

Consultation,
engagement,
participation and
scrutiny



PARAGON
HOUSING ASSOCIATION LIMITED

Consultation

- Usually on a specific policy or matter
- Opportunity given to all tenants to make their views known.

Annual Rent Consultation
Tenant Satisfaction Survey

Engagement

- Bus trip
- AGM

Join in, but no specific output or opinion sought

Participation

- More than consultation
- Contribute to development of policies, procedures and service delivery

Scrutiny

- More than Consultation & Participation

Scrutiny is about being able to ask landlords questions based on clear information and data, such as: why is a service delivered in a particular way; why are particular timescales in place; how much is this costing; can costs be reduced while still providing a good level of service; could we do this better or differently? The answers to these and similar questions should lead to recommendations that result in change and improvement.

Creation of Paragon Tenant Scrutiny Panel

A couple of tenants been involved for past 18 months / 2 years but things happening on adhoc basis, little or no structure.

AIM: Creation of Panel – meeting as a group at least once every 2 months and feeding into the Governance structure of the Association via Housing Management & Information Sub-Committee.



What will panel do?

- Review performance
- Scrutinise specific policies / services
- Tenant led – next year you tell us what you want to look at

AIM: to have a dozen members of the panel

What if you don't want to get that involved / don't have the time to attend meetings?

- Still get in involved in Participation Activities:
- 'Armchair Scrutineer'
- Attend one of meetings on things that really interest you
- Complete surveys and questionnaires

Proposed meeting schedule 2018/19

Date	Time	What
4/10/19	10:30	Scrutiny Panel Meeting
25/10/19	10:30	Reactive Repairs Review of Policy and Performance
2/11/19	10:30	Reactive Repairs Review of Policy and Performance
6/12/19	10:30	Scrutiny Panel Meeting
10/01/20	Tbc	Rent Consultation Focus Group

Proposed meeting schedule 2018/19

Date	Time	What
7/2/19	10:30	Scrutiny Panel Agreement
11/2/19	12:30	Joint meeting with HMI Sub
?		
May occasionally be other meetings / activities out with this schedule – for example Mystery Shopper Exercise		

Want to know more?

Fill in the feedback form on the Website,

Email: enquiries@paragonha.org.uk

Phone 01324 664966

