

Tenant Scrutiny at V2C

What's involved?

Why should I join?

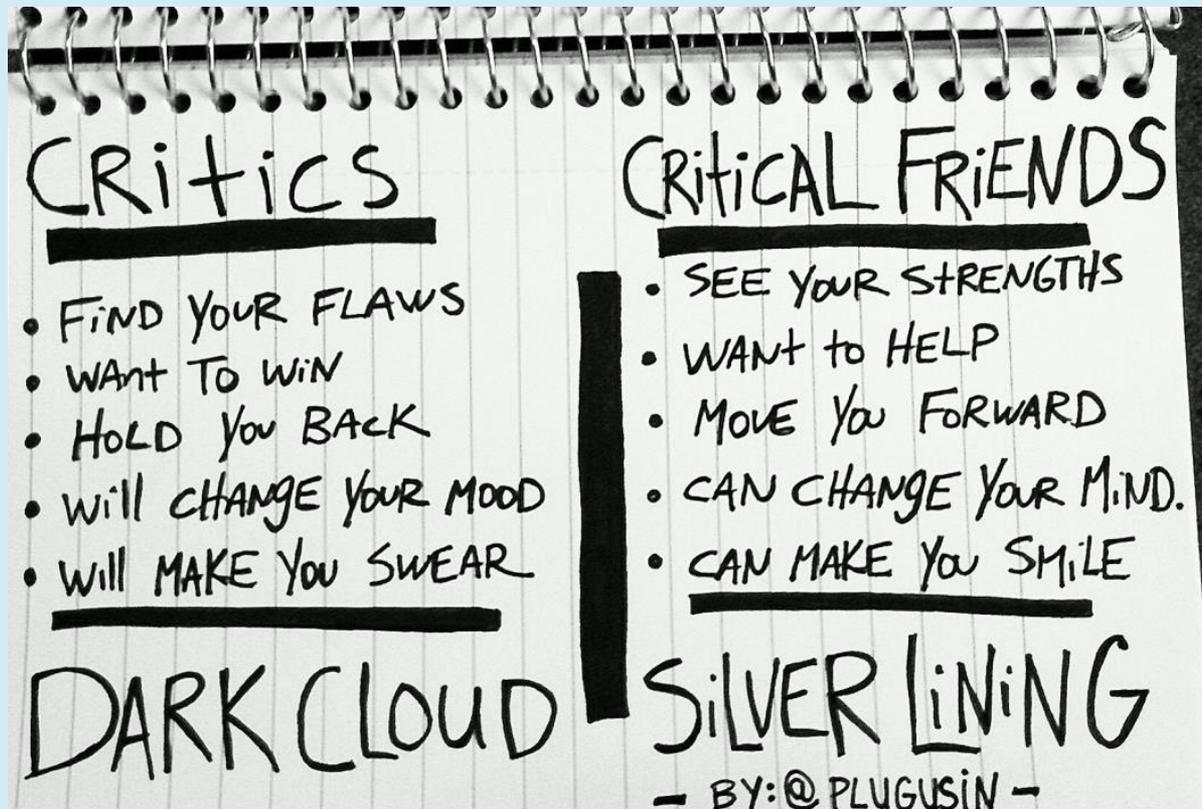
What's in it for me?

How do I sign up!?



What's scrutiny?

Scrutiny enables customers & V2C to work together as critical friends to improve V2C services



Why's scrutiny needed?

Scrutiny enables you to:

- **Get involved with V2C**
- **Understand what V2C does**
- **Review V2C's performance, management & decision-making**
- **Suggest ways of improving**
- **Provide assurance that V2C are doing and performing as they say**



Why should I consider joining?

Scrutiny is a great opportunity to:

- **Make new friends**
- **Have some fun**
- **Learn new skills**
- **Develop your existing skills**
- **Learn more about V2C and the role of housing**
- **Get to give something back to your community**



Is scrutiny for me?

Scrutiny is perfect for anyone with a bit of some spare time and who is willing to work in partnership with V2C.

For example:

- Volunteering is a great way to gain experience, while you will be able to develop and evidence that you have many of the skills employers want and look for on your CV.
- You may be recently retired or looking for a hobby to keep your mind active. Scrutiny is a great way to get out and about, talking and socialising with others, while giving something back.

What are the time commitments?

- A project will take around 3 months to complete
- During which there are normally around 5 meetings – all of which will last no longer than 2 hours
- Members are also expected to spend some time working independently and/or together in small sub-groups to undertake the tasks involved.

Would I get paid?

- No, but transport to and from meetings is covered as V2C will organise a taxi or cover mileage claims.

What would I have to do?

Scrutiny involves:

- Reviewing documents & performance information
- Meeting and talking to staff
- Undertaking online research
- Going and seeing things for yourself
- Talking to other tenants
- Contacting other housing associations and V2C's partner organisations
- Working together as a team
- Completing a report

Each project is different and none will involve doing all of the tasks listed. Members can choose which tasks they want to do depending on their interests, skills and how much time they can give to the project.

The group know people are busy, so we're always very flexible and value any contribution you can make.



What's in the report and what happens to it?

The report will summarise your findings and provide V2C with some recommendations on there they need to focus on to improve.

The report will go to the Executive Management Team and the Board, who will monitor the actions created from your report and then provide you with feedback on the results.

Importantly, Scrutiny is not about:

**INVESTIGATING
INDIVIDUAL
COMPLAINTS**

**FOLLOWING
YOUR OWN
AGENDA**



**ACTING ON
BEHALF OF
INDIVIDUAL
RESIDENTS OR
GROUPS**

**CRITICISING
INDIVIDUAL
STAFF MEMBERS**

**CRITICISING V2C
TO OTHER TENANTS**

How do I join?

Get in touch with Michael (his contact details are on the next page) who will be able to answer any additional questions and can let you know when the next meeting is so you can:

- **Meet some existing members**
- **See how scrutiny works**

You then just need to complete a short application form and attend a quick, informal interview.

This process is followed to ensure that all members can:

- **Work as part of the team**
- **Understand what scrutiny is**
- **Undertake the tasks required**



Don't worry, it is more of a chat than a formal job interview!



Interested? What to learn more?

Contact Michael on 01656 727948 or at
michael.hughes@v2c.org.uk

Michael's role is to work with and support the group in their work, so will be more than happy to answer any questions you may have, including how you can join.

Thank you

