**Role:**

The Tenant Action Group plays a vital role in helping Stroud District Council improve the quality of services provided to residents. The TAG Group will consist of a group of residents who act as a critical friend to influence the shape of SDC's housing services through independent investigation. Their research involves spending time looking at information and evidence to help make suggestions for improving services. Tenant Scrutiny is independent but works with support from SDC staff to decide what to investigate, where to find the evidence they need and to present their findings to the Tenant Oversight Panel (TOP).

**What does this involve?**

- Regular attendance at monthly meetings
- The opportunity to attend national tenant scrutiny conferences
- Working with other members of the panel to investigate an area of the housing service which can include any of the following:
    - Reading national and local policies relevant to the topic under investigation
    - Carrying out tenant and leaseholder surveys*
    - Interviewing staff*
    - The opportunity to shadow staff*
    - Recommending ways to improve the service under investigation
    - Contributing to a report on Tenant Scrutiny investigative findings and recommendations for improvement.
    - Participating in presenting Tenant Scrutiny investigation results and recommendations to senior managers, councillors and TOP

*optional

**How much time does it take?**

The Scrutiny Working Group will meet to decide an area for investigation and decide the next steps. Members of the Scrutiny Working Group will

divide up investigative work among themselves at the start of an investigation according to their individual areas of interest, expertise and availability. The Working group will then meet monthly to discuss their findings. During an investigation some group members may require an extra meeting between the scheduled monthly meetings or undertake an external visit if the Working Group decide this us needed.

**What we are looking for:**

- A desire to act on behalf of residents to improve services for everyone who lives in an SDC property
- A desire to work as part of a team and contribute to group discussions
- The ability to understand (willingness to learn) performance and policy documents and give a view on them to a group of people
- Have good listening skills and be prepared to listen to other points of view
- Commit to the time needed for monthly meetings with additional time needed for reading outside of these meetings.
- Willingness to undertake induction. This will require a greater time commitment initially.
- Basic IT skills, including communication via email.
- The ability to report observations and suggest feedback.
- Access to the internet

**What's in it for you:**

- Help us to improve the Housing Service for residents.
- Gaining a good understanding of social housing, locally and nationally - it's about people, it's complex and extremely interesting
- Develop your skills.
- Gain knowledge (and qualifications) through training sessions.
- Help us ensure we are transparent and accountable to residents
- The satisfaction of knowing that you have a place at the' top table' and play a key part in influencing and shaping a better housing service for SDC residents.

**Our commitment to you:**

- Ongoing support from Stroud District Council colleagues.

- Provide training
- Provide ‘out of pocket’ expenses.
- Provide help with transport

**Level of commitment:**

- Able to dedicate 2 hours per monthly meeting. Approximately 2 hours per month for reading and recording observations per service review.
- We are looking for individuals who are curious and observant and can make suggestions to improve the quality of our services.

If you want to find out more about this or any other volunteer involvement role, please contact us at resident.involvement@stroud.gov.uk

**Tenant Action Group Application Form**

**Completing the application form**

If you need any help in completing this form, or require it in any other format, please contact resident.involvement@stroud.gov.uk

**Your Details**

| | |
|---|---|
| Full Name | |
| Address<br><br>Postcode | |
| Telephone Number | |
| Email Address | |

Please tick the boxes below to say in which areas you have knowledge and experience that you could bring to Tenant Scrutiny. We do not expect you to tick 'Yes' to all questions below. Induction and training will be provided.

| Your knowledge and experiences | Yes | No | Not sure or some |
|---|---|---|---|
| Are you a Stroud District Council tenant or leaseholder? | | | |
| I want to act on behalf of tenants and leaseholders to improve services | | | |
| I have worked on a committee or board | | | |
| I have worked as a volunteer | | | |
| I want to work as part of a team and contribute to group discussions | | | |
| I am able to understand documents and give my views on them | | | |
| I am prepared to listen to other points of view | | | |

**Ability to commit to the work of the Panel**

| Commitments needed | Yes | No | Not sure |
|---|---|---|---|
| I can commit the time needed to make Tenant Scrutiny a success | | | |
| I am willing to participate in training sessions | | | |
| Available to attend the Tenant Scrutiny meetings | | | |

**Details of employment and voluntary work**

Please give us brief details of your current and past employment, or any other experiences which you could bring to Scrutiny

Please explain why you would like to join Tenant Scrutiny and why you would be a good member.

Do you have any other skills and experience that you would like to tell us about, including any qualifications or training?