



# **ISHA Scrutiny Panel**

**A way to shape your community, services,  
neighbourhood and home**

  
**Islington & Shoreditch  
Housing Association**



## **Our Vision**

### **Involvement is:**

- meaningful for residents and ISHA
- accessible to all
- a rewarding experience
- a flexible process

## **Our Mission**

- **Build and refine** the Scrutiny Panel
- **Establish** working groups on particular service areas
- **Ensure** resident voice features in all strategy, at all points
- **Enhance communities** through partnerships and engagement work

## **Our Values**



# Resident Involvement: why does it matter?

## Imagine...

You go to a cafe to grab a cup of tea in the morning, but instead, the cafe barista does not ask you what you want to order, and instead hands you an orange juice and charges you £2.50 for the drink. It tastes awful, but they do not give you the opportunity to give your feedback. Instead, you are left to continue on with your day, despite not being supported in the way that you wanted.



**Resident Involvement aims to include your voice and value your insights in order to inform and improve our service delivery.**

If ISHA's services are built with residents, they will be much more effective and satisfactory in the long-term.

Whilst this will be achieved through informal engagement activities, the Scrutiny and other residents Panels will be key to delving deeply into all things ISHA and making actionable change across our services.



# What is the Scrutiny Panel?

The Scrutiny Panel will act as the independent, resident-led group that holds ISHA to account through scrutiny and challenge to ensure continuous improvement.

## **The Scrutiny Panel will:**

- Monitor ISHA's performance
- Carry out in-depth service reviews
- Suggest improvements
- Challenge the organisation when parts of it are not performing well

## **The Scrutiny Panel's main objective is:**

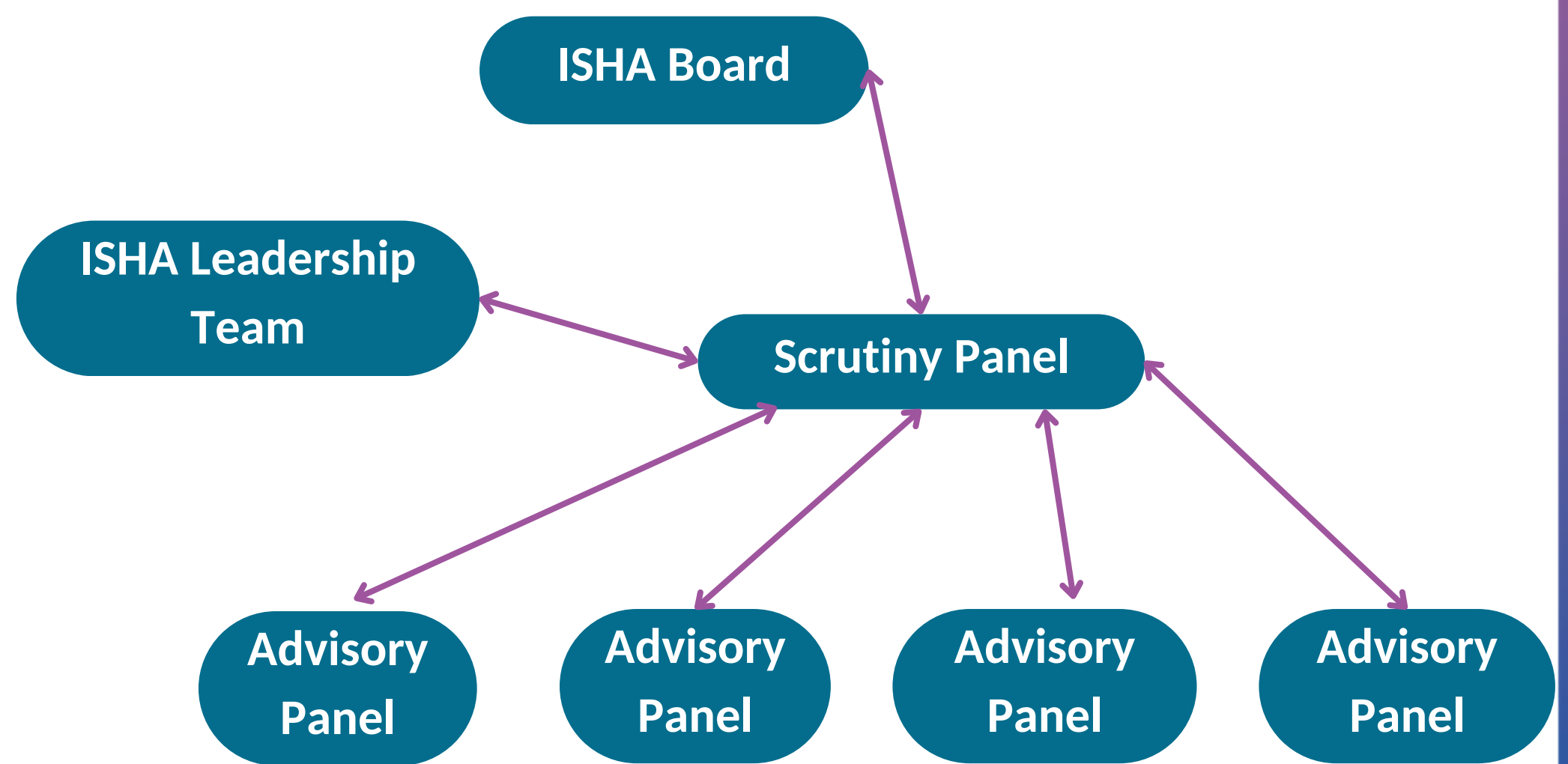
To jointly work with residents, staff and Board members to challenge ISHA's services and achieve positive outcomes for the benefit of ISHA and its residents.

