

# Purpose of the Orwell Resident's Group (ORG)



The Orwell Resident's Group (ORG), a group of customers, supports Orwell to review its performance. The group scrutinises service areas, and helps influence the future of Orwell's services. For more information, read this booklet or scan the QR code below.



If you would like to find out more, chat to our team or register to join one of our groups, scan the QR code here.

[www.orwell-housing.co.uk/getinvolved](http://www.orwell-housing.co.uk/getinvolved)

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## What does the ORG do?

- ▲ The group helps us identify areas where we could improve by monitoring our performance, review surveys and meet with our colleagues and customers.
- ▲ The ORG supports Orwell's annual work plan which includes three or more service reviews (scrutinies).
- ▲ The ORG consults and surveys the Orwell communities to gain an understanding of needs and experiences.
- ▲ It supports the production of service review reports, evidencing recommendations for improvements.
- ▲ The ORG monitors the progress, outcomes, and impact of service review recommendations.
- ▲ The ORG provides feedback on policies, strategies or proposed service changes that impact our customers. The group will question and challenge where appropriate.

## What is the Code of Conduct?

Orwell will provide ORG members with a 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 activities. Members are asked to sign an agreement regarding confidentiality.

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## Will Orwell provide any support?

- ▲ Yes. There will be ongoing support and training available for ORG members.
- ▲ We will support members to identify skills gaps.
- ▲ Orwell will provide access to information and contact through colleagues to support service reviews.
- ▲ Orwell will help by consulting customers and compiling service review reports.
- ▲ Orwell will coordinate monitoring of service review recommendations.

## Who can be a member of the ORG?

- ▲ If you are an Orwell Housing customer, you can 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.

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## Will there be lots of meetings?

- ▲ The ORG meet 12 times a year with occasional extra meetings taking place with prior agreement from the group.
- ▲ Meetings generally take place on a Saturday morning or a weekday evening.
- ▲ Saturday morning meetings are face to face and take place in various venues confirmed with ORG members.
- ▲ Evening meetings are normally face to face meetings from 6pm-8pm, typically held at our Ipswich office.
- ▲ The Customer Insight & Engagement Team will be available to attend ORG meetings, unless they are not required.
- ▲ Meetings are chaired on a flexible basis 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 members and Orwell colleagues will be invited to attend meetings when required or if they request to attend for a specific purpose.

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## 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 detective of sorts, 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.
- ▲ To take part and actively listen during ORG meetings.
- ▲ The ability to act for the wider customer community and not for own agenda.
- ▲ Ability to complete tasks as identified for service reviews.

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## What does a service review (scrutiny) involve?

Each service review will be different depending on the complexity of the topic, so practice and timescales may vary. To ensure that service reviews are thorough and produce realistic recommendations, the following process is used for guidance.

-  **Briefing meeting** - Review and discuss information provided about the project. This may involve discussions with the heads of departments responsible for the service area under review.
-  **Scoping meeting** - Work together to develop an action plan to show how the service review will be carried out.
-  **Coordinate the review work** - Work with other customer groups or carry out work such as speaking with colleagues, customer journey mapping, document reviews and compiling surveys.
-  **Draft Report** - Consolidate findings and produce a draft report identifying good practice and recommendations for improvements.
-  **Feedback and Reality Checking** - Gain feedback on the review report recommendations from heads of departments responsible for the service area under review.
-  **Present report to Board** - ORG recommendations and reports will be presented to the Orwell board for approval.
-  **Monitor Recommendations** - The ORG will monitor progress and the outcomes of approved recommendations. Once complete, the ORG will then feed back to Board on it's progress.

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## What methods are used for service reviews?

-  **Desktop reviews** - Looking at online documents or evidence.
-  **Wider customer feedback** - Carry out online or telephone surveys or focus groups. Involved in site visits or inspections, taking a hands-on look at the standard of a service.
-  **Shadowing** - Spending time with Orwell colleagues to see what happens in practice.
-  **Evaluation of written publications** - These can include brochures, booklets, policies or procedures.
-  **Performance Reviews** - Looking at performance information such as satisfaction and complaints data.
-  **Benchmarking** - Comparative information from other landlords to see how they provide their services.

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## Expectations of an ORG member.

- ▲ To come to meetings prepared, having reviewed any information that's been shared with you and with a list of questions or queries to share with the group.
- ▲ To treat all the information we share with you as confidential.
- ▲ To tell us when you are unable to attend a meeting and wish to send your 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 other's attitudes, beliefs and traditions.
- ▲ To attend at least 75% of meetings organised (unless there are extenuating circumstances).



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## What might I gain from being an ORG member?

Orwell values the contribution of ORG members and will support your involvement. As an ORG member you will receive:

### Incentives

- ▲ A Chromebook laptop or current equivalent. (Members need to adhere to the terms of use policy).
- ▲ A financial incentive which is agreed on a yearly basis.
- ▲ Reasonable expenses incurred as an 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.



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language or format please email  
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or call **0345 60 100 30**

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