



Housing Scrutiny Panel Annual Report 2021/2022

Foreword by Peter Edwards (HSP Chair)

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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