

# QIP Member Recruitment Information Pack & Application Form

What will a



Quality and Insight Panel

Member do at THT?

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Quality and Insight Panel

## Role Description

### ARE YOU INTERESTED IN:

- ◆ Being involved in decisions that directly affect your home, family, friends and neighbours?
- ◆ Making sure you continue to get value for money from your rent and service charges?
- ◆ Influencing your community?
- ◆ Improving your neighbourhood?
- ◆ Enhancing your employment/promotion prospects through personal development and training?

*If the answer to any of these questions is yes, then please read on.....*

### WHAT IS THE QUALITY AND INSIGHT PANEL (QIP)?

The QIP is a new panel which brings together Trafford Housing Trust tenant and leaseholder representatives to scrutinise its performance and services, and to highlight the issues that matter most to customers.

Panel members will strengthen this process through their skills and experience, ensuring that tenants are at the heart of our approach to self-regulation. The panel provides extra accountability and challenge to Trust policies and decisions.

### KEY TASKS OF THE QUALITY AND INSIGHT PANEL (QIP) ARE TO:

- ◆ Review and challenge how Trust services are delivered to customers
- ◆ Review customer facing services
- ◆ Make recommendations to the Board after looking at a service
- ◆ Approve the content of the Annual Report to tenants before it is submitted to Board
- ◆ Sign off customer facing policies and strategies before being submitted to Board
- ◆ Monitor internal performance data and make recommendations to improve how services are delivered to customers
- ◆ Commission the customer inspectors/mystery shoppers to carry out an independent check of a service to gain evidence
- ◆ Have a say in determining the outcome of the highest level of customer complaints

## PANEL MEMBERS WILL:

- ◆ Voice their opinions about Trafford Housing Trust and how services can be improved
- ◆ Attend regular meetings. These are likely to be monthly depending on the level of work. (Meetings may be more frequent should the chairperson call emergency meetings.)
- ◆ Read and consider reports on performance and make appropriate suggestions including any proposals for service improvements or new arrangements for service delivery and monitoring
- ◆ Report to the Board with any findings and recommendations
- ◆ Contribute to the delivery of Value For Money (VFM) and the implementation of best practice
- ◆ Monitor and challenge the work and activities of the organisation and ensure effective administration
- ◆ Always act in the best interests of the organisation and maintain absolute confidentiality
- ◆ Undertake a knowledge and skills audit, induction training and follow-up training as and when required

## ACCOUNTABILITY:

- ◆ Members of the QIP are accountable to the wider customer body and must act with transparency. They must:
- ◆ Reflect the needs and aspirations of the wider customer body
- ◆ Respect the governance of the Trust Board
- ◆ Make recommendations based on robust evidence and reflect the context in which the Trust operates
- ◆ Have due regard for national standards and accepted good/exemplar practice

***Don't worry if you have never done anything like this before, the Trust will give full support and training as well as one-to-one guidance and mentoring.***



## Qualities Required

**WE ARE LOOKING FOR PEOPLE WHO CAN SHOW THE QUALITIES BELOW TO BE PART OF THE QIP:**

Quality	We Are Looking For People Who:
Experience	Have experience of receiving services from Trafford Housing Trust and have ideas on how services can be improved
	Have experience of meeting with your neighbours and sharing views about your homes or neighbourhoods
	Have views that are focused on the best interests of customers
Attitude	Have an interest in the wider community and in things that affect people in Trafford
	Are enthusiastic with a desire to improve services
	Are conscientious about producing timely and good quality work
	Respect the role of the Trust's Board
Commitment	Show commitment to get involved in training and personal development
	Show commitment to prepare for and regularly attend QIP meetings
	Show commitment to make effective contributions in meetings
Communication skills	Are a good listener and respects the views of others even if you do not share these views
	Provides feedback to other members of the group when appropriate
Knowledge	Is prepared to learn about the scrutiny process
	Is prepared to learn about the Trust's existing services, structures, objectives, standards and governance arrangements
Abilities	Are able to read and question basic information
	Are able to weigh up issues and make balanced and reasonable judgements
	Are able to compromise with others
	Are able to work as part of a team
Other	Respect peoples' differences
	Has high standards of behaviour and integrity
	Adheres to the QIP Code of Conduct
	Respects the QIP confidentiality rules
	Declares any interest and is prepared to be excluded when any conflict of interest occurs

