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**Agenda: Scrutiny.Net**

**Date:**     **Wednesday 27th January 2021**

**Time 10-12.30, on line**

**10.00 Welcome, introductions and apologies**

**10.10 Presentation and discussion**

**Going Digital – Ian Montgomery at Leeds CC**

Leeds CC has just ventured into digital software with Engagement HQ.

Ian will share lessons learnt on set up and share hints and tips from starter projects.

Following by Q&A

**10.50 10-minute break**

**11.00 Presentation and discussion –**

**Breaking through GDPR to enable tenant to tenant surveys and contact**

* **Chris Quigg and Dean Slavin, at Your Housing Group**

We have all been vexed by this at some point – YHG have found a solution. They will tell us what they interpreted and why its GDPR compliant, followed by hints and tips on how they achieved this.

Following by Q&A

**11.30 On the couch**

* New Consumer Standards – latest news
* Tenant involvement in Governances and Assurance
* TARAs – where are we now
* Appetite and needs for collective tenant training

**12.30 Close**

Next meeting - 11th March

Any early agenda items?

* Presentation by Salix Homes - agreed SHWP/TWT and Service Standard refresh (into one document)