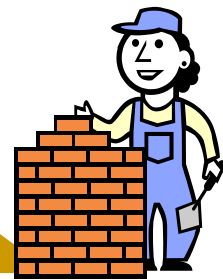
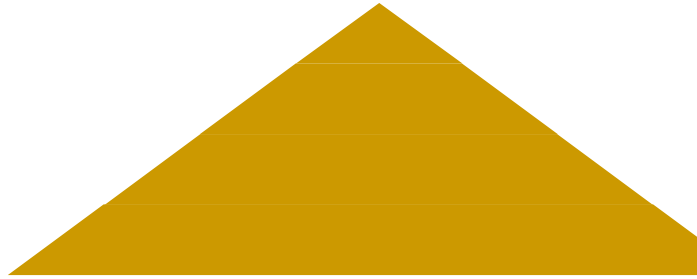


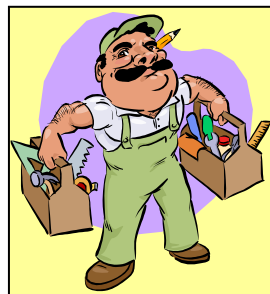
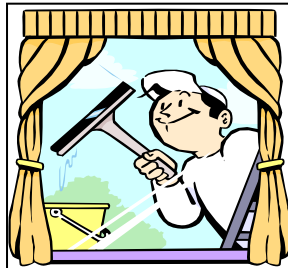


Quality and Insight Panel

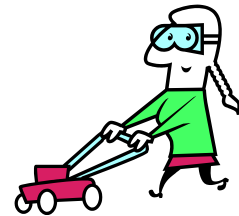
CALL FOR SCRUTINY



Do you have any issues or services you would like QIP to scrutinise?



Do you have any ideas or suggestions on how the quality of services can be improved?



What is Scrutiny?

Co-regulation is a system introduced by the Homes and Communities Consumer Standards that supports a self-regulation approach to continuously improve services.

The system enables tenants and leaseholders to have a formal role to assess and influence the performance, service delivery, plans and behaviour of the landlord. QIP will perform this function.

This is called Scrutiny.

What is the Quality and Insight Panel?

The Quality and Insight Panel (QIP) is a group of Trafford Housing Trust Tenants and Leaseholders who Scrutinise THT.

Our aim is to ensure tenants have the opportunity to influence strategic priorities and how these are delivered at the highest level.

The purpose of the Panel is to scrutinise and challenge Trafford Housing Trust services to ensure continuous improvement to performance and service deliveries for customers measured through achievement of Key Performance Indicators (KPIs) and contribute to compliance with the regulatory requirements set by the Homes & Communities Agency (HCA).

What is a 'Call for Scrutiny'?

It is important that the wider body of customers that Trafford Housing Trust serves has an opportunity to influence the areas of the business that the Quality and Insight Team will scrutinise.

The Customer Call for Scrutiny has been introduced to allow customers to request that the Quality and Insight Panel scrutinise an area of the business on your behalf.

How does it work?

If you are concerned about the quality of a service that Trafford Housing Trust is offering you or your neighbours, you can approach the QIP to request that they scrutinise the service.

If the failure of the service affects other people, for example your neighbours, you will need to explain why this is. You can ask for support to complete this pro-forma and the Customer Scrutiny Team will identify an officer to help you.

Please complete the form below if you would like the Quality and Insight Panel to look into a particular issue to do with Trafford Housing Trust or your neighbourhood. This could be about one of the Trust's services or it could be to do with a problem you are experiencing in your neighbourhood such as anti-social behaviour or poor grounds maintenance.

The QIP will send you acknowledgment of receipt of your Call for Scrutiny within 5 working days. Within 20 working days the QIP will inform you of their decision following your request. The QIP members will have the final say on what to scrutinise. Reasons for declining to scrutinise a suggested topic in favour of a different topic that QIP feel is a higher priority to customers, will be discussed with the requesting party as appropriate.

If you require advice or assistance to complete this form please contact Fay Jackson of the Customer Involvement Team at:
Fay.Jackson@traffordhousingtrust.co.uk or telephone the Hub on 0300 777 7777, who will be happy to arrange appropriate advice and assistance for you.

Quality and Insight Panel use only:

Date received and acknowledged	
Date considered	
Action	
Date customer informed of action	
Officer assigned to support customer	
Reference no.	

NAME		
Relationship to THT e.g. Tenant, Leaseholder, Staff (please give job title), Board member.		
ADDRESS	Trafford Housing Trust	
	Postcode	
	Telephone (home)	
	Telephone (work)	
	Telephone (mobile)	
Email address:		
Preferred method of contact:	Email	
Please say what your concerns/suggestions are*		
Have you already spoken to THT about this?	Yes	
Have THT done anything to help you so far? (please give details below)	Yes / No	
Please say who you think is affected by your concerns*		
What do you think THT should do to solve the problem?*		
Signature		
Date		

*Please continue on a separate sheet if necessary

Does your issue relate to any of the following areas (please tick all that apply):	
Service / Area / Theme	Please tick below
Your local neighbourhood / community	
Repairs to your property	
Improvements to your property	
Temporary accommodation provided by THT	
Older Peoples Services	
Lettings	
Youth	
Communications with THT	
Anti-social behaviour	
Leaseholder issues	
Other (please state below)	
The way we involve, listen to, and respond to customer to improve services through customer involvement will impact on all services of THT.	

