**Quality and Insight Panel Previous Scrutinies- Case Studies**

The Quality and Insight Scrutiny Panel was put together in 2011 and since then they have completed 5 valuable scrutinies and are just about to begin the 6th, The Panel currently holds 7 members whom the majority have been members for over a year, one in particular has been a member since the beginning and they are continuing to receive on-going interest.

These case studies are to show the valuable work QIP has done for certain staff members and how it has benefitted their service, the staff members sharing their experiences are Gemma Dolby, Steve Lynch and Natalie Graburn and relates to the Lettings scrutiny, External Website scrutiny and Grounds Maintenance Scrutiny. They talk about how it made them feel, how they found working with the QIP and how it benefitted their service as a whole.

**Steve Lynch- Accessibility of the THT website by vulnerable customers.**

1. How did you feel when you found out QIP was scrutinising your service area?  
     
   I felt apprehensive and nervous at the start because I have never been involved in something like this before and didn’t really know what to expect in regards to how it worked and the process. My team (Communications team) already knew that the website was not up-to scratch so I was prepared for criticism.
2. Did you have any concerns about the process?  
     
   The only concern I had although useful, was the QIP member at the time who wrote the report for this scrutiny went beyond their remit and added in subjects that was not relevant to the aim of the scrutiny (accessibility for vulnerable customers) it was very helpful, but also made it a lot more challenging but it was good to see all of these recommendations from a customer’s point of view.
3. In reality, how did you find working with QIP?  
     
   I found the QIP very amenable, although some areas of knowledge wasn’t vast they accepted that my team were already working on changing the website making it more accessible for all customers, they were also very complimentary of the fact that actions were already being taken before they were due to report to board which was very positive. In future, a template for how the action plan should be set out would make it a lot easier and quicker to complete as the website scrutiny had so many recommendations and was so vast it became uncontrollable at times. Even though it was initially a nerve racking experience the great support from the QIP and staff members made it a lot easier.
4. What went well?  
     
   The support I received from Kath Aspray and Liz Norris (staff members at the time) were great and really helped, QIP were also great and praised when praise was due. To reiterate the support I was given made it less nerve racking and a lot easier to follow. In the end it was a very positive experience as the QIP team were fair and understood limitations. Stan Foulkes also chairs the meetings very well as I was treated with respect and my abilities were always complimented.
5. What could have been better?  
     
   Action Plan templates and an initial guide of what to expect when someone’s service area is under scrutiny (info on the team, the process, what the team expect and staff support) at first it was very daunting but once you meet the team and realise they are very nice people rapport is built and the wall comes down.
6. What have been the benefits of the scrutiny for you and your service?  
     
   Although my team were aware of the website not being at its best, it was great to see this through other people’s eyes, as you can become defensive of your own work. QIP also didn’t attach blame to an individual; it really helped me to see it differently through a customer’s perspective and also made the case a lot stronger for the proposal of a new website.

**Gemma Dolby- Lettings Scrutiny**

1. How did you feel when you found out QIP was scrutinising your service?  
     
   I thought it may get duplicated as they had already started on developing an allocations policy, could have been a hindrance to the process.
2. Did you have any concerns about the process?  
     
   No concerns- the only thing was that they would have had the same findings as THT already had but wasn’t a bad thing as it makes the case stronger to change the policy and procedure.
3. In reality, how did you find working with the QIP?  
     
   I found it a really good and enjoyable experience after initial reservations about it. It was also really good to see a customer’s point of view on the subject and felt that the QIP learnt a lot about Lettings during this scrutiny and could also improve future scrutinies.
4. What went well?  
     
   They always listened to what I had to say and were understanding of duplications, it was also really good to interact with the team and give them regular updates at meetings. QIP have excellent commitment and produced really good recommendations which backed up what had already been found by Lettings service but from a tenant/leaseholder perspective.
5. What could have been better?   
     
   I would have liked them to have spoken to more customers to gain more evidence of their findings, also a faster approach to going through scrutiny so it coincided with what I was doing (working closer together).  
     
   Overall I think there needs to be better promotion of the QIP team in the business as most staff members would not know to put suggestions forward for new scrutinies.
6. What have been the benefits of the scrutiny for you and your service?  
     
   Again, it backed up what was already found by me. Further suggestions were also made on top of that, it enabled me to work with QIP closer and gave QIP an opportunity to get their name out there and more involved with what is going on and finally, gives a good customer perspective on it.

**Natalie Graburn-** **Managing Customer Expectations of the Grounds Maintenance Service**

1. How did you feel when you found out QIP was scrutinising your service area?

I was nervous because I hadn’t met QIP before and I worried that I would be subject to scrutiny for my work.

1. Did you have any concerns about the process?

Not majorly, I just wanted to know how it works and how long it takes, once Fay cleared that up I wasn’t worried.

1. In reality, how did you find working with QIP?

Really great, QIP are a great team, very accommodating and always having the customer in mind. Stan in particular is a very good chair.

1. What went well?

The recommendations were spot on and can only grow the service and our customer’s satisfaction which is positive. The meetings were accommodated around my child care and I got the chance to go to board, which was a new experience for me.

1. What could have been better?

Whoever facilitates QIP within THT should arrange a face to face sit-down meeting with the team being scrutinised before sending over any information to explain the process to ease any concerns before it starts.

1. What have been the benefits of the scrutiny for you and your service?

The recommendations that QIP have come up with have come at a perfect time because the service is being brought in house so we need to keep our customers views closely monitored.