a warning letter rather than an alert. We regularly review these alerts and if no further incidents are reported the alert will be removed. AMR advised Torus will be removing Furnished Tenancies and Community Alarms / Support Network alerts from QL and replaced with new alerts for aggressive dogs and where a female operative may be required to attend RS: How often is the policy reviewed? AMR every three years. HS: what are the property alerts? AMR: Listed building, damp and mould, asbestos etc. HS: Is this just about the lead tenant? AMR: No, any vulnerability in the household can be reflected. HS: Can Equality Impact Assessment (EIA be added to jargon buster if not already there?	GB to check whether EIA is on jargon buster and if not to add in.
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8.	Meeting Schedule 2025	GB to share 2025/26 meeting schedule to all panel members.
9.	Any Other Business None raised	
	Date of next meeting: Thursday 12 June 2025 Central 003/Teams	