

Resident scrutiny recommendations December 2020

Ref	Recommendation	Management Response
1	Regular co-production audits/ scrutiny follow-up	Updates on any actions undertaken by staff members. Updates will be done at Residents' Panel meetings and also at 1:1s; put on Facebook, WH website; zoom meetings.
2	WH teams to communicate more internally with each other.	Regular briefings during Covid-19 and regular briefings at 'what matters most' meetings. All managers to update their team at team meetings. Meeting to discuss white paper to be held with SLT and all managers in January
3	RP to hold pop-up surgeries for residents (post Covid-19)	REO to create a set of surgery events for 2021 and work with the Residents' Panel and the Marketing and Communications Officer to publicise and run these events – we will look to hold some on-line event during Covid-19.
4	Greater clarity of, and access to, information and policies including more dynamic website.	We will start publishing more policies on our website and ensure they are easily accessible
5	Greater emphasis on tenant responsibility/include in welcome pack	Develop welcome pack offering as directed and share during process with the Resident' Panel.
6	Greater use of multi-media services e.g. Policies presented on Youtube / website with relevant subtitles / "Browsealoud"	We will look to sign up to the Browsealoud scheme and work on videos outlining how we deliver services
8	Increase the number of block/street rep	Recruit more block reps. The REO will advertise for more reps in: the menu of opportunities, Facebook, Home News, portal and our website.

9	Resident Panel to receive induction and ongoing training.	REO to work with the Residents' Panel to develop a diary of training events. REO to arrange events as they come up.
10	Weekly news update online/ perhaps a blog on the portal?	Weekly update to residents on what is happening via the portal eg if a walkabout is taking part or if it is gas safety week. Ruth will ask for items from colleagues.
11	Revamp/update Home News	REO to develop a questionnaire to gauge ideas and views on present Home News and what it could look like. Also post Covid-19 hold a workshop with residents who have expressed an interest in Home News.