**Scrutiny Net - 11 Feb 2015 - Oldham – Notes**

**Thanks to Guinness for hosting**

**New Governance Regulations**

* See the separate attachment for the new regulations.
* I did a shorter version for the Darlington Unconference on 24th Feb - headlines only – this is also attached to the unconference page

Here are the headlines from our discussions:

* There are opportunities for tenants to support boards on assurance – especially relating to the consumer standards – now that the board will have to sign off that they meet all regulatory standards
* The number of tenants on the board is likely to reduce due to the pressure for boards to meet regulatory requirements by having skills based boards
* There is a general trend towards smaller boards
* Everyone thought this was a good opportunity to enable consultative/scrutiny/ other involvement groups to reinvent
* minutes and notes of meetings and if they are to be used for sign off – some understanding of what they are signing off and some training would be good
* General comments – do the staff know the standards – support for them too might be necessary to establish a basic understanding – very little staff training these days – tenants will also need to understand the standards before they sign them off as delivered – will also need to assess what the right level of evidence is

What is already happening?

* Task and finish groups to review policies at Thirteen
* High level group at Thirteen to review all services, potential for neighbourhood panels to support this
* Calico - quarterly meetings – one on each standards – need a working knowledge of standards to make this work
* LMH – a group of tenants from various groups went through the standards in a day with Yvonne
* LMH tenants are involved in mystery shopping to test services - now doing major repairs – have been involved in procurement too
* LMH have started co-regulation days, one off events attended by 50+ people – could formalise these
* Incommunities – the various neighbourhood panels could look to sign off the standards
* Governance reviews, LMH and Thirteen undertaking now, Southway about to start – will likely impact on TBMs

**Promoting and getting young people involved**

**Incommunities:**

* 8-15 Bradford College & W Yorks Police – 6 months summer camps, 600 people, 40 of which were Tenants
* Coaches & Mentors
* Mini Camps – just children of tenants
* Fun & interactive sessions which include some feedback – not yet exploited include the following subjects
  + Railway Safety & ASB
  + Winter wonderland
  + Birdboxes
  + Halloween – safety and fire
  + Might build into this – the consumer standards
  + Tops & Pants!
* Also used Saturdays and schooldays
* Attendance feeds into the apprentice scheme
  + Summer Camps
  + Breakfast clubs
* Might become volunteer mentors for the next
* Reward them with internet access
* Level up – this is a sport based and activities based club at Incommunities

**Southway (SW)**

* Have a dedicated youth worker who run a youth forum
* 12 people from 14 to 18
* Do things in the community
  + Fun & Feedback event
  + Play your cards right
  + Coffee Mornings & lunch
* SW put them on confidence building
  + Estates improvements
  + Works with schools
* Money Advisor in schools & managing money
* Gardening project & veggies
* Young Carers projects Summer Camp
  + NCIS
  + Joint project with existing Y Workers & Groups

**Thirteen**

* KYM 16 – 25 – know your money project (run on behalf of 9 landlords in Middlesbrough) – about to be spread out to Stockton and Hartlepool
  + Leisure centre
  + Jobs clubs etc.
  + Y. worker – funding
  + Pilot work with scrutiny
  + Simple task & finish work to be done for new scrutiny group
  + Getting tenancies were enjoyable
  + Social Media advert
  + Mingling
  + Livability training
* Men over 50 in Middlesbrough – Thirteen involved in a city council initiative
  + not get out of house
  + areas of interest – 66 world cup
  + several sessions – men’s health – GP
  + tickets Middlesbrough football club
  + transport runs are useful
  + maybe lower the age
  + focus group
  + anything a partner would come to also works periodically
  + minibus which is wheelchair accessible – 3yrs – income
* Taxi Driving Course, pay for a driving test and low costs lessons – separate coarse sponsored by Middlesbrough council

**LMH**

Incentivise with a Bus Pass – Liverpool – which they can use outside the time of involvement

* NCIS – work with YD
  + 3 - 4 minute videos
  + Like having own tenancy etc
  + Acting/directing/scripting opportunities given out
* Instagram
  + Estate services photo’s – good enough to review a problem
  + Annual report feed in

