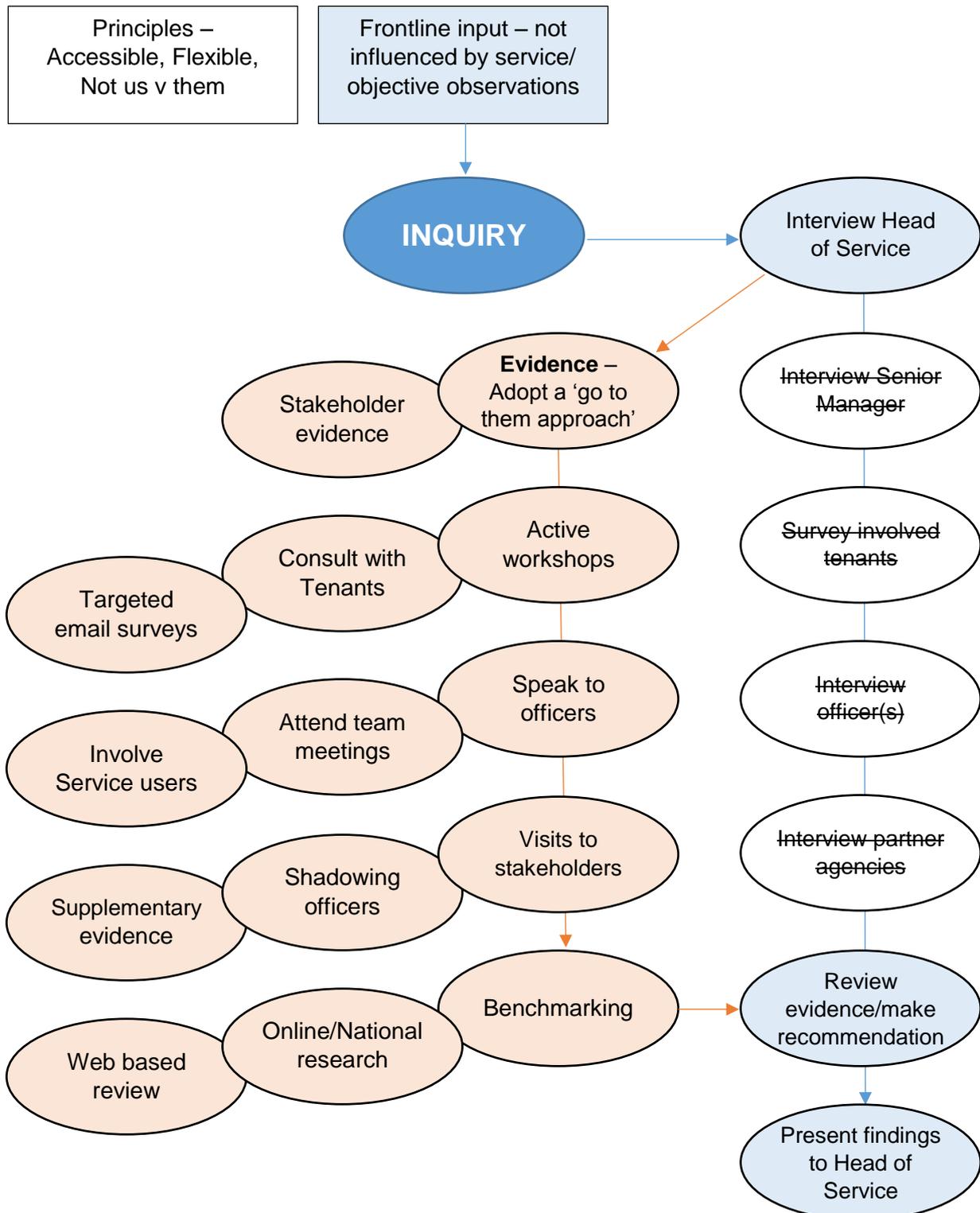


2. How do we undertake an inquiry?

Members and officers discussed whether the current process of sequential interviews with different tiers offered the best evidence on which to conduct an inquiry or whether by adopting a more outward looking investigation/evidence gathering process board members could gain a better understanding of a service, its functions and its service user's experiences.



3. How do we run an enquiry?

The board expressed its willingness to try new ways of working with the caveat that if they did not work the board could return to its current format and noted the following;

- The principle of board independence is well established.
- Officer support/advice (2 way dialogue) helps the board maintain its independence.
- The board needs to take the opportunity to become less isolated and better integrated into/aware of the wider tenant framework
- Housing Leeds staff also need to be better informed/aware of the role of the TSB
- Accepted principle that Information needs to be accessible.
- Consider where evidence/information can be obtained –
 - Formal & informal settings
 - Relative/specific to inquiry
 - Desk based research – what is available on line, how is the service promoted etc.
 - Connect with service, attend/observe relevant meetings
 - Opportunity to speak to staff/tenants
 - Involve tenants in workshops
 - Use wider engagement of tenants to attract new members i.e. TARA's
 - Consider seconding members for specific inquiries
 - Invite tenants to suggest ideas for inquiries
- Encourage TSB membership based on people's skills and experiences.

4. How do we communicate as a group and share more widely?

A discussion took place regarding recruitment, noting that previously the board had commented that sending out blanket emails are impersonal, and people needed to feel more engaged. Discussion then focused on how we communicate and raise the profile of the TSB.

- Make better use of Housing Leeds existing social media presence
 - Facebook/Twitter etc
- Attract interest in board by links formed with young people attending college or seeking work (opportunities to gain experience/insight)
- Increase staff awareness of TSB via HLM
 - Articles about Inquires
 - Articles about TSB members
 - Updates about inquiries and TSB generally
- Promote new enquiry (Call to scrutiny) to attract people with an active interest in scrutiny topic.
- Maintain connection with EHC Scrutiny board to keep in touch with members.

Based on discussions around the four themes listed above it was agreed to try and map out a process that the board could trial during its next inquiry.