 **INTRODUCTION TO THE QUALITY AND INSIGHT PANEL**

**Purpose:**

The work of the QIP began in May 2011, underpinning legislative requirements from the Homes and Communities Agency and the Localism Act 2011.

*‘It is for providers to support tenants both to shape and scrutinise service delivery and to hold boards and councillors to account’.* (The Regulatory Framework for social housing in England from April 2012, HCA 2012 pg 4)

The QIP fulfils Trafford Housing Trust’s regulator’s requirement for resident-led self-regulation. This means that whereas previously housing associations were subject to lengthy bureaucratic audits by an external assessor, now the tenants themselves can play a part in examining whether services are working well. The Trust is committed to the principle of co-regulation which means working in partnership with its tenants to guarantee continuous improvement in its services.

The Trust recognises that involving customers in service development and decision making is vital to the development of a true value for money (VfM) and co-regulation culture. The Trust has in place a number of mechanisms to engage with customers, however it is recognised that this is an area where further work is required in order to engage with a wider, more diverse range of customers and to develop more meaningful relationships, moving from an approach based on consultation to one centred around coproduction and co-creation.

In 2011 the Trust established the QIP as an integral part of the Trust’s Governance structure. The QIP comprises a number of tenants and customers; its role is to review and challenge service delivery from the customer perspective, provide recommendations to improve services, and act as the voice of the customer to inform activities. Working with Customer’s on the design and delivery of services is one on the main focuses of the 2014-17 business plans for the Landlord Business Stream. This aim brings renewed importance to the QIP and the joint action plans they produce with staff following a scrutiny.

**What do we do and why?** The Quality and insight Panel (QIP) is made up of up to ten members, eight tenants and up to two leaseholders from across the THT areas. We have volunteered to become part of the QIP because we want to influence changes to THT services and processes for the betterment of all the customers we represent. We hold the decision makers at THT accountable and responsible for initiating changes that are appropriate and provide value for money. We represent the customer viewpoint, but work with the Trust in order to be a force for good and make things happen. We investigate areas for improvements, and have made over 300 recommendations since 2011 and agreed action plans with THT management to achieve those improvements in a set timescale.

Ultimately we represent the THT resident. We consider any area of the business that causes issues or needs scrutinising for improvement. We look at service failures through complaints, customer feedback, customer dissatisfaction, and areas of underachievement against the housing sector standards. We are influenced in choosing a particular area to scrutinise by residents, customers, staff members, or the business priorities…but the end decision is always the QIP’s and prioritised by the impacts on the residents as a whole.

The QIP will aim to undertake 3 scrutinies a year and report the outcomes, recommendations and agreed action plan to THT Board, The Senior Leadership Team, and You the customer.

Where a situation of disagreement occurs with THT and the internal processes have been exhausted, the QIP can escalate the situation with external bodies such as the Tenant Participation Advisory Service (TPAS) and further still with the Housing Ombudsman if necessary.

**What is expected of you?**

Once you decided you would like to join the QIP we will supply you with an Induction & working file. This file will contain number of documents for you to read at leisure. Some documents are information you need to know from the beginning, some during the time as a QIP member. This information is supplied so that you begin to understand how the QIP works and is designed to offer you support as you begin your development into a QIP member also which can be referred to during your time as a QIP member.

You will be invited to several QIP meetings as an observer so you can see first-hand how the process works and observe the interaction during the meeting. This is an opportunity for you to meet your future QIP colleagues and obtain a full understanding of what you are getting involved with.

This is also an opportunity for the QIP to get to know you and assess your eligibility for the role. This is a valued vital part of the governance process and the individuals, who form the QIP, are there to represent the views of our multicultural resident base. This is not a platform for individual views or opinions it is a representational role where you challenge Trafford Housing Trust on behalf of your communities on improving the quality of services they provide or influence.

**What Next?**

Once you have read through your file and attended several meeting you will be asked to submit an application to join the QIP. This will start the formal process of applying, being interviewed and welcoming you to the QIP when you are successful. This is an important role and therefore we have to be thorough about your commitment and understanding of the Quality and Insight Panel role.

**Support and Assessment.** Once in the role you will be provided with training through a number of methods, E-learning, External training sessions, reading material as well as one-to-one training. Both members of the QIP and THT staff will be on hand throughout the process to offer personal support and answer any questions you may have.

A review of your participation within the panel will be made at 3 months and 6 months and feedback given to you. We will look to ensure all essential training has been completed or agree a further time scale. This is to ensure your development in the role is on track and that if you are having difficulties it is recognised early and addressed appropriately to meet your needs.

This is also a time for you to reconfirm that you are still committed to the role. The reviews will be undertaken by the QIP chair, several QIP members and a representative of THT. It will involve 360 feed-back from your colleagues as part of the development process at the 3 & 6 month reviews for us to review and action any development needs.

**How can you join us**? The QIP would welcome applications from all tenants or leaseholders; especially from our minority groups to ensure a fair representation of all views are covered in our scrutiny investigations and recommendations. Further information is available on The THT websites or by contacting the Hub on 0800 777 7777 and asking to speak with the Customer Involvement Officer.

**The Process:**

1. The candidate expresses an interest in joining the Quality and Insight Panel (QIP).
2. The candidate will be provided with an induction & work folder and expected to review the mandatory contents as required and at leisure in order to prepare themselves for becoming a fully-fledged member. The optional data will still need to be viewed and understand as all will prepare your knowledge for answering the interview questions.
3. The candidate is expected to adhere to the Code of Conduct and maintain confidentiality from the start even if they do not decide to join the QIP.
4. The candidate will be invited to attend 3 meetings over a mutually agreed period of time.
5. The candidate will then be invited to submit an application to join the QIP
6. A formal interview will be arranged with the QIP Chair and two QIP Members. A member of THT may also be in attendance as an observer.
7. If successful you will be informed the next day and invited to join the QIP at the next meeting.
8. You will be asked to sign a *Code of Conduct* and display that you have read and understand the *QIP Terms of Reference* (Copies of these will be in your induction file).
9. There will be a 3 month and 6 month assessment of your involvement as part of your development.
10. The role of a QIP member is for a term of 3 years and then you are required to step down on an agreed date. However, you can reapply to re-join the QIP main body for a further 3 years and repeat again. The maximum time for a panel member is agreed at nine years in total.