Review 1. Changes to Social Housing Novemb	er 2011			
Finding	Action	Responsible	Progress / Date	Update as at July 2013
1. Consultation procedures were not followed. The Scrutiny group recommends that this is regarded as exceptional and that mechanisms for rapid consultation are put in place for the future.	Put in place rapid consultation mechnism. These do exist (e.g. connect club, ability to call in quick focus group, but there is clearly a need to 1) communicate these well to staff and 2) keep a good overview that they are working	RLP / LM	Achieved	Achieved
2. The Group recognises that: The Executive were not happy at having to take this course of action, and that the decisions made were in the best interests of Soha's tenants. It also acknowledges the confidence demonstrated in the group by providing the team with informing	Noted	None	Noted	
this decision the confidential Board papers				Noted
3. Flexible tenancies: The situation regarding flexible tenancies has changed since the beginning of the review. The group requests that further consultation take place before a final decision is made on introducing flexible tenancies. If Soha wants to introduce flexible tenancies, they must be clear about the reasons for this.		RLP	Achieved	Achieved
A Pick management: The group would like to see	Koon housing PE holdors up to data	MA	Achieved. The Housing portfolio has recently been restructured	Achieved
4. Risk management: The group would like to see real-time reporting to the Tenants' Forum, via the Portfolio Holders for Housing Management, of the monitoring of risk and actions to mitigate risk.			to make it more effective. The focus on updates has been largely on changes to welfare benefits, which have been both to Portfolio Holders and to the Tenants' Forum in general. Tenants were also funded (partly by Trafford Hall and partly by Soha) to have training around changes to welfare benefits. A tenant sounding board is starting in November 2012. The balanced scorecard risk reports and there are regular meetings in place with housing management portfolio holder.	Balanced Scorecard is reported
5. Communication to tenants regarding changes. The group recommends Soha develop an action plan for communicating key messages about changes to tenancies and the differential rents, their likely impact on tenants and communities, and Soha's approach to possible and in consultation with residents managing this. This should be done as soon as possible.	Develop Comms strategy and use key publications to get out messages about changes to tenancies and changes to welfare benefits.	RLP / LM / MA	Achieved - Articles have included Tenant Times and Hometalk pieces on the changes (basically saying 'don't worry'). Communications focus is currently on welfare reform and has included articles in Hometalk, an insert in the next Hometalk and other communications channels (including direct contact with people affected and developing a short film for use). Soha has been shortlisted for Housing 24 Award for commincations around welfare reform. Tenant Sounding Board / mystery shopping banks in place.	Achieved

Review 1. Changes to Social Housing Novemb	er 2011		
Finding	Action	Responsible	Progress / Date
6. Impact research: The group notes the impact research carried out by Family Mosaic and asks Soha to consider conducting and publishing its own research exercise into the impact on tenants and communities and the risk to Soha.	Following discussion, decided to produce a number of case studies and to use these at Board Away Day to illustrate the impact on tenants.	CL	Achieved
7. Co-regulation: The Scrutiny Group notes that these changing circumstances demonstrate the need for effective co-regulation and provide the opportunity to embed this in Soha, reflecting Soha's position as leaders in RI and Scrutiny Champions.	Continue to develop Soha's model in consultation with tenants. Successes have included being recognised as TSA Co-Regulation Champions. Soha has been a driving force in the group continuing to work together, including producing national publications and having a good profile at events such as TPAS conference.	CL	Achieved

Update as at July 2013
Achieved
Scrutiny Group were highly commended at the TPAS Southern Awards in London on the 1 March 2013. Soha Co-regulation profile continues to be highly regarded by other organisations. Appraisals for
co-regulation groups are being
introduced in the Autumn.

Review 2 - Local Offers - November 2011				
Finding	Action	Responsible	Progress	Update as at July 2013
1. Interviews with tenants confirmed that no-one knows what 'Local Offers' means and recemmend Soha change the name. The group notes that this change has already been agreed.	Change the name of Local Offers - Name changed to New Services		Achieved	
				Achieved
2. The group notes that Soha effectively had 'local offers' in place before the TSA required housing providers to do this. Soha's service standards were developed in detail with tenants in 2009 and Soha already has in place many of the enhanced standards that form other providers'local offers.	No action	None	Noted	
				Noted - no action needed
3. The timetable for local offers was imposed by the TSA. Consultation was undertaken with tenants but the group notes that existing representative groups (AFA, Seniors Group) could have been more involved in shaping the offers. The group also notes that while Directors and Managers were consulted extensively, front line staff could have been involved more.	No action	none	Noted	
				Noted - no action needed
tenants. Interviews suggest people don't feel Soha is 'local' to them - even where satisfaction is good. The feeling of isolation from Soha was especially srong in Witney. More personalised communication such as texting may help this.	supporting victims of ASB. Measure the impact through the percentage of tenants who: see Soha staff out and about in their local area feel that Soha is making a positive difference in their local area	MA Chris Irons CEX	Ongoing - Built into the Corporate Plan 2013/14 Estate insepctions advertised and 97% completed in 12/13 Estates survey carried out Older persons survey in general needs and sheltered accommodation captured views Developing postcards to say we visited messages in 2013/2014	still ongoing
5. Soha needs to be creative with	Create links with local parish	LM	Noted	
communications on the local offers, for example Herald adverts, pieces in Parish magazines.	magazines and journalists?			Noted - no action needed
6. Soha's local offers are specific and SMART.	No New Services (Local Offers) withdrawn.	MA	Achieved - All New Services (Local Offers) are in place and are now business as usual	
are to be withdrawn.				All new services are still running.

