



# Housing - where next for scrutiny and resident engagement?

#cfpscomplexity



Maureen Adams is the Director of Customer Services and Operations at Soha Housing in South Oxfordshire.

She has aligned the co-regulation model that places tenants at board level, with excellent customer services. Involving tenants in decision making has been key to attaining high levels of satisfaction and trust at Soha, where resident involvement has been hardwired into the organisation. Maureen has worked in a number of housing associations and local authorities, specialising in both general needs and supported housing. She then moved to in the central Government Community Cohesion Unit, and later the e-Borders IT programmer in the Home Office, before taking up her current role.



Rob Gershon is a council housing tenant, a full time carer, and the lead association of Housing Quality Networks' Residents' Network.

Rob originally got more broadly involved in housing when he was affected by the bedroom tax, but has gone on to contribute housing stories from a tenant's point of view at 24housing. His role with HQN sees him helping facilitate co-regulation and co-production between landlords and residents trying to make best use of the Homes and Communities Agency's Tenant and Involvement standard.



## Cllr Bryony Rudkin, Deputy Leader, Ipswich Borough Council

Having worked directly for a high profile London Leader in the heady days of the 1990's, I found myself expecting my third son and, needing a career nearer to him, his brothers and home, stood for election to Suffolk County Council in May 1997. I thought it might be much the same as London. It wasn't. That didn't stop me from developing a deep and lasting affection for the role of the local councillor in all its rich variety. I had various roles at SCC, including Leader, and in 2008 was elected to Ipswich Borough Council where I am currently, Deputy Leader and hold the portfolio for Culture, Leisure and Communications. I served on the board of the East of England Development Agency for 6 years and have been a member of the boards of a variety of local organisations and partnerships. From September 2017, I have been proud to represent the Labour Party and the East of England as a member of the Congress of the Council of Europe. All these roles have brought challenge and reward. I have worked on sector-led improvement for over a decade now at the Local Government Association and have helped support authorities and individual councillors right across the country and elsewhere in the world. I believe passionately in the provision of development opportunities for councillors. I completed a Masters at INLGOV at the University of Birmingham in 2014 and am now studying for a PhD, looking at the contribution of councillors to local government policy-making.

## Discussion points:

- Is engagement embedded in decision-making/scrutiny in your organisation? Any examples to share?
- What do you see as the challenges / opportunities?
- What would help improve things – knowledge, understanding, skills, tools, resource?