



Understanding Scrutiny

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TENANT ENGAGEMENT EXPERTS

Next 50 minutes...



(a) Recap & Refresh

(b) Scoping

(c) Action Planning



Ex 1:
Examples
of Good
Service

Ex 2: How good is your landlord?

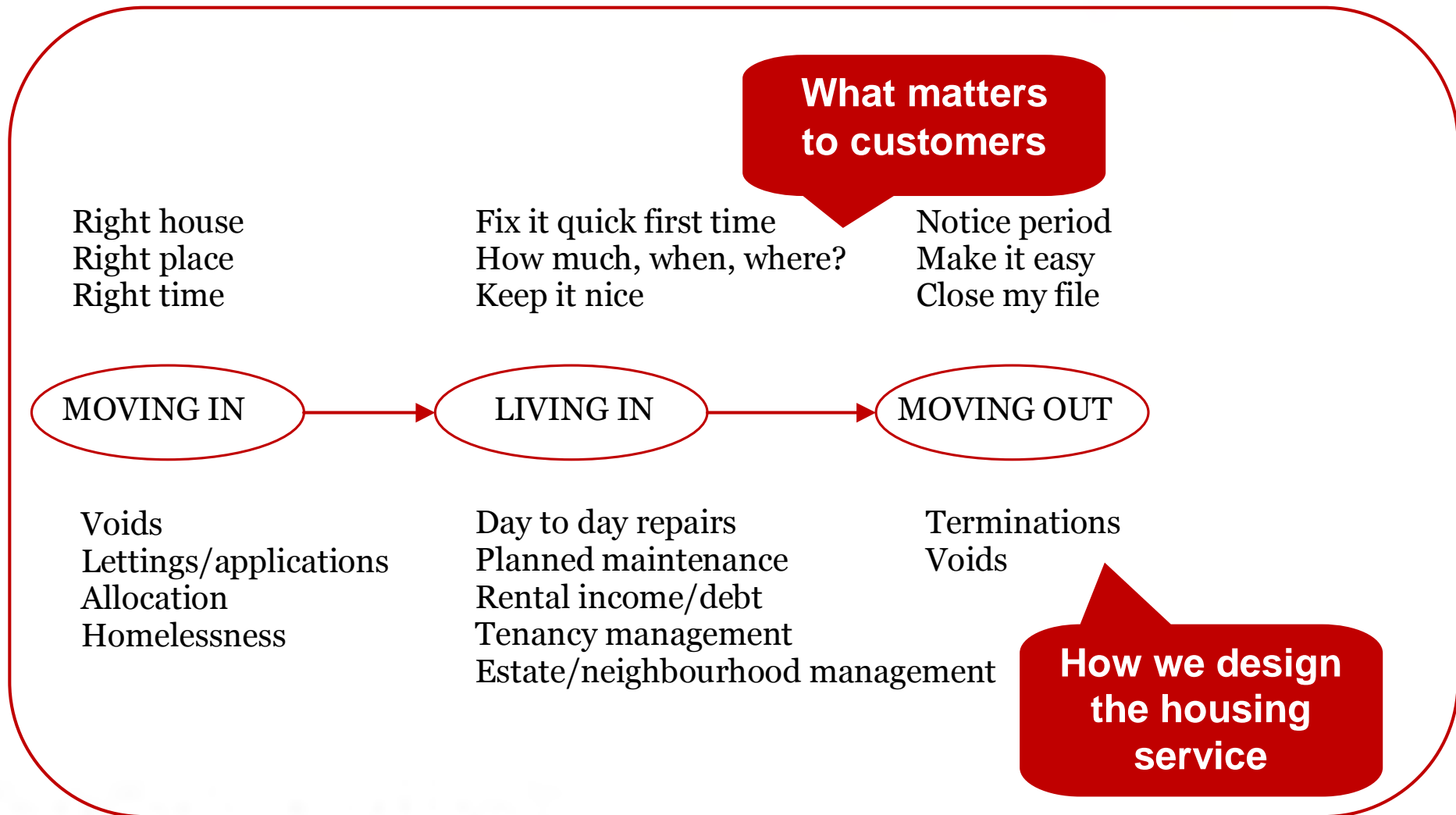
0	1	2	3	4	5
Nope.	Try again.	Getting closer.	OK	Almost there.	PERFECT!
					

Does
your
landlord
offer
VfM?



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Ex 3: The Housing Service...