Review 2 - Local Offers - November 2011			
Finding	Action	Responsible	Progress
7. Soha already has high standards, developed and maintained via resident involvement. Local offers provide a good opportunity to do new things and for continuous improvement.	No action	None	Noted
8. The TSA will not be regulating local offers in any way. The Group recommends that Soha agree, as soon as possible, a formal mechanism to monitor, evaluate and review local offers via	Set up a monitoring system for New Standards Local offers make up part of the Customer Services and Operations Balanced Scorecard which is reviewed		
Soha's co-regulatory framework.	on a regular basis by the Tenants'		
	Forum	MA	Achieved - ongoing monitoring of these services is in pla

	Update as at July 2013
	Noted - no action needed
	Ongoing monotoring of services are
is in place	in place.

Review 3. Older Persons Housing Strategy - Ma Finding	Action	Responsible	Progress
1. The group welcomes the proposed scope of			11091000
the strategy to include people and services as			
well as reflecting the 'bricks and mortar' strategy.			
Members feel strongly that caring for existing			
tenants is as important as looking at new ways of			
providing homes and services and are pleased			
that Soha's outline includes both. The group			
encourages Soha to include partnership working			
within its strategy, including access to services			Saha have wide renging partnerships (Age LIK Mind er
and information(e.g. Good Neighbour Scheme			Soha have wide ranging partnerships (Age UK, Mind ed
and Age UK's directory of information.	NL		2013/14 Soha will be developing an Older Persons Hou
	No action	MA	services booklet as requested by the Seniors Group
2. The group welcomes Soha's active gathering			
of Tenants' views to inform its Older Person's			
Housing Strategy. This pre-scrutiny review has			
been carried out at a time of:			
*New initiatives - the Thame Extra Care Scheme			
*Continuing research - Older Persons Visiting			
Scheme, Sheltered Housing Survey, Tenant			
Inspection of Sheltered Housing			
The group would therefore like to revisit this (6-12			
months?) when the strategy is complete to review			
the outcome of this research and the impact of RI	Scrutiny Group to review report		
on the strategy	recommendations within 12 months of		
	intitial report	MA	Agreed - To be reviewed by the group in 2013 / 2014
3. The group finds the Thame Extra Care			
Scheme is a very positive development and a			
'good news' story for Soha. Specifically:			
*Early Handover, on budget			
*Good contracts and contract management			
*Good intial briefs, well informed and researched			
*Quality of finish and snagging			
	No action	None	Noted
4. The group understands that the scale of the			
Thame Extra Care Scheme is based on current			
research which suggests that 40 units are			
required for economic efficiency.			
*Will Soha continue to use this data for future			
development?			
*Will Soha assess and review if this is the case in			
practice, to inform planning?			Achieved:
The panel request that information on the cost of			Costs explained to the Scrutiny Group
running the scheme be available for future	Thame Extra Care running costs to be		Soha uses best practice and current research on Extra
scrutiny.	available to the group for review.	MA	Housing schemes in any development
	•	-	

	Update at July 2013
d ect). In	Scrutiny group will be discussing
Housing and	when to review this again at their
0	meeting on 30 October 2013
	Scrutiny group will be discussing
	when to review this again at their
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	when to review this again at their
	meeting on 30 October 2013
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-	Scrutiny group will be discussing
xtra Care	when to review this again at their
	meeting on 30 October 2013

