



# North Lincolnshire Homes Resident Scrutiny Panel

## Information Protocol

The Information Protocol provides a set of guidelines that members of the Resident Scrutiny Panel and North Lincolnshire Homes will adhere to when gathering information from North Lincolnshire Homes in order to carry out scrutiny duties.

### 1. Confidentiality

- 1.1 Members must respect the confidentiality of all information given by the organisation. Information should only be shared between Resident Scrutiny Panel members.
- 1.2 All members will undertake Data Protection Awareness Training delivered by North Lincolnshire Homes (NLH).

### 2. Protocol

- 2.1 Access to Information - the Resident Scrutiny Panel will be able to request reports and information from NLH to carry out its scrutiny activities.
- 2.2 All requests for information must be made through the Resident Involvement Team. The Resident Involvement Team will provide administrative support as and when the Resident Scrutiny Panel requires it. The Resident Involvement Team will administer volunteer expenses on behalf of the Resident Scrutiny Panel. This will include support to attend meetings.
- 2.3 The Resident Involvement Team will be the initial point of contact for the Resident Scrutiny Panel in respect of requests for staff or tenants who may need to be included within a scrutiny review to give further clarity / evidence for the review.
- 2.4 Resident Scrutiny Panel members must not approach members of staff directly to obtain information. Any requests made directly to staff will not be adhered to.
- 2.5 North Lincolnshire Homes will respond to requests within a reasonable timeframe. Where information is not available in this time the reasons for any delay will be provided and an estimated date for provision of the information will be supplied. The Resident Involvement Team will be responsible for monitoring the provision of information within these specified timescales.

- 2.6 Information given will relate to general information required for scrutiny purposes. Data relating to individual residents will not be provided.
- 2.7 Where appropriate information is not readily available, the Resident Scrutiny Panel may commission reports, e.g. request for Tenant Inspectors to carry out research on their behalf.
- 2.8 The Resident Involvement Team will be responsible to ensure that the scrutiny panel's webpage is kept up to date.
- 2.9 The Resident Involvement Team will work with the Resident Scrutiny Panel on the development of a 'Resident Scrutiny' logo that will go on all information, reports etc. that are to be delivered through the scrutiny panel.
- 2.10 The Resident Involvement Team will work with the scrutiny panel to ensure that outcomes from scrutiny reviews are disseminated as widely as possible. This will include information within the tenants' newsletter, website, reports to Community Voice, Tenants Conference etc.