

Purpose of the Orwell Resident Group

Orwell Residents Group (ORG) are a performance review group, scrutinising service areas, and acting as a critical friend to influence the future of services.

What is the remit of the ORG?

- To identify service areas to review through monitoring Orwell's key performance indicators, satisfaction surveys, and through meetings with staff.
- To develop an annual work plan to include three or more service reviews.
- Consulting with and surveying the wider customer group where appropriate and to consider the responses and findings.
- To produce comprehensive reports and action plans outlining the process of service reviews and evidencing recommendations for improvements.
- To monitor the progress, outcomes, and impact of the service reviews recommendations.
- To provide feedback on customer related policies, strategies, or proposed service changes, questioning, and challenging where appropriate.
- To present service review reports to Board and monitor progress and outcomes of approved recommendations.

What support will Orwell give?

Provide ongoing support and training for ORG members.

Support individual members to identify skills gaps.

Assist with consulting customers and compiling service review reports.

Facilitate access to appropriate paperwork, information, and staff.

Coordinate updates to support monitoring of service review recommendations.

Is there a Code of Conduct?

Orwell will provide ORG members with Code of Conduct that they need to adhere to. This Code of Conduct also covers confidentiality and applies to customers involved in any of Orwell's involvement activities not only ORG activity.

Members are required to sign an agreement regarding Confidentiality.

Will there be lots of Meetings?

Nine meetings are set annually, if required additional meetings may be organised in agreement with the ORG. Meetings generally take place at 6.30pm for one hour thirty minutes (currently online).

ORG meetings are quorate with 3 members.

The Customer Engagement Team are available to attend ORG meetings, unless not required.

Meetings are chaired on a flexible bases to suit the ORG, all group members are encouraged to develop chairing skills. The process for deciding who chairs meetings is at the discretion of the ORG.

Board and staff members will be invited to attend meetings when required, they may request to attend for a specific purpose.

Who can be a member of the ORG?

All residents(customers) of Orwell Housing may apply to join the ORG.

Customers will not be able to join or continue as an ORG member if they seriously breach the code of conduct, are no longer an Orwell customer or legal action is being taken against them for rent arrears.

Ideally the ORG will consist of 5 and 10 members with a minimum of 4.

Membership is for 3 years following a 3-month probationary period after which a further (3) terms of membership can be applied for.

Members will be recruited using a pre-determined recruitment process managed by the ORG.

What does a Service Review (Scrutiny) involve?

Each service review carried out will be different depending on the topic involved and the scope of the review, so practice and timescales will vary. To ensure that service reviews are thorough, and produce evidenced based realistic recommendations, the following process is used for guidance of best practice.

1. Briefing meeting

Look at and discuss information provided about the project. This meeting may involve discussion with the lead staff member responsible for the service area under review.

2. Scoping meeting

Work together to develop an action plan to show how the service review will be carried out.

3. Coordinate the review work.

Commission other customer groups or carry out work such as speaking with staff, customer journey mapping, document reviews, compiling surveys.

4. Draft Report

Consolidate findings to compile draft report identifying good practice and recommendations for improvements.

5. Feedback and Reality Checking

Gain feedback on the review report recommendations from lead staff member responsible for the service area under review and all ORG members and update accordingly.

6. Present report to Board

ORG members to present the service review report and recommendations to Orwell's Board for approval.

7. Monitor Recommendations

ORG set a programme for monitoring the progress and outcomes of approved recommendations and feeding back to Board on progress.

What methods are used for service reviews?

- Desk top review – looking at online documents or evidence.

- Wider customer feedback – carrying out surveys, online or telephone or organising focus groups.
- Site visits or inspections – taking a hands-on look at the standard of a service
- Shadowing – spending time with a member of staff to see what happens in practice.
- Evaluation of written publications for example brochures, policies, or procedures.
- Performance Review – looking at performance information such as satisfaction and complaints data.
- Benchmarking – Gaining comparative information from other landlords to see how they provide their services.

What skills does and ORG members need?

The ability to work on own initiative and as part of a team.

To be willing to ask questions, put forward new ideas and when necessary, challenge constructively.

The ability to read and understand information and focus on the task in hand.

Be able to prepare and present information and reports.

The aptitude to prepare for and to focus and actively listen at meetings.

The ability to act for the wider customer community and not for own agenda.

A willingness to learn and develop any of the above.

What might I gain from being an ORG member?

Orwell values the contribution of ORG members and will support your involvement through:

- **Incentives:**
 - To support participation of the ORG, members receive a Cromebook laptop. (members need to adhere to the terms of use policy).
 - An annual payment received in instalments of £1,200, or
 - Vouchers and training to support the ORG role or life and employment skills to the value of £1,200.
- **Development of skills that could help your personal and career development, such as:**
 - Confidence building.
 - Developing organisational skills.
 - Improving communication skills.
 - Developing analytical techniques.
 - Increasing knowledge and understanding of the housing sector.
 - Opportunities for training and development.