Review 3. Older Persons Housing Strategy - Ma	ay 2012			
Finding	Action	Responsible	Progress	
5. The group would like a better understanding of the realtionship between Soha and care providers at Thame EC - if, and how, this is different to the provision by Community Voice in other sheltered schemes and how it appears to residents. The group is concerned about the potential for reputational risk to Soha if the quality and consistency of care is not maintained. Will Soha incorporate lessons learned form Thame Extra Care into its management and provision in other sheltered housing?		MA	Achieved: Care provided by Housing 21 is under contract with Social Services. Soha was part of the panel chosing the contractor. H21 have been assessed as running a good service by the regulator Care Quality Commission	Scrutiny group will be discussing when to review this again at their meeting on 30 October 2013
 6. The panel's own visits and the information presented by the Tenant Inspectors, raise concerns about the consistency of service and support provided by scheme managers and Community Voice. The strategy should include mechanisms to address these concerns, particularly in relation to: *Fire safety and fire alarm testing *Clear communication so that residents understand what they should expect from Soha and other agencies (including how to contact them) *Sense of isolation among residents 			Fire alarm systems have been reviewed and renewed in 2012 / 2013. Scheme Managers deal with housing management issues. Community Voice provide care to those assessed by Social Services.	Scrutiny group will be discussing when to review this again at their
7. Barriers to downsizing should be addressed, and the group understand that the criteria are being reviewed to see if Soha's information can be more clear about the support that is available. Information in 'black and white' about incentives, costs and help with moving would reassure older	Group to review in 2013 / 2014	MA	Older persons visiting scheme addressed issues of isolation. Soha has reviewed downsizing in light of the bedroom tax. An increase in downsizing has been experienced in 2012 / 2013. We continue to support older people downsizing into sheltered or	meeting on 30 October 2013 Scrutiny group will be discussing when to review this again at their
	Review of downsizing criteria	MA	older persons housing.	meeting on 30 October 2013

Action	Responsible	Progress / Date	Update as at July 2013
			No change - Scrutiny Group will
			decide at their meeting in October
			2013 when they will follow up on
No action	RLP	Noted	this review
			No change - Scrutiny Group will
			decide at their meeting in October
			2013 when they will follow up on
No action	RLP	Noted	this review
			No share Constinue Crown will
			No change - Scrutiny Group will
			decide at their meeting in October
N		Natad and this has been built into the Osmalainte Deview	2013 when they will follow up on
No action		Noted and this has been built into the Complaints Review	this review No change - Scrutiny Group will
			decide at their meeting in October
			2013 when they will follow up on
Time limit to be reduced	RI P	Noted and this has been built into the Complaints Review	this review
			No change - Scrutiny Group will
			decide at their meeting in October
			2013 when they will follow up on
Noted	RI P	Noted and this has been clarified in the Complaints Review	this review
	Action No action No action Time limit to be reduced Noted	No action RLP No action RLP No action RLP Time limit to be reduced RLP	No action RLP Noted No action RLP Noted No action RLP Noted Time limit to be reduced RLP Noted and this has been built into the Complaints Review

Review 4. Complaints - October 2012				
Finding	Action	Responsible	Progress / Date	Update as at July 2013
6. Informal complaints are not recorded				
systematically across the company, with the				
exception of Repairs. However, the repairs				
system is separate from the main CRM system,				
making it difficult to pick up trends across the				
organisation and for he co-ordinator to have an				
overview of trends in informal complaints. Having				
a seperate system also means there is potential				
that Customer Sevices staff aren't aware of an				
informal complaint, as there is not easy access to				
information. However, we don't want to see the				No change - Scrutiny Group will
baby out with the bath water and urge that any				decide at their meeting in October
improvements do not increase time spent on	Improve recording of informal		This remains a problem. We are experimenting with a way of	2013 when they will follow up on
admin too much.	complaints	RLP	recording. However much further work is needed on this part	this review
7. The review recommends that informal				
complaints should continue to be dealt with at				
departmental level rather than by the Complaints				
Co-ordinator, with an emphasis on getting				No change - Scrutiny Group will
resolution. However, this is subject to				decide at their meeting in October
recommendation 6, ensuring that there is access				2013 when they will follow up on
to this important information.	Agreed	RLP	Please see Complaints review	this review
8. We would like reassurance as to how				
complaints from Berinsfield tenants are treated.				No change - Scrutiny Group will
If they come to the BCB, does Soha see them?				decide at their meeting in October
Are informal complaints coming through to Soha.			Ongoing - More work is needed on this point.	2013 when they will follow up on
	Clarify recording of BCB complaints	RLP / MA	Soha monitors BCB complaints when received by customers.	this review
9. Responsive repair's system approach to				
recording and resolving informal complaints				
enables trends in complaints about repairs to be				
identified and dealt with. The Director and				No change - Scrutiny Group will
Assistant Director and the Complaints Co-				decide at their meeting in October
ordinator all have good knowledge about paterns				2013 when they will follow up on
in complaints and should pool knowledge.	No action	RLP	Noted	this review
10. The procedures used by Repairs for logging				No change - Scrutiny Group will
and resolving informal complaints is a useful				decide at their meeting in October
model for the rest of Soha (subject to				2013 when they will follow up on
recommendation 6).	Agreed	RLP	Please see Complaints review	this review
11. The review notes that fewer complaints have				No change - Scrutiny Group will
gone to stage 2 or 3 in the period 2011-12,				decide at their meeting in October
suggesting better resolution at stage 1.				2013 when they will follow up on
	No action	RLP	Noted	this review