***If you have any of the above qualities then you are a short step away from becoming a member of the QIP!!***

***Please fill in the application form, we are eager to receive it!!***

## **PLEASE NOTE:**

**Tenants and leaseholders from the following groups are not eligible to join the QIP:**

- ◆ Any employee of Trafford Housing Trust
- ◆ Those who sit on the board of Trafford Housing Trust or any other housing organisation, business partner or potential business partner
- ◆ Those subject to a County Court judgement in favour of Trafford Housing Trust or a Notice of Seeking Possession (NSP)
- ◆ Anyone who ceases to be a customer of Trafford Housing Trust
- ◆ Individuals who have been excluded from past activities with the Trust due to their behaviour



## FAQ's

### **WHAT IS THE QUALITY AND INSIGHT PANEL?**

The Quality and Insight Panel (QIP) will enable tenants to examine all aspects of the organisation at a strategic level and for members to commission special projects to look more closely at certain areas of the business. As this Panel is tenant-led it is hoped that this will result in continuous improvement and improved service delivery for all our customers.

### **WHAT DOES IT DO?**

The role and responsibilities of the QIP can be broken down into several broad areas:

- To review customer facing services on an agreed basis.
- To make recommendations to the board following a service review
- To approve the content of the Annual Report to tenants
- To sign off customer facing policies
- To review internal performance data and make recommendations to improve service delivery
- To commission the mystery shoppers or customer inspectors to carry out independent checks of services to gain evidence

### **WHO CAN APPLY?**

The QIP will have between 12 and 15 people. There are places for a maximum of two leaseholders and all other members must be tenants of the Trust.

### **WHAT SUPPORT/TRAINING WILL MEMBERS RECEIVE?**

Members will receive ongoing mentoring through one-to-one guidance sessions as well as group training sessions on topics such as governance of the Trust, the structure and functions of the Trust, housing finance and value for money. An independent mentor will be brought in to help the QIP through its first "test case".

### **HOW WILL THE QIP PROMOTE ITS WORK AND FEEDBACK TO TENANTS?**

The QIP will produce an annual report which will be a public document meaning that copies will be available for everyone. It may also produce regular newsletters and web-based news to keep customers informed of its progress and the service improvements made as a result of its work.

## **WILL THE QIP HANDLE CUSTOMER COMPLAINTS?**

The QIP will have involvement in determining the outcome of the highest level of customer complaints.

## **HOW LONG CAN MEMBERS BE INVOLVED IN THE PANEL?**

QIP members will serve for a term of three years. Members will have to stand down after that time on a rolling cycle but will be eligible to re-apply after a year has passed.

## **DOES THE QIP HAVE ITS OWN BUDGET?**

The costs involved in setting up the QIP will come out of the Community Engagement and Partnership Team budget. At this stage it is not envisaged that the QIP will be in charge of its own budget.

## **HOW WILL MEMBERS OF THE QIP BE RECRUITED / SELECTED?**

Anyone interested in becoming a member of the QIP can speak to staff at the open evening on 31<sup>st</sup> January, between 5 – 7pm at Sale Point. Those still wanting to go ahead will be asked to submit expressions of interest after which some people will be invited for a short informal discussion about the role.

## **HOW OFTEN WILL QIP MEET? / HOW MANY HOURS A WEEK WILL IT TAKE UP?**

The QIP will initially meet monthly at a time which best suits its members. The frequency of meetings may alter depending on the different stages of the service review which members are working on.

## **IS THERE A CONFLICT OF INTEREST IN BEING A QIP MEMBER AND BEING A BOARD MEMBER?**

Members of the QIP will not be eligible to join the board and vice versa. This is because both groups are high level and have decision making powers and if someone was to be a member of both there would be a conflict of interests.

