

TENANT SCRUTINY BOARD DEVELOPMENT PLAN 2018/19

Ref	Action	How We Will Do This	Responsible Officer	When	Progress
MEMBERSHIP					
1.	Attract new members to the Board who may not have been involved with Housing Leeds before	Taster session / 'job fair' to show tenants who attend different types of involvement with Housing Leeds	IM/KM/LW		
2.	Attract members to the Board with previous experience who may want a change in their involvement	Separate type of promotion to invite tenants who are already experienced in tenant involvement	KM/LW Info Team		
3.	Use Annual Home Visit emails to identify new members or provide a wider base for consultation during an inquiry	Scrutiny Officer to send emails to tenants on a regular basis who have expressed an interest of helping Housing Leeds improve services	LW	Throughout 2018/19	
4.	Board representation isn't fully representative of the wider communities	Use data analysis to drive targeted recruitment via Twitter and Facebook.	LW		
5.	Social media recruitment push	Carried out via Housing Leeds Facebook and Twitter	KM/LW Info Team		
6.	Make the Tenant Scrutiny pages on the Housing Leeds website up to date	Standard governance pages remain as is, but Housing Leeds involvement pages refreshed, and brought up to date with achievements and current activity	LW	September	

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7.	Tenant engagement – bespoke messages in electronic noticeboards	Add poster advertising vacancies to electronic noticeboards are utilised in pilot blocks	KM/LW Info Team		
TRAINING AND DEVELOPMENT					
8.	Induction programme to support new members	Short briefing away from Civic Hall prior to coming to an Board meeting explaining role and expectations of being a member	KM/LW Board Member		
9.	Chair continuity / Chair training so a member can take the place of Chair in event of absence or part of succession	Include member(s) in planning agendas and leading on specific areas of work during an inquiry to build confidence in the Chair role	KM/LW		
10.	Get out of Leeds – TPAS and other events	Members visiting other organisations and training courses	Board KM/LW		
11.	Understanding performance information	Members able to interrogate data better leading to more queries around service performance	Board		
12.	Can we share questions amongst the group	Board can use pre-meeting to discuss ideas of questions based on the agenda and papers	Board		

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LIKE TO DO MORE OF					
13.	Raise the profile of Tenant Scrutiny Board in Housing Leeds Matters	Article written into staff newsletter explaining what is currently going on in the inquiry based on the previous meeting	LW Comms Team	From September monthly	
14.	More targeted survey work and way to capture this	Inquiries to plan site visits where possible	KM/LW Officer	September	
15.	Keep more updated outside of meetings – sharing information	Send out relevant information discovered in between meetings	ALL	Ongoing throughout the year	
16.	Events and networking	Keep members informed of events as they come up and we are made aware	KM/LW	Ongoing throughout the year	
17.	Benchmarking / comparisons / case studies	Scrutiny Officer to provide best practice where identified	KM/LW	Ongoing throughout the year	
COULD BE IMPROVED					
18.	Support for officers coming into Civic Hall to meet the Board	Provide an introduction to the room and equipment in Civic Hall before the meeting begins	LW	August onwards	
19.	Not trying to catch out Officers out approach	Provide Officers – especially non-management what will happen during so they are confident giving responses to questions	KM/LW	August onwards as required	

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20.	Follow up to recommendations to ensure all outstanding recommendations have been responded to– can we tighten this process	Look back on previous inquiry recommendations if issues are being progressed	Board	Throughout the year	
21.	Allocating work out especially fieldwork	Other involvement groups become involved in specific tasks within an inquiry	Board	Throughout the inquiry	
22.	Using other groups, TARAs, committees, forums to help gather evidence	Give groups specific tasks carrying out work on behalf of the Board	Board KM/LW	Throughout the inquiry	
23.	Timeliness of wider engagement	Surveys to be carried out earlier on in the inquiry	Board KM/LW	October	
24.	Meeting agenda too full	Reduce number of non-standard agenda items to no more than two, one relating the current inquiry and one other	Chair LW	July onwards	
25.	Make terms of reference more flexible	Speak with Governance at Civic Hall around the procedure to follow	Governance KM/LW	October	