Stepping back

Collective view

Not personal
experience

Definition of scrutiny

1 : a searching study, inquiry, or inspection, examination.



2 : a searching look.



3 : close watch, surveillance.

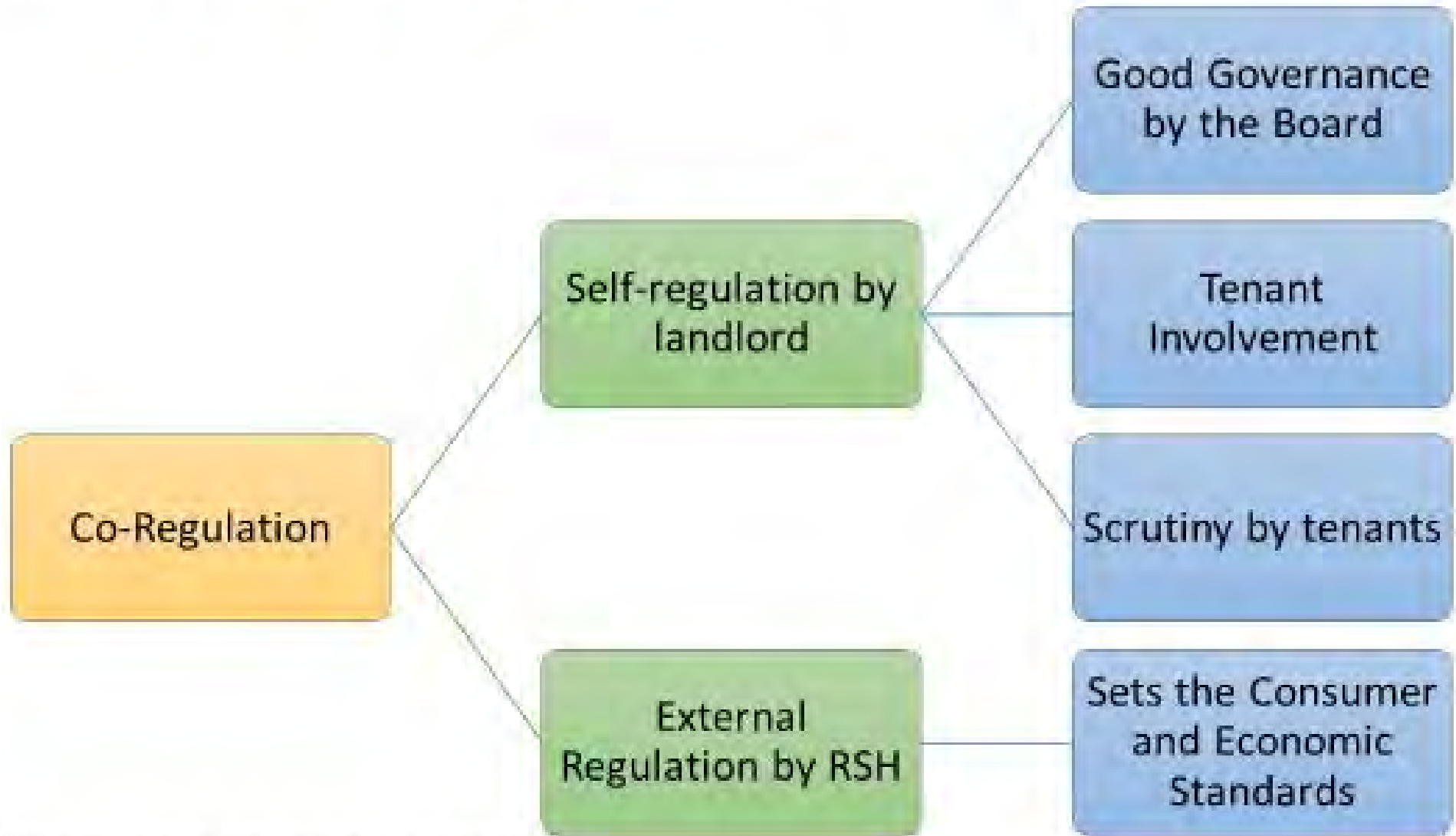


Where does “scrutiny”
come from?

Why is your role
important?

Does it make a
difference?

