

Purpose of the Orwell Resident Group (ORG)



The ORG are a performance review group, scrutinising service areas, and acting as a critical friend to influence the future of Orwell's services.

What is the remit of the ORG?

- Identifying service areas to review through monitoring Orwell's key performance indicators (KPI), satisfaction surveys, and from meetings with staff or customers.
- To develop an annual work plan to include three or more service reviews (scrutiny).
- Consulting and surveying the wider customer community to gain an understanding of needs and experiences.
- Producing comprehensive service review reports evidencing recommendations for improvements.
- Monitoring the progress, outcomes, and impact of the service review recommendations.
- Providing feedback on customer related policies, strategies, or proposed service changes, questioning, and challenging where appropriate.
- Reviewing and updating service standards and influencing the formulation of Local Offers.

What support will Orwell give?

- Provide ongoing support and training for ORG members.
- Support individual members to identify skills gaps.
- Facilitate access to information and staff to support service reviews.
- Assist with consulting customers and compiling service review reports.
- Coordinate monitoring of service review recommendations.

Who can be a member of the ORG?

- All customers of Orwell Housing may apply to join the ORG.
- Recruitment will be carried out using a pre-determined process managed by the ORG.
- Ideally the ORG will consist of five to ten members with a minimum of four.
- Membership is for three years following a three-month probationary period after which a further three terms of membership can be applied for.



The only reason customers would be unable to join the ORG or continue as a member is if they seriously breach the Code of Conduct or are no longer an Orwell customer.

What is the Code of Conduct?

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

Members are asked to sign an agreement regarding confidentiality.

Will there be lots of Meetings?

- Twelve meetings are set annually, if required additional meetings will be organised in agreement with the ORG.
- Meetings generally take place on either Saturday mornings or weekday evenings.
- Saturday mornings meetings are face to face and take place in various venues confirmed by ORG members.
- Evening meetings are short online one topic meetings, generally starting at 6.30pm.
- 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 or they may request to attend for a specific purpose.

What skills do ORG members need?

To be curious and have a willingness to learn and develop any of the skills below:-

- The ability to work on your own initiative and as part of a team.
- To be a bit of a detective, looking into things and questioning and challenging the way things are done.
- Have the ability to read and understand information and focus on the task in hand.
- To be able to prepare and present information and reports.
- The aptitude to prepare for and actively listen and participate in meetings.
- The ability to act for the wider customer community and not for own agenda.
- Ability to complete tasks as identified for service reviews.



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.

7. Monitor Recommendations

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

6. Present report to Board

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

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. Update accordingly.

4. Draft Report

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

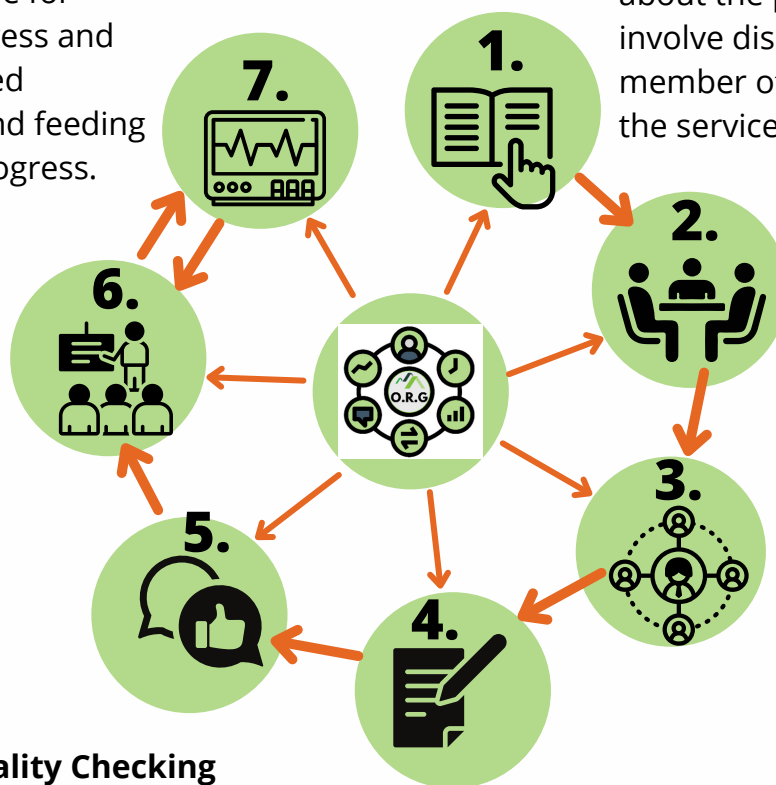
3. Coordinate the review work.

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

2. Scoping meeting

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

1. Briefing meeting - Review and discuss information provided about the project. This may involve discussion with the lead member of staff responsible for the service area under review.



What methods are used for service reviews?

Desk top review - looking at online documents or evidence.

Wider customer feedback - carrying out online or telephone surveys or 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 - comparative information from other landlords to see how they provide their services.

Expectations of an ORG member

- To be prepared for meetings having read all documents circulated and formulated questions, queries, and challenges for the meeting.
- To treat all information acquired as an ORG member as confidential.
- To promptly inform of availability to attend meetings by confirming or giving apologies.
- To be punctual when attending meetings.
- To provide feedback on documents circulated for discussion at meetings (e.g. reports, strategies, or surveys) via email or phone before the meeting if unable to attend.
- To be open minded and non-confrontational.
- To respect others attitudes, beliefs, and traditions.
- To attend at least 75% of meetings organised (unless there are extenuating circumstances).

What might I gain from being an ORG member?

Orwell values the contribution of ORG members and will support your involvement in engagement through training and development. As an ORG member you will also receive:

Incentives

To support participation of the ORG, members receive a Chromebook laptop. (Members need to adhere to the terms of use policy).

Members also receive an annual payment to the value of £1,000, this can be received either in the form of:

- Two monetary or voucher instalments
- Additional training to develop an ORG members skills, or any life or employment skills training.

Reasonable out of pocket expenses incurred as a ORG member will be reimbursed.

Skills development that could help your personal and career development, such as:

- Confidence building.
- Developing organisational skills.
- Increasing knowledge and understanding of the housing sector.
- Improving communication skills.
- Developing analytical techniques.
- Opportunities for training and development.