

Tenant Scrutiny Panel Meeting- Minutes

Date: 23rd July 2025 Time: 14:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Robert Ashley Wright

Lisa Knight

Sarah Pangbourne

Sandra Lopez

Barry Weller

James Morgan

Sharna Round

Apologies:

Leslie Hunt

1. Welcome and Introductions

SR & JM welcomed everyone to the meeting and introduced themselves. SR then asked the other attendees to introduce themselves and to say what their favourite animal was and why to serve as an ice breaker.

2. Purpose of meeting

SR explained to the group that a 'Scrutiny Panel' does what it says on the tin and scrutinises. This means to examine or inspect something closely and thoroughly. This panel will help us do this within our Housing Service areas. The 'TSP' will feed into and support our more formal 'Housing Board'.

SR explained to attendees that CCDC is looking to re-establish a scrutiny panel in order to look at key areas of its Housing Services and offer some insight from customer-led feedback. Along with this CCDC must also adhere to the Social Housing Regulator's consumer standards in providing effective scrutiny and we hope that the TSP will be an integral part of this.

SR explained to attendees that we are walking them through the process and first review to set a precedence for the following meetings. We understand that experience of being involved in a panel of this kind may be limited within the group so we hope the guidance we provide will be helpful in creating an organised group.

Discussions were had around the previous scrutiny group that was functioning pre-Covid as SL was a member before.

3. Social Housing Regulation

SR explained to the group that the Social Housing Regulator expects us as a landlord to show how we have taken tenants' (and leaseholder) views into account to improve landlord services, information and communication. One of the most effective ways of doing this is to appoint a scrutiny panel. JM explained regulations in more detail and answered the group's questions around this. (See [Regulator of Social Housing | Cannock Chase District Council](#) for more details.)

How it fits with CCDC Housing

CCDC has around 5,000 social housing properties (plus circa 300 leasehold properties) and aspects of these properties and services are managed by various departments within our Housing Services sector. It will be the job of the scrutiny panel to review different areas of the service and offer customer insight, feedback and recommendations to be considered by the Housing Board members.

4. What is tenant scrutiny?

SR ran through with the group a brief definition of scrutiny, the aims in which the Cannock Chase Council is hoping to achieve by having the panel and what would need to be in place for the panel to function effectively.

Tenant scrutiny is 'tenant led' scrutiny. In other words, we want our tenants and leaseholders to take the lead on what topics they scrutinise and how they do it. We believe this is the most effective way of scrutinising and also will lead to improvements in satisfaction with direct input into services.

5. What needs to be in place

Documents for the Terms of Reference and the Code of Conduct were given to the attendees to look through and the main were explained by JM.

ACTION: Group to review ToR and CoC for next meeting and agree.

SR and JM proposed that the group elect a chair and vice chair once the first review is completed in order to understand the process and get to know one another better to choose the best candidates for the roles.

The Housing Improvement Panel was suggested as a name, as the group felt the use of the word 'scrutiny' was perhaps a bit strong. SP is a leaseholder, so the group wanted to ensure leaseholders weren't excluded with the reference to just tenants in the name.

ACTION: Group to agree name at next meeting.

6. How we plan to do it?

By going through the ToR, JM explained how the process works and how we plan to implement the scrutiny group.

7. Support provided

SR explained the support that would be available to panel members such as training, reasonable expenses being reimbursed such as travel expenses and that they would also gain valuable experience by being part of the panel.

SR went through how the members would go about claiming expenses and that she would send over training course information to be considered for the next meeting.
(see end of document for links)

8. First Topic

The group entered into a discussion around what the initial topic of review would be. The suggestion was made by SR and JM that the Housing Services webpages would be a good topic for review and as a way of easing everyone into the panel with a topic that hopefully wouldn't be too complicated.

JM suggested arrangements would be made for a colleague who is responsible for the Council's website to be present at the next meeting to field questions and give an overview. The group also thought this was a good idea.

ACTION - Group to have a look around the Housing webpages and come prepared with comments/questions for discussion at the next meeting.

9. Initial thoughts

From the discussion amongst the group it was clear they thought this would be a good topic to start with.

The group expressed that they thought the first meeting was informative and educational.

10. Date of next meeting

SR said that she would contact the group via email to suggest some dates for the next meeting, the group were happy with this.

SR thanked everyone for their attendance and input in the meeting.

Meeting end: 15:30

Additional information to be provided:

[Tpas :: Tenant engagement experts](#) - link to Tpas (Tenant Participation Advisory Service)

<https://www.tpas.org.uk/registration/tenant/select-landlord?order=asc&page=6> - if you click to join on Cannock Chase Council, follow the on screen instructions to register, you should be able to access all the member resources free of charge, as the Council are a member.

