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# Involving Young People in Tenant Panels & Scrutiny



**Helena Partnerships**

21 November 2011



# Helena Partnerships

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- Stock transfer association – 2002
- St Helens, Merseyside
- Manage approx. 13000 homes
- 674 staff including 268 trades people in our Propertycare division
- Working with young people since 2005



# Excellence @ Helena

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- Deliver customer services
- Listening and acting on feedback
- Making decisions that matter most
- Hold us to account
- Monitor and evaluate services how they can be improved



# Key achievements

- TSA Co-regulatory Champions
- Customer Excellence Website
- UK Housing Award 2011 Finalist
- Conferences



# Embedding Challenge

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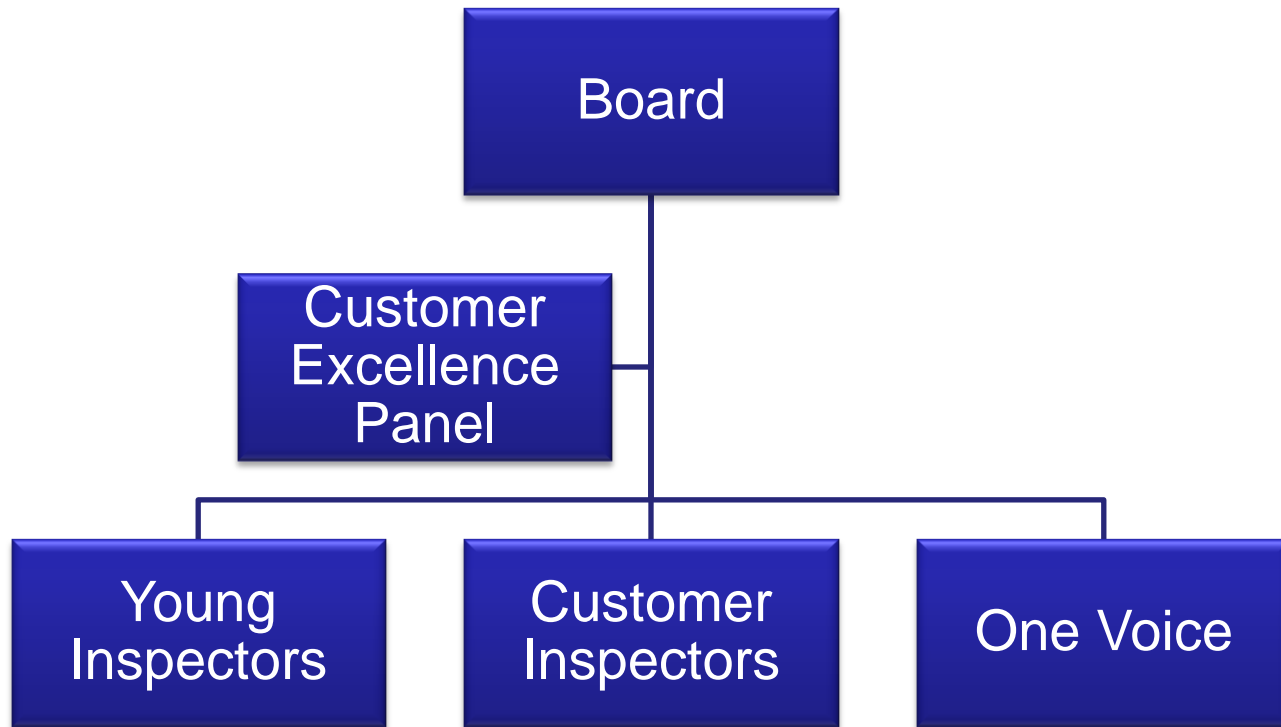


- Customer Excellence Panel
- Customer Inspectors
- One Voice tenant panel
- Young Inspectors
- RIMG

# Customer Excellence

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# Why Young Inspectors?