Review 4. Complaints - October 2012				
Finding	Action	Responsible	Progress / Date	Update as at July 2013
12. A 'Repairs Lessons Learnt' survey was				No change - Scrutiny Group will decide at their meeting in October
carried out in late 2011. A number of changes to the service have been made and we are				decide at their meeting in October
the service have been made and we are				2013 when they will follow up on
encouraged to see this	No action	RLP	Noted	this review

Review 5 Voids - February 2013				
Finding	Action	Responsible	Progress / Date	Update as at July 2013
1. Lettings and Voids. This scrutiny group		-		
recommends that Soha reviews its KPIs for voids				
to see if it can achieve a better balance between				
cost and void turn-around times and the needs of				
tenants.	Review of Voids KPIs	MA / LH	Soha Directors will be discussing this in May 2013	
2. The scrutiny group recommends Soha reviews its voids standard particulary the cleaning standard, and seeks a better understanding of the needs and preference of tenants. This way the void standard could reflect a better balance			This work will be considered as part of a complete review of the Voids Service. This a corporate objective and members of the Scrutiny Group as well as other Soha residents will be included in	This work will be considered as part of a complete review of the Voids Service whicvh is due to commence in Oct/ Nov 2013. This a corporate objective and members of the Scrutiny Group as well as other Soha residents will be
between the priorities of people and properties.	Review of Voids Cleaning Standard	LH	this review	included in this review
 The scrutiny group recommends that Soha reviews the structure of voids management in terms of both staffing and budget. 	Review of structure of voids management	LH	This work will be considered this year as part of a complete review of the Voids Service. This a corporate objective and members of the Scrutiny Group as well as other Soha residents will be included in this review	This work will be considered as part of a complete review of the Voids Service whicvh is due to commence in Oct/ Nov 2013. This a corporate objective and members of the Scrutiny Group as well as other Soha residents will be included in this review
4. The scrutiny group would like Soha to look at				This work will be considered as
how the minimum voids standard is communicated to: *Staff *Tenants *Contractors *Sub-contractors This should cover: *Heating systems				part of a complete review of the Voids Service whicvh is due to commence in Oct/ Nov 2013. This a corporate objective and members of the Scrutiny Group as well as other Soha residents will be included in this review
*Cleaning, decorating and checking that the standard has been reached by contractors *Explaining what additional resources may be available to new tenants				
*Liaising with incoming tenant at appropriate			This work will be considered this year as part of a complete review	
times over - for example - what could be left in			of the Voids Service. This a corporate objective and members of	
the property (carpets, furniture) ensuring	Review of communication of the Voids		the Scrutiny Group as well as other Soha residents will be	
information is communicated in plain English	Standard	LH	included in this review	

Review 6. Benefits & Welfare Changes - May 20				
Finding / Recommendation	Action	Responsible	Progress / Date	Update as at July 2013
1. The Scrutiny Group has found that Soha has actively been looking at the changes and assessing their possible impact on both the business and tenants from the time they were				
first announced. They have understood that by helping tenants they will be helping the business.	No Action Required		N/A	Noted - no action required
2. This forward planning seems to have better equipped Soha to deal with this than many other organisations. There is external evidence of this from comments made at the interview with Council representatives.	No Action Required		N/A	Noted - no action required
3. The group found no indication that tenants are blaming Soha for the changes they are experiencing. This could be because of the clear and helpful letters and leaflets produced for those				
 who will be most affected by these changes 4. The Scrutiny Group commends Soha for its response to Welfare Reform so far. The Group is unable to find any areas where it thinks 	No Action Required		N/A	Noted - no action required
improvement is needed. 5. As the situation develops the Group asks Soha	No Action Required		N/A	Noted - no action required
Registered Providers to make sure that Soha is up to date with best practice.		МА		Maureen Adams will be updating th group on 12 February about the impact of Welfare Reform.
6. The Group requests that Soha provides an update on Welfare Reform and its impact on tenants at the Group's February 2014 meeting.	Maureen Adams to report to the Scrutiny Group Full meeting on 12 February about the impact Welfare Reform has had on Soha and its tenants	MA		Maureen Adams will be updating th group on 12 February about the impact of Welfare Reform.

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