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**Agenda: Scrutiny.Net**

**Date:**     **Wednesday,** **12th November 2014**

**Time:**     **10.30 – 14.30**

**Place:**    **Southway Housing Trust (Part of the Thirteen Group)**

**Aspen House
825 Wilmslow Road
Didsbury
M20 2SN**

**And a map link:** <http://www.southwayhousing.co.uk/contact-us#post>

**For those coming by train:**

East Didsbury Train station is around the corner, or it’s a short taxi ride from Manchester City Centre

* 1. **Welcome and apologies**

**10.40 On the couch**

* **How do you involve tenants on line and through social media?**

**11.00 Presentation and discussion -**

 **Our new Tenant Rewards Scheme, Catherine Little, Project Officer - Southway Rewards**

* **Discussion – how do we reward tenants for getting involved?**

**11.45 Tea and coffee break**

**12.00. On the couch**

 **Overcoming obstacles, sharing ideas, supporting each other**

* **Reviewing Scrutiny Arrangements**
* **Interviewing scrutiny panel members and process used**
* **Facilitating involved tenants and scrutiny groups and maintaining independence**
* **Gathering evidence, rather than anecdotal views**
* *Feel free to bring your own topics on the day*

**1.00 Lunch**

**1.30 Presentations and Discussion**

 **A Home, a Job a Future.**

 **Katie Teasdale, External Affairs Manager for the NHF (North West)**

* **Discussion - How volunteering in tenant groups could support routes to employment and skills development**

**2.20 Suggestions for future topics, speakers and venue**

 **Great Places, Wythenshawe, Bury, Habinteg, Guinness, Symphony Contour, Incommunities – we need 4 volunteers please**

**AOB**

* **18th Nov – Tenant Panel Conference - NHC**
* **Unconference:** **Advanced Scrutiny –** **maximising customer insight and involving tenants in regulatory compliance - Feb 2015 NE**
* **Unconference: Complaints Panels (with Rafael) for experienced and new Panels -** **March 2015**

**2.30 Close**