

Resident Involvement & Tenant Scrutiny



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Big changes!

- From 'Involvement' to 'Scrutiny': greater power and influence for tenants
- Holding landlords to account for decisions, performance and conduct



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Why change?

- Co-regulation: a power shift towards local level accountability
- Transparency and Accountability: promoting awareness and understanding on the part of tenants and inviting informed challenge
- to develop and formally agree clearer outcome-focused standards as 'local offers'
- To provide a clearer role for tenants in scrutinising performance, driving service improvement
- **Because it makes good business sense!**



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The principles of and business case for tenant scrutiny:

- Tenant scrutiny is an approach, not a process
- It is flexible in terms of context and application
- Reporting structures must take local conditions into account
- Capability and capacity to undertake scrutiny activities will vary
- **The priorities and views of tenants should be at the heart of a decision making**



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Tenant scrutiny arrangements must:

- Meet the statutory requirements, including the need for a 'democratic filter'
- Meet the Council's strategic housing needs
- Meet tenants' expectations and needs
- Ensure a continuous cycle of improvement

Successful organisations know, understand and respond to their current and future customers because they engage with and involve service users, align this to their plans and because there is a business case for engagement



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Business Drivers for Scrutiny:

- As a mechanism to assist landlords to tailor services to reflect local needs and priorities
- It enables landlords to determine how resources can be targeted where needs, wants and preferences are identified: this can lead to better value for money
- Where tenant scrutiny results in improved service experience for tenants, this can lead to higher levels of tenant satisfaction
- Tenant scrutiny can lead to improved organisational performance



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Critical Success Factors: what makes tenant scrutiny work?

- Clearly defined and real power
- Tenant led and independent
- Clear roles and responsibilities with capacity to deliver
- Decisions based on freely available and commissioned information
- Embedding scrutiny in performance management arrangements
- Accessible, encouraging diversity and promoting equality



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What can feed into the tenant scrutiny process?

- Tenant surveys
- Complaints, compliments and comments
- Estate inspections and walkabouts
- Service review panels or working groups
- Contractor appointment & review panels
- Performance indicator monitoring and review
- Mystery shopping



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Overcoming challenges to scrutiny in practice:

- Ensuring equal engagement
- Meeting expectations
- What happens if the scrutiny group is failing?
- Ensuring continuity and commitment
- Ensuring representation
- Remit & boundary of scrutiny panel
- Integration with existing Council Scrutiny processes
- Demonstrating validity, celebrating success



