****

**Agenda: Scrutiny.Net**

**Date:**     **Wednesday 4th July 2018**

**Time:**     **10am to 2pm**

**Place:**    **Weaver Vale Housing Trust**

Gadbrook Point  
Rudheath Way  
Northwich  
CW9 7LL

**Map and Travel**

[www.wvht.co.uk/contact-us](http://www.wvht.co.uk/contact-us)

**Train** and taxi from either Hartford or Northwich

**Drivers:**

It is easy to access from the M62/M6

Turn by the bread factory and drive to the end of Rudheath Way

Free parking on the roads and pavements outside and some visitor spaces for on site.

If you double park on site (some spaces allow this) leave your details at reception

**10.00 Welcome and Introductions**

**10.10 Presentation and Discussion**

**The Hackitt report into Grenfell Tower – Resident Voice actions**

**Yvonne Davies**

The report into the fire at Grenfell Tower has suggested changes in hearing from residents and a few new regulations to support this – not only for high rise buildings!

Yvonne will run through some of the specifics on recommendations about the resident voice, followed by a discussion on any changes already completed and planned by landlords.

We will come back to transparency and accountability and fire safety scrutiny later.

**10.45 Tea and coffee break**

**11.00 Presentation, demonstration and discussion**

**Impact reporting – the theory and the practice**

**Matt Haworth (Reason Digital & Impact Co-Founder)** **Bethan Williams (Impact reporting) and Jamie Dickinson, Head of Social Value (Places for People)**

Some HAs purchased the “Impact” to help them understand the impact of their work on customer engagement and the value this brings. Bethan and Jamie are going to demonstrate the tool and explain how it works in practice at PFP.

**12.00 Lunch**

**12.30** **Presentation and discussion**

**Transparency and Accountability – a Customer Charter?**

**Yvonne Davies**

Yvonne will share some information from other transparency charters relating to accountability and give an update of some of the work already being done in the sector on this. Followed by a discussion.

Some of this discussion will feed onto a meeting next week with CFPS and HACT.

**1.15 On the Couch**

* Estate Walkabouts - Incommunities
* Fire safety – Tenant scrutiny – Trafford Housing Trust
* A new deal for tenants – Human City (YD)

**1.50 Future events**

**Is there appetite for a tenant unconference in September 2018 - following the Green paper release on 24th July?**

**1.55 Future meetings for 2018/19**

**Any early agenda items?**

**Thursday 4th October,** **Trafford Housing Trust**, 10.30-2.30

* Qualtrics
* HACT customer satisfaction report – not yet released
* Green paper on Housing and its impact

**Wednesday 23rd January**, **Southway Housing Trust,** 10.30 – 2.30

**2.00 Close**