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- Different perspective
- Account for 927 of tenants
- Future
- Services specifically for under 25's



# Role of a Young Inspector

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*“...a volunteer whose role it is to carry out mystery shopping and inspections to provide feedback from a customer’s point of view...”*

- Check Helena meets any standards
- Report findings and make recommendations





# Benefits

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- Christmas activity
- Vouchers for tasks
- Make friends
- Training Opportunities
- Make a difference
- Build CV
- Updates
- Volunteer experience



# Challenges

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- Availability
- Training
- Safeguarding
- Transportation
- Catering
- Times/location
- Contact numbers
- Staff expertise
- Recruitment



# Recruitment

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- Wider group “Inspire”
- Young person projects
- Briefings to Neighbourhood teams
- Open Days
- Bring along a friend
- Website



# Training

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- Initial Inspector training
- Certificates
- Inspectors choice
- Helena's wider training opportunities
- Incentive



# Available support

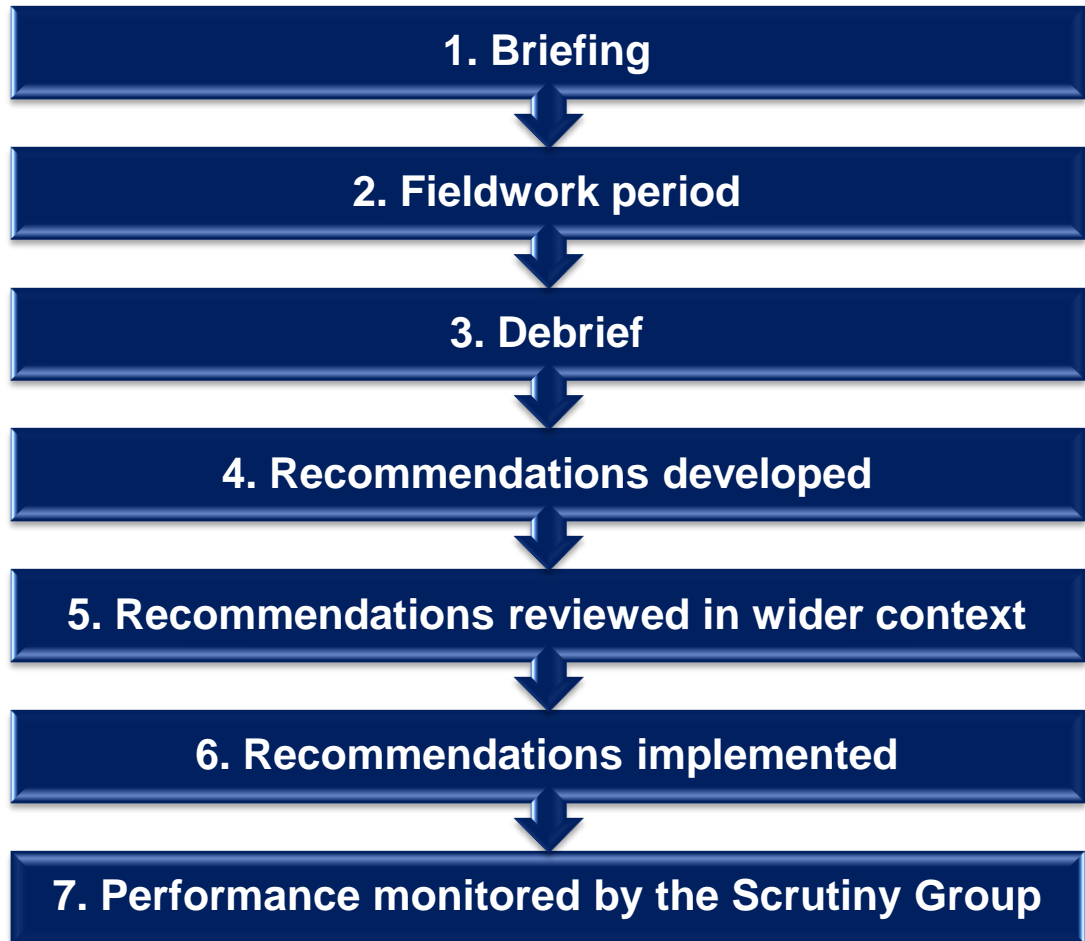
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- At least 2 members of staff
- Training
- Out of pocket expenses
- Equipment
- References
- Mentoring



