

Tenant Scrutiny – a training and development overview of activity to date:

Title/Theme	When	Delivered by	Areas Covered	Tenant / Officer feedback
Independent Tenants Advisor to help establish South's Tenant Scrutiny Panel.	Various points from Dec 2011 to Dec 2013.	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> Principles of tenant scrutiny Regulatory context Working with a 'steering group' to lay foundations i.e. develop a terms of reference, access to information protocols, call to scrutiny process, model work programme, evaluation and recruitment and selection processes, role descriptions etc. Critical friend support to undertake pilot scrutiny enquiry (the sign up process) and first full exercise (complaints) 	<ul style="list-style-type: none"> Valuable as was able to share information and examples from how other landlords did scrutiny. Had a good approach/relationship with tenants and officers – was constructively challenging of all views.
Reps from the South Panel attended the East Yorkshire and Humberside Tenant Involvement Network – sharing good practice session.	29 th August 2013	Various guest (tenant) speakers.	<ul style="list-style-type: none"> Overview from Hull Tenant Scrutiny Panel about the experience in Hull to date – in particular shared experiences (or challenges) on how to recruit and retain the right kind of people and the importance of feeding back to tenants the benefits that scrutiny can bring. 	<ul style="list-style-type: none"> Good to hear how a large Council manages scrutiny (as at the time about to go back to Council control)
East Scrutiny Panel Leeds Tenants Federation Scrutiny	15/03/2012	Leeds Tenants Federation / Various Speakers	<ul style="list-style-type: none"> Review the role of a Tenant Scrutineer Gain an insight into others use of existing methods and best practice 	<ul style="list-style-type: none"> Good insight to Scrutiny
East Scrutiny Panel Mercure Manchester Piccadilly Hotel	10/05/2012	Various speakers	<ul style="list-style-type: none"> Secrets of your Success 	<ul style="list-style-type: none"> Very informative day
East Scrutiny Panel Leeds Tenants Federation	01/11/2012	Leeds Tenants Federation / Various Speakers	<ul style="list-style-type: none"> All about scrutinising 	<ul style="list-style-type: none"> Found it very useful but venue could have been better.
East Scrutiny Panel	Feb 2013	Internal equality	<ul style="list-style-type: none"> Equality and Diversity 	<ul style="list-style-type: none"> Enjoyed doing the

Title/Theme	When	Delivered by	Areas Covered	Tenant / Officer feedback
Grass Root Training Tribeca House		team.		course that is given to staff.
East Scrutiny Panel York Racecourse	8 th Oct 2013	Housing Quality Network	<ul style="list-style-type: none"> • Tenant Panel Conference • Various topics covered 	<ul style="list-style-type: none"> • Positive feedback was given by all
West Scrutiny Panel - Trafford Hall Tenant Scrutiny	28th & 29th March 2011	Trafford Hall	<ul style="list-style-type: none"> • Overview from Hull Tenant Scrutiny body 	
West Scrutiny Panel - TPAS Annual Reports Roadshows	16th June 2011	Tenant Participation Advisory Services (TPAS)	<ul style="list-style-type: none"> • A series of informal and informative events across the country with presentations from the National Tenant Organisations 	<ul style="list-style-type: none"> • Positive feedback was given by all
West Scrutiny Panel - Advice and guidance on the role of Tenant Scrutiny and Customer Forums in promoting equality and diversity and human rights.	29 August 2012	West North West Homes Leeds equality team.	<ul style="list-style-type: none"> • Promoting equality and diversity and human rights. 	
West Scrutiny Panel, Tenant Scrutiny - Advanced	10-12 September 2012	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> • This course is for those that are already involved in a tenant scrutiny group and whose scrutiny group has been running for 6 months or more, who want to examine the policy and role in more detail. 	
West Scrutiny Panel - Tenant Scrutiny Level 1 Getting Started	18-20 Feb 2013	Communities and Local Government	<ul style="list-style-type: none"> • 	Information unavailable
West Scrutiny Panel - Planning monitoring and evaluation	27-28 March 2013	Communities and Local Government	<ul style="list-style-type: none"> • 	Information unavailable
West Scrutiny Panel - Wider World	10-11 June 2013	Communities and Local Government	<ul style="list-style-type: none"> • 	Information unavailable

Title/Theme	When	Delivered by	Areas Covered	Tenant / Officer feedback
West Tenant Scrutiny Panel - Developing our scrutiny skills Part 1	10th July 2013	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> • gain confidence in interviewing those who can help complete a scrutiny inquiry • develop effective ways of getting the message out about what scrutiny has achieved 	
West Tenant Scrutiny Panel - Developing our scrutiny skills Part 2	7th August 2013	Rachel Vernelle – from Burkitt Vernelle Training & Consultancy	<ul style="list-style-type: none"> • gain confidence in building a report • review the management of their scrutiny projects • consider how the Panel can work well as a team 	