



‘Afternoon Tea and Scrutiny’ Event

Attendance

DDC Staff:

Beth Becks – Principal Tenant Engagement and Monitoring Officer

Beth McLaughlin-Aldred – Assistant Strategic Housing Officer

Residents:

Chris Tough, Leaseholder

Darren Osborne, Tenant

Simon Phillips, Tenant

Carol Webster, Tenant

Lucy Sewell, Tenant

Date: 25/09/26

***Please note:** Notes have been made at this launch event for record keeping purposes, full minutes will be taken at Resident Scrutiny Group meetings.*

Item	Discussion point	Actions
Introductions	All members of the group shared their names and a brief introduction.	
What is scrutiny?	Brief explanations over what scrutiny is and why it is needed: - Context regarding Regulator of Social Housing, Consumer standards and Inspection. Inspection Judgement grading was explained to members of the group and around how we need to get a C1 (top grade), from our current grade, C2 (2nd to top grade). - Video by RSH shown to demonstrate how they regulate: https://youtu.be/cQLz3JnC2dA?si=NgWA_LGr4fjlfkax - Explanations over the difference between DDTCG and Scrutiny Group. Both groups are fundamental to DDC's Scrutiny offer, but operate in different ways. DDTCG meet 6 weekly to consult on upcoming policies, strategies and services.	
Roles	Discussions around the roles and responsibilities in the group. Chairperson, Vice Chair and members. As well as expected time commitments. It was mentioned that the first chairperson would feel like they were starting a bit blind given it is a new group, it was	

	suggested to have an interim chair, just to try it out for the first session. Beth stated that they would have full training from TPAS and support from DDC every step of the way. Chris Tough indicated that he would be interested in being interim chairperson. Simon indicated that he would be interested in being vice-chair. Beth B asked all members to contact her outside of the meeting if they have any questions or support needs.	
Videos	The Group watched the following videos of good practice: Newydd's Tenant Scrutiny Group: https://www.youtube.com/watch?v=gH2R0vkgaHo&t=2s Housing Solutions' Scrutiny Panel: https://www.youtube.com/watch?v=00hwlyuWyxk TPAS 'Why is Scrutiny Important': https://www.youtube.com/watch?v=8Ji9ExP7cfY&t=3s	
Topics	Discussions over what topics could include, and what parameters would be. Ideas that were raised by the group included: • Planned maintenance programme • New home user guide and what information people in new builds are given.	
TPAS	Members informed of TPAS and how they can join for free. All DDC tenants can join for free, joining DDC's landlord membership: https://www.tpas.org.uk/membership-finder-start TPAS may potentially come and do a training session. Chair and vice chair will need to complete chairs training.	
Scrutiny subject	The first subject for review is Complaints handling. The scope of the review needs to be determined by the group. It can focus on tenant perception of complaints, and tenant experience as well as how the process is completed by staff. • 1st meeting – Chair and Vice chair and who should be elected, constitution agreed etc • 2nd meeting – managers come along and present, learn about the process etc. • Further meetings can be decided based on progress.	
Dates	Discussions around dates and times – what works best for the group. Beth explained that the times, dates and locations of the meeting are for the group to decide and DDC will facilitate around the group's availability. • Mondays work well • During school hours • Try and avoid last week of October due to half term. Avoid half terms and school holidays	

	Agreed that meetings could be arranged around holidays and commitments where possible to ensure all members can attend.	
Actions	Beth B to talk to digital for a team's chat or a WhatsApp group. Beth B to Speak to Rebecca Gardiner about next meeting in Lambert House Tentative meeting dates, subject to change: Monday 5th 12-2pm at Lambert House Monday 12th – 12-2pm at Lambert House Monday 19th 12-2pm at DDC Offices DDTCG to be updated and be told that they may come to a scrutiny meeting or vice versa.	