

**Who are we:** The Quality and insight Panel (QIP) is made up currently of 8 independent members whom are tenants or 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, YOU, but work with the Trust in order to be a force for good and make things happen.

**What do we do and why**: We undertake to scrutinise areas of the business that need to be improved or that could be delivered better and be more cost effective. The scrutiny we undertake is chosen in a number of ways but mainly customer driven. 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 customers, staff members, or the business priorities…but the end decision is always the QIP’s and prioritised by the impacts on the customer as a whole.

**What achievements & Impacts do we have on THT:** We investigate areas for improvements, and have made over 300 recommendations since 2011 and agreed action plans with THT to achieve those improvements in a set timescale.

Examples of areas we have scrutinised and made recommendations on include:

* That THT ensures communication occurs before, after, and during major works as standard…recommendations from the Major Works scrutiny 2011/12.
* That repair’s by appointment are raised right first time….Repairs Scrutiny 2013
* THT Web site accessibility and usability for vulnerable tenants and as a results changes are imminent with a new web site being developed…THT Website Scrutiny 2014
* Communication and clarity of service between Grounds Maintenance staff, THT and customers is improved and understood by all….Grounds Maintenance Scrutiny 2014/15
* Allocations and Lettings scrutiny 2014/15 reviewed the process for prospective new tenants making it easier and clearer.
* Customer Experience of Waste Management in Low Rise Blocks 2015 - review the current issues with waste management and the impacts of recycling and how THT can improve this working in partnership with Trafford Council/AMEY.

We have just completed our scrutiny on Waste Management (Oct 2015) at low rise blocks and making recommendations based on our findings to reduce cross contamination of bins, improve recycling by customers, improve the hygiene and accessibility around bin areas also work with Trafford Council to improve bin services. We plan to be scrutinising the Voids Standard (Empty houses) and Trust Call processes during 2015/16.

**Who do we represent?** Ultimately we represent **YOU** the THT resident. We represent all tenants, leaseholders, customers and members of staff that bring to our attention any area of the business that causes issues or needs scrutinising. We investigate, consult and make recommendations for improvement by reflecting the needs and aspirations of the wider customer body.

**Who do we report to**? We report 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 we can escalated the situation with external bodies such as the Tenant Participation Advisory Service (TPAS) and further still with the Housing Ombudsman.

**Our Plans for the future?** *It is the role of QIP 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*. We are looking at a possible two further scrutiny’s to begin 2015/16 for Void Standards and Trust Call. Although, if another area of the business is identified by THT residents as having a higher priority to be scrutinised, that that will be assessed and given priority and those already planned will be delayed accordingly.

**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 Mark Karlisle.