[Tpas :: Introduction to Scrutiny](#) - potential training course, either 27 August or 28 October. Held virtually on Zoom. Let us know if you want to attend one, we will book you on.

[Tenants | ARCH Housing](#) - link to Association of Retained Council Housing (ARCH), you could sign up for bulletin emails. (The Council is a member but access is not currently activated for the members area, JM will advise when set up).

Tenants Conference 25 September 2025 in Lincoln, 5 free places, we would pay travel costs. No further details available at present. If anyone is interested, let us know.

Tenant Scrutiny Panel Meeting- Minutes

Date: 20th August 2025 Time: 14:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt, Lisa Knight, Sarah Pangbourne, Sandra Lopez, Barry Weller
Officers: James Morgan, Sharna Round, Darren Edwards (for item 5)

Apologies:

Robert Ashley Wright

1) Welcome and Introductions

SR & JM welcomed everyone to the meeting and introduced LH who wasn't able to attend the previous meeting. SR then asked the other attendees to introduce themselves to LH.

2) Purpose of meeting

SR briefly went over some of the points from the previous meeting, those points being that they would be walked through the first topic which was decided in the previous meeting as a review of the website's Housing pages.

The previous set of minutes were agreed by the Panel.

SR reiterated that the Terms of Reference and the Code of Conduct discussed at the previous meeting would need to be agreed and the CoC signed today.

SR explained that one of her colleagues, Darren Edwards who is the Information Manager working in Governance and Corporate Services Team, would be attending later to talk through the website housing pages.

3) TOR and COC discussion and decision

SR asked each member if they had any amendments to the TOR and COC and each said they agreed with the documents and were happy to sign. Copies were duly signed and received. SR will keep on file.

4) Discussion on group name

Further to the first meeting, SR asked what they would like the group to be called and this provoked a discussion amongst the group with ideas shared on what they thought was inclusive to all of them.

The group agreed to be called the 'Tenant & Leaseholder Review Panel'.

5) Overview of website from DE

DE introduced himself to the group and explained some of the limitations we may have during the review with certain things that we are able to control about the website and things that we must have due to regulations etc.

DE went through the housing webpages in a bit more detail and an in-depth discussion was had amongst the group.

Items such as the main home page links being changed, merging pages, removing unnecessary pages, and registering for emails when pages are updated - were all discussed and could feature in the panel's final recommendation report.

6) Collate feedback and next steps

It became clear that according to the group many of our tenants may not know how our website can help them as most of them didn't realise some of the functions that our website had, until DE went through them.

ACTION: SR to look into ways to better promote the website for tenants as a source of information and ways of doing things.

Once the group had spent time discussing their thoughts, SR asked if they would collate their thoughts further by undertaking their own research. The group agreed this was a good idea and said the main topics they would like to report back on were the general layout and the different areas/sub-sections of Housing in their mind, and the information available for leaseholders (mainly for SP, as the sole leasehold member).

ACTION: Panel members to undertake initial review of the general layout, sub-sections for Housing, and leaseholder information.

The group agreed the meeting had been productive and said they would do the further research into the website and report back at the next meeting. Some of them said they would ask fellow tenants, some said they would widen their own knowledge of the website and some said they would even test some of the functions they didn't know the website had.

7) Next meeting date

The next meeting date was agreed as 9th September at 11am.

Meeting end: 16:00

Reminder:

[Tpas :: Introduction to Scrutiny](#) - potential training course, either 28 October 2025. Held virtually on Zoom. Let us know if you want to attend, we will book you on. Would be a good session to understand more about tenant (and leaseholder) scrutiny, and where we want to get to with our Panel.

Tenant Scrutiny Panel Meeting- Minutes

Date: 09 September 2025 Time: 11:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt, Lisa Knight, Barry Weller

Officers: Sharna Round

Apologies:

Sarah Pangbourne, Sandra Lopez

Officers: James Morgan

1) Welcome and Introductions

SR welcomed everyone to the meeting and let the group know who wasn't able to attend.

2) TLRP on Website

SR asked the group if they would give permission for their names on the TLRP webpage on the CCDC website, all that were in attendance gave permission. SR said that she would contact members that were absent about this separately for permission.

ACTION: SR to set up TLRP page on website.

3) Re-cap on previous meeting

SR briefly recapped on the things discussed in the previous meeting. SR said that at the end of the last meeting the group agreed to break down the task of reviewing the whole range of housing webpages, they would concentrate on a few topics within this area at a time.

