

# Purpose of the Quality Homes & Neighbourhoods Project (QHN)



**The QHN will help us better understand and meet our customers' needs with regards to property repair, maintenance, development and building safety.**

## **What is the remit of QHN?**

- To receive and review performance information on repairs, void and programme works, building safety and development.
- To gain insight from shadowing staff involved in activities relating to the above business areas and give feedback on findings.
- To carry out any specific activities as guided to support Orwell Residents Group service reviews.
- To be involved in the evaluation process for the selection of contractors as part of the Orwell Quality Evaluation Panel.

## **What support will Orwell give?**

- Provide ongoing support and training for QHN members.
- Coordinate activities, meetings, and resources for volunteer requirements.
- Provide support with compiling information and producing feedback reports.

## **Who can be a member of the QHN?**

All customers of Orwell Housing can join QHN.

Customers will not be able to join or continue as a QHN member if they seriously breach the code of conduct.

## **What is the Code of Conduct?**

Orwell will provide QHN members with a 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 QHN activity.

Members are required to sign an agreement regarding confidentiality.

## How much time will I need to commit?

There are no specific time commitment expectations, members can dip in and out of activities depending on their interest and the time they have available.

Meetings are only organised on a needs basis for specific activities, for example meeting with Orwell staff responsible for particular services.

## What sort of activities are members involved in?

The QHN support the service review activity of the Orwell Residents Group through:

- Analysing information from staff or customers and providing feedback.
- Carrying out inspections on work relating to repairs, properties being re-let (Voids), programme works, building safety or development.
- Shadowing staff to gain an understanding of work practices and identify good or bad practice.

## What skills does QHN members need?

- To be open minded.
- The ability to relate to the needs of others.
- Ability to formulate and ask questions and put forward ideas.
- The ability to read and understand information and focus on the task in hand.
- A willingness to learn and develop any of the above.

## What might I gain from being a QHN member?

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

### Incentives:

- Members are rewarded for the time they are involved in activities and will receive this in the form of vouchers.
- Reasonable out of pocket expenses incurred as a QHN member will be reimbursed.

**Development of skills that could help your personal and career development, such as:**

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

**You will also be able to influence service delivery and its continuous improvement.**