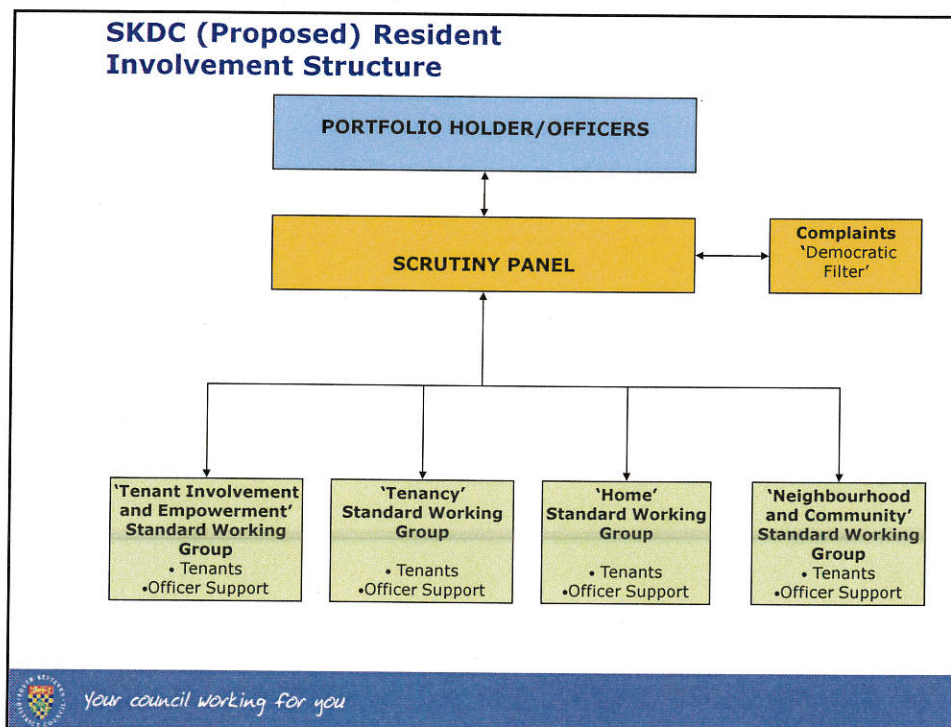
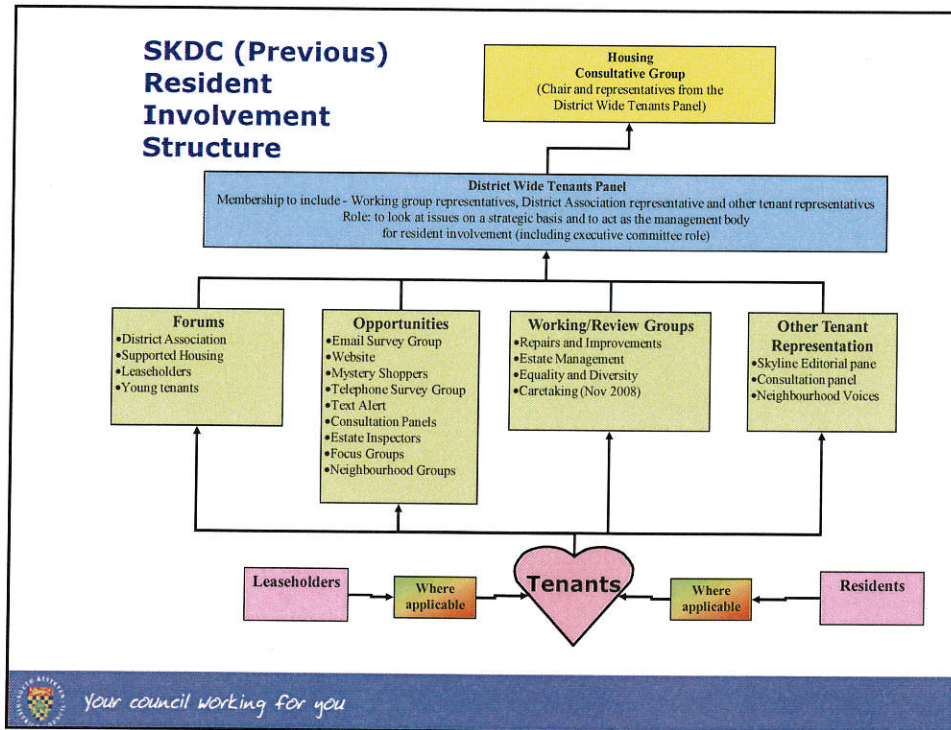
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Looking to the future:

- Co-regulation and tenant scrutiny: here to stay
- We need an approach which formally incorporates tenants' views and is accountable
- It makes good business sense and helps to ensure value for money
- We need to identify and overcome barriers
- Tenants need to be involved in setting priorities and evaluating performance



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SCRUTINY PANEL: SUMMARY OF THE ROLE

Helping to shape the design and delivery of Housing Services

Leading and guiding the Standards Working Groups.

Guiding priorities, scrutinising performance and helping to improve value for money

To be independent, properly representative and transparent in it's work.

Holding the Council to account for performance of Housing Services

Meeting the requirements for a democratic filter in advance of any complaint being forwarded to the new single Ombudsman: arrangements are yet to determined.

"Listening Learning Delivering"


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Progress

- Opportunities widely promoted including Skyline and targeted letters
- 144 Tenants registered an interest
- 46 Returned completed applications
- External training providers have been identified



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The future?

In progressing scrutiny and overcoming the barriers we will need to:

- Be flexible in our approach so as to maximise the opportunity for representative involvement
- Develop opportunities for on-line involvement
- Develop the use of social media
- Build capacity and capability for scrutiny and involvement
- Provide appropriate support and assistance



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Any questions?



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