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**Agenda: Scrutiny.Net**

**Date:**     **Tuesday 26th April 2016**

**Time:**     **10.30 – 14.30**

**Place:**    **Cestria** [www.cestria.org/contact-us](http://www.cestria.org/contact-us)

Lambton Park,   
Chester-Le-Street   
DH3 4AN

**Map and directions for car travel**

*Parking is free in the grounds of the country estate*

**Train service**

*For those wishing to go to Chester le Street by train, there are trains direct from Liverpool (7.12)and Manchester Victoria (7.51) to Chester le Street (there is a taxi service at Chester le Street station)*

*For those attending by train – if you can get a fast train to Durham, I can pick you up. Let me know*

* 1. **Welcome and apologies**

**10.35**  **Presentation and Discussion**

**Deep Dive Assessments and the HCAs expectations of customer assurance**

**Yvonne Davies**

* What do we know so far about their HCAs look at Customer assurance?
* What do we know about expectations on customer involvement and the part customers play in assurance
* What do we need to change?

**11.15 Tea and coffee break**

**11.30 Presentation and Discussion**

**Changing our customer communications and insight methods**

**Steven Dawson, East Durham Homes (Part of County Durham HG)**

* Changing our customers communication
* Linking communication to scrutiny and other areas of involvement

**12.30 Lunch**

**1.00** **Discussion – on the couch**

**Reviewing customer engagement – what are you doing?**

* Many different approaches to involvement are being taken to account for cuts in staff and budgets in involvement and other services.
* This is taking involvement in separate directions in different companies
* Scrutiny and Complaints have survived but methodologies are changing
* Other forms of involvement have/are being reviewed

Members will share their wisdom and progress and debate their change or plan to change.

Yvonne will share what others are doing to meet basic requirements.

Is this an opportunity for more focussed customer involvement outcomes?

**2.20 Discussion**

**Maximising support from Scrutiny and Empowerment Partners Limited**

Everyone has renewed their membership this year and we have picked up more members too – how can we help you more?

* What does the survey tell us about the support we give and what we can change for the better (attached)
* Venues for meetings and future agendas and days to meet
* Support and discussions outside meetings
* I would still like to measure the benefits of scrutiny and other involvement – anyone interested?

**2.30 Close**

*I can deliver you back to Durham if I picked you up there.*