**Quality & Insight Panel - ACTION PLAN 2015/16**

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| **Development Needs** | **HOW** | **TIMESCALE** | **PROGRESS** |
| **1. Efficiency And Accountability:*** Need to improve the efficient scheduling of scrutiny work.
* Improve visibility & accountability to wider tenant body.
* Ensuring a minimum of 5 dedicated members aiming for a membership of 8.
 | * Establish clear and documented processes.
* Improve induction process of new members.
* Review and update Intranet, website Pulse
* Establish links with THT’s customer involvement groups – Board, Youth Board, Block Champions, Community Panels, TRA’s Neighbourhood Inspectors, Customer Inspectors & Mystery Shoppers, Leaseholder Together Forum, Co-production Focus Groups, Coffee Mornings, and Community Road Shows.
* Regular updates from Scrutiny Service Leads to provide quality info in Arc reports.
* Develop a strong team.
* Develop specific QIP Terms of reference.
* Develop specific QIP Code of Practice.
 | End of Q3End of Q3End of Q3 End of Q3 On-goingOn-goingEnd of Q3End of Q3 | Review current QIP documentation to standardise for continuity Establish new induction process. Review and update standard QIP advert in Pulse. Review and reword intranet and web information that informs and promotes QIPDevelop a program of interaction to be utilised for scrutiny and cross function working.SSL to send regular updatesProvide essential training and improve processes for a more effective and efficient QIP Review current QIP.Review current QIP TOR and update to meet current needs.Review current COP used for Board and block Champions update to meet current needs. |
| **2. Being part of a structured approach to improvement:*** Annual work plans of scrutiny projects devised and agreed as part of the corporate business planning process.
* Scrutiny topics to be informed by performance data, business planning, cycles, internal audit, new projects and complaints.
 | * Meet with auditors to develop planned approach
* Service Lead linking QIP into development 16 -17 plans.
* Develop info on which to base 16 – 17 scrutinies.
* Performance Data (Board papers)?
* Business Planning
* Big Annual Survey results.
* Source results before and after scrutiny.
 | Annually Ongoing End of Q3Ongoing OngoingOngoing.End of Q3Ongoing  | SL to ensure QIP and development plans are linked for 16/17. Review current scrutiny plans and ensure priority meets standards and reviewed every 6 mths Ensure board papers are reviewed and discussed at QIPEnsure discussed and updated Results to be reviewed and discussed for Impacts on scrutinies.Develop measures for monitoring the successful implementations of scrutiny outcomes. |
| **3. Outcomes focused:*** To help identify opportunities for service improvements and efficiencies rather than specific outputs.
 | * Opportunity for service improvement & efficiencies ?

rather than specific outputs.* Refocus attention away from specific outcomes and look to identify other impacts that would support improvements and efficiencies.
 | Ongoing | Provide specific training to filter details with internal and external partners.Provide - A1 training with Ian Ormrod. |
| **4. To support better tenant engagement and empowerment:*** Culture of resident involvement, welcome as a means to service improvement
 | * QIP interactions with other groups.
* Strategies interaction with other customer groups

. | OngoingEnd of Sept 2015 | Actively seek cross cultural representation within QIP and through other THT CI groups QIP to actively seek interaction with other groups QIP to develop Strategy for interaction with other THT CI groups. |
| **5. To ensure that the QIP ensure they provide scrutiny and challenge at a strategic level:*** That the QIP seek to link their services to the wider vision and purpose to the Trust and to comment on whether they consider areas scrutinised are properly aligned.
 | * Alignment to vision and purpose

Grounds MaintenanceWaste ManagementRepairs ServiceLettings & Allocations. | Ongoing | To qualify scrutiny reviews in line with the business priorities to improved services and customer interaction. Review, compare, measure and challenge in order to meet the wider vision and purpose of the trust. |