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**Agenda: Scrutiny.Net**

**Date:**     **Wednesday 23rd January 2019**

**Time:**     **10.30am to 2.30pm**

**Place:**    **Southway Housing Trust**  
​  **Southern Gate, 729 Princess Road, Didsbury, Manchester, M20 2LT**

**Map and Travel**

[www.southwayhousing.co.uk/news-events/miscellaneous/southway-has-moved/](http://www.southwayhousing.co.uk/news-events/miscellaneous/southway-has-moved/)

The venue was formerly the Head Office of Great Places Housing Group.

**Train** and taxi (14 mins). Manchester Piccadilly or Manchester Oxford road are closest, with Manchester Victoria a few more minutes away. If anyone is planning to travel by train, let me know and I may be able to connect you to share taxis

**Drivers:**

There are some Visitor spaces, but there is plenty of on-street free parking near the adjoining Church. Please do not park in spaces marked with “R”.

**10.00 Refreshments**

**10.30 Presentation, demonstration and discussion**

**Making use of film and video in tenant engagement and communications**

***Emma Gilpin, Weaver Vale Housing Trust***

* Emma is leaving to set up a business to do this and others things. This space is for her to share her wisdom on why we should consider communications as a digital tenant communications tool. Emma will demonstrate good practice in implementation and usefulness.
* Group discussion and Q&A on usage now and planned for tenant engagement and insight

**11.15 Tea and coffee break**

**11.30 Presentation and discussion**

**Shelter report – Building for our future: A vision for social housing**

***Yvonne Davies***

Yvonne will summarise the Commission’s report, in particular concentrating on Chapter 6 recommendations:

* Bringing consumer regulation in housing in line with other sectors through a new regulator
* A new national tenant organisation or union of residents – regionally and nationally.

We will all discuss our thoughts on the report content and its impact, if adopted in part or full by the government for housing organisations and in particular tenant engagement, in the Spring White Paper.

**12.15 Lunch**

**12.45** **Presentation and discussion**

**Now that the Hackitt review accepted in full by government – what does this mean for involvement?**

***Yvonne Davies***

Yvonne will give a very quick reminder summary of the recommendations around tenant information, resident engagement strategies and clear escalation and redress.

We will all discuss our thoughts on the impact of changes to requirements and in particular tenant engagement, in the Spring White Paper.

**1.30 On the Couch – information requirements and sharing**

* Reaching out to Groups who do not want to attend regular meetings – How can we achieve their engagement
* Recruiting to Panels – ideas for good approaches
* Responses to the Green Paper - a C1 from the regulator? MHCLG responses not yet published

**2.20 Future events**

* + - NHC Resident Involvement Conference, 19th June 2019
    - NHC Tenant Panel Conference, 21st November 2019

**Future meetings for 2018/19 -** Any early agenda items?

**Volunteers to host for 2019/20 please - June, October and December and January 2020!**

**2.30 Close**