

Attachment 1

BRIEFING NOTE: Progress report on the Implementation of New Tenant Engagement Strategy – Service Improvement Panel Guidance Note, June 2013

Service Improvement Panels

- 1 The Council and tenants & leaseholders working in partnership to improve the housing service.
- 2 The creation of the Service Improvement Panels (SIPs) was proposed at the Tenant Conference on 16th & 17th May 2013 and agreed with tenants and leaseholders on 13th June 2013.
- 3 The SIPs are another step on our journey towards excellence.
- 4 The SIPs will develop over time to become an integral part of the Housing Service's performance monitoring and improvement functions.
- 5 The formal and informal scrutiny of the housing service will develop over time. The SIPs will be part of the scrutiny of the service.
- 6 Five SIPs were agreed at the meeting on 13th June to look at i) Neighbourhoods, ii) Repairs and Maintenance, iii) Rents and Welfare Reform, iv) Voids and v) Service Standards.
- 7 These SIPs will develop and agree the suite of Service Standards relevant to the specific SIP.
- 8 Once agreed the SIPs will monitor the performance of the service in meeting the agreed Service Standards.
- 9 SIPs will consider and confirm the Key Performance Indicator (KPI) targets for their service area working from the Performance Improvement Plans for each service.
- 10 The SIPs will nominate or delegate representatives to the formal Scrutiny Panel as part of the agreed Scrutiny Process.
- 11 The SIPs will consider and confirm future arrangements for a wider Tenant Panel.