It was agreed at the last meeting to report back on the general layout and any sections that seemed overly wordy or complicated as well as the information for leasehold properties.

The previous set of minutes were agreed by the Panel members present.

4) Group feedback

The group entered a lengthy discussion on the things found within their research since the last meeting. Main points discussed were generally the website was very complicated to navigate, Barry described it as a maze as when trying to find out certain information he often came to a dead end, and not what he was searching for.

It was agreed that generally speaking, less pathways would be easier for people to navigate and less repetition, such as the Allocations pages. There are so many subsections and the panel feel these could be condensed. I.e. 'Allocations Policy' & 'Allocations Process' could be both under the same heading. Lisa from consulting her neighbour who is a tenant said also the website as a whole was too complicated.

It was also discussed within the meeting the use of AI and if the website would be able to incorporate this going forwards as the panel members said it helps them to understand things in simpler terms.

ACTION: SR to ask Darren Edwards if his team use AI when developing the website and if AI could be developed into the website in the future.

5) Collate feedback and next steps

After a lengthy discussion the panel collated their initial ideas. They collectively think by putting the search bar in the middle of the page this will give the webpage the simplicity of being able to search for keywords to get them to the information they need to find.

They also want to simplify the Allocations subsections by merging the ones that seem the same with as 'Allocations Policy' & 'Allocations Process'. They also want the grey boxes on the right to have brighter colours on the ones that have the most hits.

The panel also collectively want to explore the options of having the information that has to be included for regulation purposes simplified or in a different part of the website to the information that customers would be looking for.

Also, the panel members present suggested having a navigation menu on the homepage of the website to help customers find the information they are looking for quicker.

7) Next meeting date

Due to two members being absent it was agreed SR would send an email to all of the members to agree the date of the next meeting.

Meeting end: 13:00

Tenant and Leaseholder Review Panel Meeting- Minutes

Date: 15th October 2025 Time: 11:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt, Lisa Knight

Officers: Sharna Round

Apologies:

Sarah Pangbourne, Sandra Lopez, Barry Weller

Officers: James Morgan

1) Welcome and Introductions

SR welcomed everyone to the meeting.

2) TLRP on Website

SR said that although she had mentioned this in the previous meeting, she was hoping to discuss this with all members of the panel today as she didn't receive response from everyone on this. The members present agreed to their names being published on the website and SR said she would contact those that were absent to give their express permission as this page was due to go live on the website soon.

ACTION: SR to action TLRP page goes live on website.

3) Re-cap of previous meeting

SR briefly recapped on the things discussed in the previous meeting. SR said that at the end of the last meeting the members did begin to consolidate their discussions into actual recommendations to make on the website. SR said that she had brought along with her a report template similar to that which would be completed as part of this review so that the members could understand how its set out.

4) Group feedback

The members presented research that they had done since the previous meeting, and this was discussed. It was noted that from the other websites that the members had explored that CCDC (Cannock Chase District Council) website was more complicated to navigate from the Homepage. It was also discussed that features that the group thought was important to feature on the homepage didn't feature at all on CCDC website in some cases.

It was also discussed that many other council's websites were much more appealing and interactive than CCDC, pages on the webpages were simpler and the pictures used were better. Reference to Tamworth Council's website in particular.

SR presented the report template to the group and said that she thought this would be interesting for them to see as it may help them narrow down their recommendations, understand how they need to be justified and some of the other areas that will need to be covered. SR explained that although the report will be written by the panel members she would be on hand to assist, especially through this initial review.

Given that the meeting was short of members the group did their best to pull together the first set of recommendations to go onto the report.

These were

1. Search box on homepage to be in the Centre and larger. Keep options for Rent, Council Tax, Benefits, Request Repair & Contact us. Other options not relevant or have not been updated recently so are not needed.
2. General wordiness and over complicated text.
3. Option for applying for housing needs to be on homepage and needs to stand out.

5) Collate feedback and next steps

The members agreed that progress had been made today by deciding on recommendations to put forward, they agreed that the next meeting should focus on finalising a few more recommendation points, then expanding on the reasons why in order to back up the suggestions.

6) Next meeting date

Next meeting date was agreed as 27th October 2025 at 11am.

Meeting end: 13:00

Tenant and Leaseholder Review Panel Meeting- Minutes

Date: 27th October 2025 Time: 11:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt, Barry Weller, Sandra Lopez

Officers: Sharna Round, James Morgan

Apologies: Lisa Knight

1) Welcome and Introductions

SR & JM welcomed everyone to the meeting.