## **The Scrutiny Panel will identify priority areas by:**

- Drawing on their own experience as ISHA residents;
- Reviewing the key performance data from our complaints, repairs or customer service teams;
- Conducting their own research to identify resident priorities e.g., via a customer survey or focus group or case studies.



# What is the Scrutiny Panel?



**As you can see, the Scrutiny Panel feeds into both resident and ISHA staff activity. When it comes to the formalised voice of residents, the Scrutiny Panel is the main mechanism that enables this.**

## **The Scrutiny Panel will:**

- Be made up of between **3 and 10 ISHA residents**, representing the diversity of our tenants and their lived experience;
- **Meet at least once every two months** - either online or in-person - and potentially more frequently depending on the circumstance;
- **Appoint a Chair and various roles**, based on members' interests and skillsets;
- **Agree to the Terms of Reference and sign the Code of Conduct**;
- Help to **produce a report once a year** to be presented to the Board on Resident Scrutiny and recommendations for change;
- Be encouraged and enabled to **develop their skillset and become community leaders** - running focus groups, capturing resident voice, and leading on particular areas of interest.



## **If you join the Scrutiny Panel, here are the kinds of things you might be doing...**

- Requesting access to key performance data, policies or documents from various ISHA teams as part of a particular Panel review;
- Receiving training from external organisations, funded by ISHA, to make sure that you are confident to deliver on the duties of the Panel, and develop your skillset;
- Looking outside at what other landlords are delivering to pick up benchmarked and service-based best practice, and report this back.
- Running focus groups with wider groups of residents to gather their voice on a particular topic, to inform Scrutiny work.
- Deploying appropriate methods to review services and to hear and act on the input/opinion of the wider resident base. These will be agreed and supported by the Involvement Team and may include using the other panels/working groups, digital surveys, social media, performance and transactional data.
- Getting to know staff at ISHA, our systems and processes, in a way that works around your life and schedule.

### **The Scrutiny Panel identify areas by considering:**

performance and satisfaction information; suggestions from staff, board members and residents; significant changes to how ISHA operates (e.g. mobile working).

### **In considering this information, the Panel looks for:**

low or falling levels of satisfaction or performance; high or increasing level of complaints; number of residents impacted; inconsistencies or discrepancies on performance data; non-compliance with regulatory standards; poor value for money.



# The Scrutiny Panel: should I?

**Being part of the Scrutiny Panel is a unique opportunity to make a difference to the homes, neighbourhoods and service experience of all of ISHA's nearly 2,500 homes.**

In joining the Panel, you will develop skills in leadership, communication, analysis and gain knowledge of policy and procedure like never before! This will benefit not just your experience with ISHA, but your life as a whole.

We understand you are busy, which is why we will strive to offer you training, support, and flexibility as best we can. In the end, your efforts will leave ISHA running smoother and more satisfactory for all residents - not bad going, considering the Panel doesn't require too much time commitment in-person.

## **If you're not sure...**

Joining the Panel is ideally a two-year commitment for members; that way, you can really make a difference. If you decide it's not for you, you are welcome to leave before your term ends.

Perhaps you might want to join a different Resident Panel - one focused on a specific area, such as Complaints or Communications?

Or maybe you're more passionate about your local ISHA area? We're always keen to support you to set up a Tenant-Resident Association (TRA) to make a positive change in your community.



## Find Out More

**Want to sign up?**

**Still not sure?**

**Contact our Resident and Community Involvement Lead, Beth, who will be happy to have a chat on all things Resident Involvement.**

**Email [involvement@isha.co.uk](mailto:involvement@isha.co.uk) to arrange a meeting.**

## Get in touch

**Call us**

**0300 131 7300**

**Mon-Fri, 9am-5pm**

**Email us**

**[isha@isha.co.uk](mailto:isha@isha.co.uk)**

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**Read the ISHA Residents' Newsletter on our website**

**[isha.co.uk](http://isha.co.uk)**