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**Agenda: Scrutiny.Net**

**Date:**     **Wednesday 3rd July 2019**

**Time:**     **10.30am to 2.30pm**

**Place:**    **Great Places Housing Group  
​ 2A Derwent Avenue, Didsbury, Manchester, M21 7QS**

**Map and Travel**

See Map with this e mail

**Train into Manchester Stations**

You are best to park in the **Premier Inn car park** **opposite GPHG**, as there are rarely places in their busy car park and that applies to the free spaces in the roads outside too.

Or

You may wish to share Taxis from any of the Manchester city centre train stations – let me know if you do and I can hook you up with others to share with (11-15 mins in a taxi)

If anyone is planning to travel by train, let me know and I may be able to connect you to share taxis or give you a lift as I live in town

**Drivers:**

There is plenty of parking at the Premier Inn

**10.00 Refreshments**

**10.30 Presentation, demonstration and discussion**

**Hackitt review and Review of Consumer Regulation - progress**

**Yvonne Davies**

Yvonne will present a round up of what we know to date.

We know the Hackitt report has been agreed. We know new consumer regulation is coming. We don’t know the regulator who will manage this yet!

We will discuss and share some initiatives from those who have started to work on this already and what we might do to “get ready” for more regulatory interest on consumer standards and fire/safety.

**11.15 Tea and coffee break**

**11.30 Presentation and discussion**

**Digital tools: Common Place- hearing the unfettered voice of customers**

***Steve Rowe, Common Place***

Much is being discussed about the voices of residents being heard at the Board or in the Council Chamber quickly and efficiently.

Steve will present and demonstrate a tool which Common Place has been developing to support tenant engagement through customer insight voices in real time.

Followed by Q&A

**12.30 Lunch**

**1.00** **Presentation and discussion**

**Together with tenants (TWT) and a regional/national voice for residents**

***Yvonne Davies***

Yvonne will round up the latest thinking on a National Voice for Tenants and give some examples of approaches from TWT to date, which we can all adopt.

Yvonne will share some techniques for local and wider consultation on TWT which are transferable to other consultation activities.

We will discuss our approach to a national/local voice in our many diverse organisations.

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

* Reviewing Universal Credit – how have we/do we in each organisation (GPHG)
* NHC Tenant Panel Conference, 21st November 2019 - speakers
* 2019/20 tenant unconference

**2.25 AOB**

**2.30 Close**

**Future meetings for 2018/19**

Wednesday **23rd October** – Six Town Housing, Bury

Wednesday **22nd January**, Leeds City Council