2) TLRP on Website

This was discussed again with the group to ensure everyone who has now attended the last two meetings has agreed to this. The website will shortly be updated.

3) Re-cap of previous meeting

SR briefly recapped on the things discussed in the previous meeting, the recommendations that were put forward and asked the members that were absent from the last meeting, if they agreed. Members agreed these were good recommendations and appreciated being kept up to speed with the minutes provided.

4) Group feedback

The group started discussing the recommendations set at the last meeting in more detail. The website was examined and it was clarified that as we only have control of the content on the housing pages of the website that the suggestion of the search bar on the initial homepage would need to be on the main housing page, making the suggestion more specific to the housing webpages. Therefore, 1st recommendation will be a Housing specific search bar on the main Housing page. The group agreed on this

and also that the main key options that were on the main housing page could be clearer, expanded in the 3rd recommendation.

This follows onto the 2nd recommendation that was built on within the meeting which was the general layout of the Housing pages the group felt would benefit from being more like Tamworth Council's layout. All members agreed it is simpler, easier to find information and less wordy.

Included in the wider 2nd recommendation would be to: i) simplifying pages ensuring no acronyms and simple plain English; ii) condensing information; and iii) less headings down the lefthand side menu.

The 3rd recommendation that had initially been set as making clearer where to find information on applying for housing, it was decided after a lengthy discussion that this fits within the first recommendation, more so than as a whole recommendation on its own. The group decided that the 3rd recommendation should be set as simplifying the main Housing page as a whole. This was due to the group all agreeing as mentioned above that Tamworth Council's housing homepage was much easier to navigate. They preferred the amount of options that featured on Tamworth's page and how they were displayed. Walsall Council's layout with more pictures/icons was also viewed favourably.

The main options that the group thought tenants would most want to know about were:

- 1) Request a repair
- 2) Pay your rent
- 3) Housing News
- 4) Applying for Housing
- 5) Tenancy Agreement and Repairs Handbook
- 6) Reporting ASB and making complaints.

5) Collate feedback and next steps

The group had a productive meeting and felt like they had homed in on the points made in previous meeting with more substance. The homework for the group was agreed on researching further into other Council's websites and picking out what they liked in more detail.

JM would try to get Darren Edwards, Information Manager, back to the meeting briefly to address some of the early recommendations and whether they would ultimately be possible to implement.

6) Next meeting date

Next meeting date was agreed as **19th November 2025 at 1pm.**

Meeting end: 12:45

Tenant and Leaseholder Review Panel Meeting- Minutes

Date: 19th November 2025 Time: 13:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt, Barry Weller, Sandra Lopez

Officers: Sharna Round, Victoria Cooper

Apologies: Lisa Knight, Sarah Pangbourne

Officers: James Morgan

1) Welcome and Introductions

SR welcomed everyone to the meeting and introduced Victoria Cooper. SR explained that she was shadowing for the afternoon to learn more about engagement and that the meeting would a great insight for her to do this. The group welcomed Victoria. SR said that unfortunately Darren couldn't attend today's meeting due to annual leave but that she should be able to make the next, hopefully.

2) Re-cap of previous meeting

SR briefly recapped on the things discussed in the previous meeting and all the recommendations that were decided on.

SR said that now the recommendations are starting to take shape, the group should be ready to begin completing a draft report. The group agreed this was the natural next step.

4) Group feedback

The group began discussions again and great emphasis was put on the option of having a search bar at the top of the housing webpages. SR reminded the group that this was discussed at length at the previous meeting and so to was it already a firm decision on being one of their recommendations.

The group then moved to discussing the Councils websites that they had been away and researched. The group were in agreement that some options should go under the search bar to prompt those that may be looking for that particular area of the website. The options the group felt would be best to put here (mentioned below) had taken some of the most popular searches the group had discussed in the previous meeting.

- Repairs
- Allocations
- Rents
- Leaseholders
- ASB
- Resident Engagement

Although the group hadn't mentioned in the meeting before that they felt Resident Engagement would be a popular search, they had noticed while conducting research that it features more prominently on other Councils websites, they said that tenants would feel more included if it was a more obvious option on how to be involved.

The group said that the currently wording about different departments within housing wasn't needed and they would prefer if it wasn't there, this would create a simpler, easier to navigate housing homepage.

The group then began a discussion on the repairs page from the current homepage. They said that the information on ways to get in touch with the repairs team was useful but the information in the grey box at the side they didn't like and was confusing.

