RESIDENT
SCRUTINY GROUP
YOUR VOICE. POSITIVE CHANGE

Minutes

Monday 5th October 2026
12pm-2pm
Communal Lounge, Lambert House, Telegraph Road, Deal

Members:

Chris Tough, Chairman
Darren Osborne, Vice-Chair
Simon Phillips, Member
Kareen Macdonald, Member
Carol Webster, Member

Dover District Council

Beth Becks, Principal Tenant Engagement and Monitoring Officer

1	Welcome Minutes of the meeting will be published on the website once approved by the Group. The notes of the previous meeting form part of the official record of the group and will be circulated to members for accuracy prior to publication. • Ashford Borough Council have proposed a meet up on 20th November. The group said they would be interested in this. • Beth asked the Group's thoughts on Residents who have expressed interest, should residents be allowed to join mid-way review as a learning or wait until the next review. The group decided they can join at any point and might want to observe for a short time first. • TPAS Training – RSG are keen on half day session. • One member asked if meeting dates could be changed? Beth stated that it's tenant-led and tenants must agree and decide on the dates, times and frequency of meetings, taking into consideration the scope and deadline for the review. ○ Group agreed that there should be monthly set meetings with additional online if needed.	Beth to arrange with ABC. Beth to arrange TPAS training.

2	<u>Election Ballot</u> It was discussed how residents join. The group agreed by vote of hands to co-opt a new member at the next meeting so objections can be raised and the new member could take time to consider if they would like to take on. All members agreed to officially join the Group, members are: • Darren Osborne – Yes • Carol Webster – Yes • Kareen MacDonald – Yes • Simon Phillips – Yes • Chris Tough – Yes The group agreed that if Lucy S comes to the next meeting, she can be co-opted to also officially join the group. The group agreed it would be great for Lucy to join as a younger perspective. <u>Chairperson Election</u> Chris was nominated by Simon, Kareen and Darren and was unanimously elected as Chairperson. <u>Vice-Chair Election</u> Simon stated that he has decided to take his name from the running for Vice Chair. Darren agreed to nominate himself. Darren Osborne was unanimously elected as Vice-Chair. Chair training on October 20th October, if tickets are available. All members unanimously agree for their contact details to be shared.	Beth B to book Chair Training Beth B to share contacts.
3	<u>Expenses Policy and How to Claim</u> Beth gave members paper copies of claim forms and bank details forms. Members must complete these and either hand them back or email them to Beth Becks or Beth McLaughlin-Aldred. There are delays with the DDC finance team at the moment and every effort will be made to avoid any delay in paying expenses, but it might be more worthwhile submitting multiple meetings worth of claims in 1 claim. DDC will check all claims to ensure they're accurate prior to being passed to the finance team for payment. If anyone wants any support or has any questions about claiming, please contact Beth directly.	
4	<u>Terms of reference and Code of Conduct changes</u> Terms of reference Discussion on wording of 3.1 - Darren said it should say 'Exceptional' – not 'high quality', to highlight that DDC should be aiming for the best. Beth stated that this might be a difficult expectation to reach and 'exceptional' is more subjective. The group decided 'high quality' is sufficient.	

	Discussion on 5.3 - Mixed views but ultimately agreed to keep it by invitation only and for case by case basis. Unanimous agreement of Terms of reference Code of Conduct Discussion re the content of the code of conduct. All happy with the contents. Unanimous agreement of Code of Conduct The members signed their Code of Conducts and passed them to Beth to be kept for records.	
5	<u>TSM results and open text responses</u> Beth provided the group with TSM results for the complaints question for the previous 2 years, this includes open-text questions which may help the group. Beth asked the group to take these away and review, raising questions via email.	
6	<u>Deciding questions/information for DDC to provide.</u> Carol asked for the following documents and answers to questions to help the group scope the review: • Quarterly reports for the last year • Annual report • How many non-compliant reports have been served on DDC in 25-26 • Procedures for how staff investigate complaints • Letter Templates for staff • When they're unhappy with the outcome at stage 1, for what reasons would they not go to the stage 2? • How do you make complaint about a senior officer, and how does a tenant know that that this doesn't get investigated by the manager.	
7	<u>What to discuss at next meeting</u> • Answers and documents to be provided by DDC • Corporate Services Team attend to provide a presentation to RSG. <u>Booking following meetings</u> 1st Monday of every month is preferred, with additional ad-hoc meetings if required to be added. Dates to avoid include: • Chris is away 14th-19 October • Carol away 15th – 19th October • Beth and Darren unavailable for school half term – 26th-30th October Date of next meeting: 2nd November 2026, 1pm-3pm – Tracker Room.	