**Succession planning and recruitment for tenant panels**

* Tracey – Great Places
  + 2 weeks training
  + 3 days solid training offered
  + 40% have gone through it
  + new tenants are invited to express interest
* Calico
  + door knocking
  + social activities
  + calico academy
  + primary recruitment round
  + Formal Commitment to Regulator Activity

Skills

* + Employability skill
  + Cards given out during offers for accommodation
  + Punchy advert

Communications are key

**Yvonne agreed to play with a succession policy for Boards to see if it might be suitable for tenant succession policies.**

Board policy is included as one of the attachments.

**How to culturally embed scrutiny in the organisation, relationship and communication with board**

**Thirteen - Self Help agenda**

* Jan – 15 New People on a consultative committee – some places left vacant for newly involved tenants
* Task & Finish groups
  + Staff targets to recruit for referrals to Ci team
  + Referral at sign up to local CI officer – but too soon – needs to be on 6 week visit
* Group sign up being investigated – ne of the recommendations from scrutiny
* Inv Data base – written by CI team to collect what people thought on involvement and start to give evidence
* Quarterly report will go to managers
* Half yearly report to Board in CI activities
* Have tried to sponsor tea and coffee at outlying districts – as part of normal activities – paid for this after a Zumba class for mums to trade for feedback

**Incommunities**

Offer cards at sign up and swap points or involvement for vouchers

* + I Tunes/ love to shop vouchers are most popular
  + 3 absences scrutiny & shareholders meetings and participants are asked to leave
  + Technology – social media – getting more used to this method

Calculate officer time (and tenant time in volunteer hours)

Important to build contact into TORs

**LMH**

Scrutiny attend Board away day customer services committee

* + Minutes available to view
  + Some representatives attend a Board Away Day = once a year

**Southway**

* Sponsor course in the community – not making best use of this but now in the middle of a review of CI
* Run fun and feedback – again need to make better ise of the feedback side – but these have been popular
* Scrutiny
  + Chair of Audit & Risk has asked to meet scrutiny group – it is in the TORs
  + Never taken it up
  + Meet CEO quarterly
  + Staff understand the importance – reports on the Internet
  + Team Meetings get to hear what scrutiny have been doing – Scrutiny FAQ sheet has been useful

**Time management for scrutiny panels – maintaining focus and momentum**

**LMH**

Managed to get scrutiny to have 4 hour meetings only 2 weekly and do the tasks outside this time

**Guinness**

Meet once a month - 6hrs

**Incommunities**

Monthly – look at workflow and follow the customer journey

Now have a nominated officer working with them with a voids background

**Southway**

Meet for 5 hours weekly in an informal way

**Thirteen**

Meet weekly – plan to try to take a report with a reduced scope to each board or at least 3 a year. Audit and Risk Committee reviews the report actions

* Most helped their Groups to think about report content and write the report for them
* Most struggling with quickly sorting out the scope of the scrutiny and the report writing stage as time stealers

**Pierhead**

Meet for 5 hours every 2 weeks – but are involved in many other things as the only consultative panel

**Involvement Strategies and measurements**

Strategies under review include:

* + LMH
  + Southway
  + Great Places
  + Calico
  + Pierhead an Guinness reviewing the role generally of CI

**Plans for the Homes for Britain Rally**

* 25 tickets Homes for Britain Rally in Incommunities – Helen wondered what other landlords were doing about taking tenants to London
* Apprentice/staff/graduates
* NW – Calico joining the NW landlords in a baton relay from Burnley to Rochdale

**Customer feedback**

* Many organisations are working at task and finish groups for feedback
* LMH wrote out to everyone on universal credit
* Door knocking being used at Southway
* Southway – using armchair auditors
* Fabrick wrote into the customer STAR survey – if you don’t opt out – we will contact you for feedback

**Date and time of next meetings**

* Six Town Housing, Bury – April – Date to be confirmed
* East Durham Homes, Easington – July 2015
* Habinteg – October 2015
* Magenta , Birkenhead, Wirral– January 2016