A suggestion was made off the back of research that a member had done that the background of Cannock Chase Council housing pages should 'feel like Cannock', so the suggestion was to have a Deer picture as the backdrop to the search bar and options. The other members agreed with this and would like to put this suggestion to Darren if he is able to attend the next meeting. They understand accessibility may cause an issue so wondered if this idea could evolve somewhat.

on the main housing page could be clearer, expanded in the 3rd recommendation.

Included in the wider 2nd recommendation would be to: i) simplifying pages ensuring no acronyms and simple plain English; ii) condensing information; and iii) less headings down the lefthand side menu.

5) Collate feedback and next steps

Despite being slightly short on numbers again the group did manage to again make progress with moving the recommendations forward. SR said that the group should take the report template away with them and suggested she could help facilitate a meeting in between this and that next meeting for the panel members to gather and look at beginning to form the draft report. The members liked the idea of this and exchanged contact information with each other. The group agreed to let SR know their preferred date and time they would like to meet before the next meeting, they said this would be better arranged after the minutes had been sent to all to give the absent members of this meeting, a chance to be involved in that too.

SR said that Darren and JM would likely be able to attend the next meeting so to have some more thoughts ready to ask Darren on for next time.

6) Next meeting date

Next meeting date was agreed as **3rd December at 10am.**

Meeting end: 14:45

Tenant and Leaseholder Review Panel Meeting- Minutes

Date: 3rd December 2025 Time: 10:00 Location: Cannock Chase Council, Civic Centre

In attendance:

Leslie Hunt, Barry Weller, Sandra Lopez , Lisa Knight

Officers: Sharna Round, James Morgan, Darren Edwards

Apologies: None received, Sarah Pangbourne absent

1) Welcome and Introductions

SR welcomed everyone to the meeting. Darren will be joining part way through to answer the groups questions relating to the recommendations they are going to make.

2) Re-cap of previous meeting

SR recapped on the discussions made in the previous meeting to bring all of the panel members back up to speed. The recommendations that were discussed in more detail in the previous meeting were:

- i) To introduce a search bar on the main housing homepage.
- ii) To introduce prompt 'buttons' for repairs, allocations, rents, leaseholders, ASB and resident engagement going underneath the search bar, as the main key items that tenants would want to know about.
- iii) To condense wordy and repeated text throughout all pages and combine pages where possible to reduce total number of pages
- iv) To include a photo on the homepage, and more general use of photos throughout where possible.
- v) To explore the use of AI in the search and chat functions. (this came out of subsequent discussions with Darren).
- vi) To remove the left hand side menu of all pages just on the main Housing homepage, to improve clarity. (this came out of subsequent discussions with Darren).

3) Group feedback

Darren joined the meeting and the group began asking him questions about the recommendations they had settled on so far. The first recommendation discussed was the search bar and Darren said that this was possible. He suggested that keyword searches be built into this so that the most appropriate webpage was found on each search, the group agreed with this. It was also discussed that there may be potential for exploring the use of AI in the search and a chat function. Darren could look at this with the website supplier.

The prompt buttons were then discussed and Darren said this was also achievable in the style that the group liked (text in a box) although he did say the corporate colours needed to be stuck to. JM said his team can look at this.

The wording on the departments on the current homepage was discussed with Darren and it was suggested that instead of not having it, it would be better to keep it and to simplify it and to put headings and drop down boxes in so it looked less complicated. JM said his team can look at this.

The idea of having a background of a picture that feels more like Cannock Chase Darren thought was a great idea but, for various accessibility reasons this wouldn't be possible. It was suggested that perhaps a picture above the search bar be put in, that way the text on the page would still be readable.

The group didn't like the big list of pages down the left hand side, Darren explained that this is the corporate style and generally how websites work as they provide a site map. Darren used a major DIY retailer as an example. It was suggested that the main Housing page could have that list removed, so it was blank on the left with just the prompt buttons. The group agreed that would be a good idea.

The group agreed that Darren was a huge help in helping them evolve their ideas and they were firm with their choices now.

4) Collate feedback and next steps

The next step would be now writing the report to include all the ideas and recommendations they have to go to the Housing Board for consideration. Lisa said from the Tpas course that she attended they had a template for undertaking a review and writing a report that she'd like to share with the group. The group liked the idea of the Tpas template for writing the report so they agreed to meet up on the dates included below to fill out the template together.

5) Next meeting date

The next meeting dates will be attended by TLRP group members only not officers, SR would be available to support if required but the group need to discuss and formulate their draft written recommendations themselves.

9th December at 1:30pm

17th December at 10am

A meeting with SR and JM will be arranged in the New Year to go through the groups template.

Meeting end: 11:45