## **WILL MEMBERS BE PAID FOR THEIR SERVICES?**

Members of the QIP will not be paid. However, they will receive re-imburement in line with the customer expenses policy. Members may also receive equipment and resources that will enable them to better perform their role.





# Application Form

## COMPLETING THIS APPLICATION FORM

If you need assistance in completing this form, or require it in any other format such as large print or Braille, please contact the Customer Hub on 0300 777 7777. If your application is accepted we will contact you to arrange a discussion with the QIP steering group.

## YOUR DETAILS

Full name: \_\_\_\_\_

Postal address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email address: \_\_\_\_\_

## ABOUT YOU

In the space below please explain why you would like to become a member of the QIP:  
*Please continue on a separate sheet if necessary*

Please explain what skills and qualities you can bring to the QIP. You may wish to highlight any previous experience that you feel is relevant such as details of any previous work experience (paid or voluntary) or any qualifications or training you have undertaken:

*Please continue on a separate sheet if necessary*

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Please give examples of when you have demonstrated the qualities below:

*Please continue on a separate sheet if necessary*

Worked as part of a team	
Challenged something that you didn't think was right	
Shown an interest in the wider community	

## DECLARATION

## PLEASE SIGN BELOW

I am not a member of the Board of Trafford Housing Trust or any other housing organisation, business partner or potential business partner of Trafford Housing Trust	
I have not been subject to a county court judgement in favour of Trafford Housing Trust or a Notice of Seeking Possession (NSP)	
I have not been excluded from past activities with Trafford Housing Trust due to my behaviour	
I am able to commit to attending QIP meetings and taking part in any necessary training	

### Please read the following statements carefully then sign and date this application form:

- I have read and understood the details included within this application form
- If appointed I am prepared to comply with the QIP Code of Conduct and to act in good faith and in the interests of the Panel
- I understand that if the QIP reasonably believes that the behaviour of one of its members brings the Panel into disrepute, action may be taken to remove or exclude that person from the Panel
- I understand that QIP members are volunteers and are not entitled to receive payment (other than properly incurred expenses)
- I declare that all the information provided on this application form is correct and that if appointed I will be liable to action which could include my removal from the QIP should I knowingly give false information

I acknowledge that Trafford Housing Trust will conduct any searches and checks necessary to verify this information. I understand that if I don't want these checks to go ahead my application will not be progressed

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this completed form to:

**Trafford Housing Trust**  
**Community Engagement and Partnerships Team**  
**Sale Point**  
**126-150 Washway Road**  
**Sale**  
**M33 6AG**

You must make sure your application form arrives before Monday 28<sup>th</sup> February 2011.

If you have any queries or need any help in completing this application form, please contact the Community Engagement and Partnerships Team on 0300 777 7777.

# EQUAL OPPORTUNITIES FORM

Trafford Housing Trust is strongly committed to equality and diversity and is working to ensure we recruit from as diverse a group of customers as possible whilst delivering a fair and open process.

To help us ensure we are achieving this aim, the Trust undertakes monitoring of applications and candidates are asked to record below how they would describe themselves. This information will only be used to help ensure that we are meeting our diversity and equality aims.

The information you provide here will be treated with strictest confidence and will only be used for statistical processing. You as an individual will not be identified as part of the process.

**I am:**      Male  Female

**My date of birth is**.....

**I consider myself to be (please tick):**

**My first language is**.....

White:

.....

British  Irish  White other

Dual Heritage:

**Do you consider yourself to be:**

White & Black Caribbean

Lesbian  Gay  Transgender

White & Black African

Heterosexual  Bisexual

White & Asian

Other (please state):

Any other dual heritage

Asian or British Asian:

**What is your religion, if any?**

Indian                     Pakistani

Buddhist

Bangladeshi             Asian other

Jewish

Black or Black British:

Sikh

Caribbean                 African

Christian

Black other

Muslim

Other ethnic groups/communities:

No religion

Chinese

Hindu

European

Rastafarian

Other ethnic group (please state):

Other (please specify)

.....  
**Do you consider yourself to have a disability?**

Yes  No

If yes , please specify:.....