# The process...



**Section A**  
Complete the section on the previous page before you start this one.

Name of staff: \_\_\_\_\_  
Name of the customer: \_\_\_\_\_  
What department are you going to inspect? \_\_\_\_\_

Your report:

1. Is there anything you have noticed recently about? \_\_\_\_\_  
 Yes  No

2. What is your main issue? \_\_\_\_\_  
 Complaints  Health and Safety  Other

3. How long has the issue been going on for? \_\_\_\_\_  
 1 week  2-4 weeks  1-3 months  More than 3 months

4. What are the main issues? \_\_\_\_\_  
 Complaints  Health and Safety  Other

5. How long has the issue been going on for? \_\_\_\_\_  
 1 week  2-4 weeks  1-3 months  More than 3 months

6. How long has the issue been going on for? \_\_\_\_\_  
 1 week  2-4 weeks  1-3 months  More than 3 months

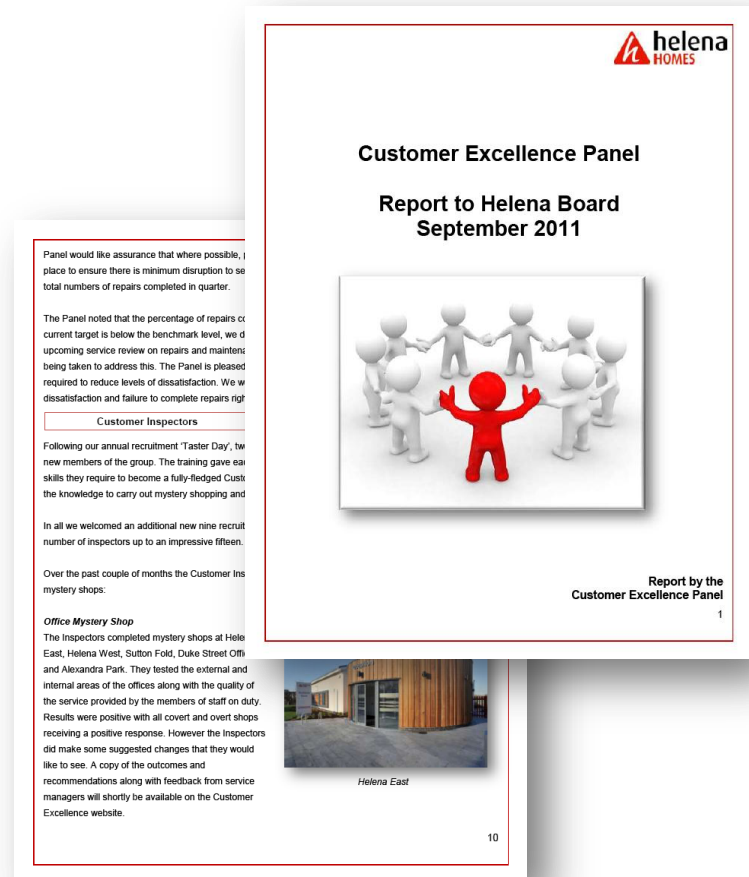
7. How long has the issue been going on for? \_\_\_\_\_  
 1 week  2-4 weeks  1-3 months  More than 3 months

8. How long has the issue been going on for? \_\_\_\_\_  
 1 week  2-4 weeks  1-3 months  More than 3 months



# Link's to Helena Board

- Customer Excellence Quarterly Update
- 'Get to know you' session



# Communal Areas

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- Introduction
- Checklist
- Chose two flats to inspect
- Supporting photographs
- Report developed
- Recommendations





# The future

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- Ownership
- Maintain the group/recruitment
- Develop website
- Conduct a webinar
- More mystery shopping
- Promotion
- Make a difference



# Website

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**[www.excellenceathelena.co.uk](http://www.excellenceathelena.co.uk)**



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**Any questions...**