Co-Regulation



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Consumer standards themes



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Safety



Quality



Neighbourhood



Transparency



**Engagement and
accountability**



Tenancy

Consumer Standards

- **Tenant Involvement and Empowerment**
 - Is expected throughout the organisation
- **Home**
 - Quality of home, repairs & maintenance
- **Tenancy**
 - Concerning allocations, exchanges & tenure
- **Neighbourhood and Community**
 - Neighbourhood management, local area co-operation, and anti-social behaviour

Economic Standards

These 3 standards apply to housing associations only.

- **Rent Standard**
- **Value for Money**
- **Governance and Viability**

NOTE. The Department for Levelling Up Housing and Communities (DLUHC) oversees the economic side of Council housing provision

Tenant Involvement & Empowerment

1.2.1 Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved..



The scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved

Ex 4: Feel the Power?



Transparency
Accountability
Scrutiny triggers-
what to scrutinise

Independence

Formality

Safeguards
Power
Accountable

Power
share

Access to information
Standards
Performance
Customer experience
Benchmarking data

Ref: TPAS 2013

Why is scrutiny important?



POSITIVE
CHALLENGE



TENANT VOICE
IS HEARD



DRIVING
CHANGE



EVIDENCE
BASED



TENANTS
PRIORITIES



GREATER
INFLUENCE



DEVELOP
PARTNERSHIPS



REGULATORY
REQUIREMENT



Ministry of Housing,
Communities &
Local Government

The Charter for Social Housing Residents

Social Housing White Paper



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itv NEWS



OMBUDSMAN SHOCK AT HOUSING STATE

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Social Housing Regulation Bill

**Enable the
RSH to
intervene**

**Enable the
RSH to inspect
landlords**

**Guarantee
timely action**

**Arrange
emergency
repairs**

**Unlimited
fines**

**Tenant
Satisfaction
Measures**

**Request
information**



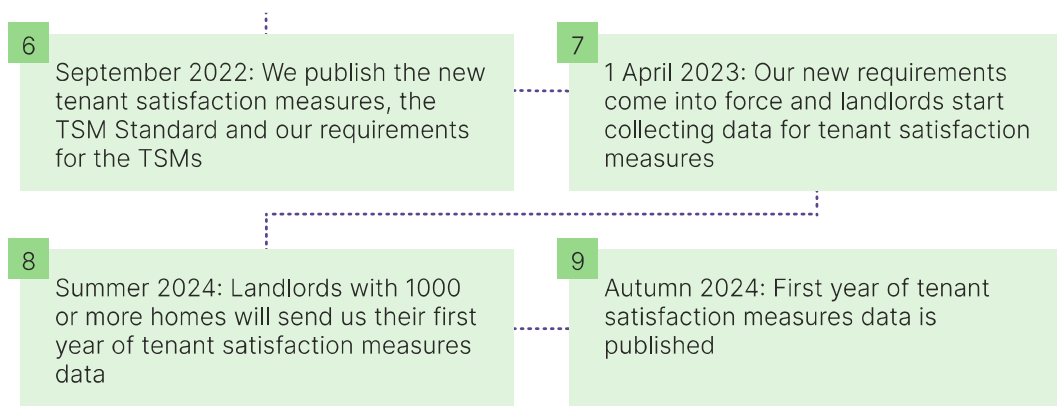
Regulator of
Social Housing

September 2022



Tenant satisfaction measures

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Measured by landlords directly



TP

Measured by doing tenant perception surveys



TP01: Overall satisfaction

RP

Keeping properties in good repair

See pages 8-9

RP01: Homes that do not meet the Decent Homes Standard

RP02: Repairs completed within target timescale

TP02: Satisfaction with repairs

TP03: Satisfaction with time taken to complete most recent repair

TP04: Satisfaction that the home is well maintained

BS

Maintaining building safety

See pages 9-10

BS01: Gas safety checks

BS02: Fire safety checks

BS03: Asbestos safety checks

BS04: Water safety checks

BS05: Lift safety checks

TP05: Satisfaction that the home is safe

Measured by landlords directly

TP

Measured by doing tenant perception surveys

Respectful and helpful engagement
See pages 10-11

TP06: Satisfaction that the landlord listens to tenant views and acts upon them

TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

TP08: Agreement that the landlord treats tenants fairly and with respect

CH

Effective handling of complaints
See pages 11-12

CH01: Complaints relative to the size of the landlord

CH02: Complaints responded to within Complaint Handling Code timescales

TP09: Satisfaction with the landlord's approach to handling complaints

NM

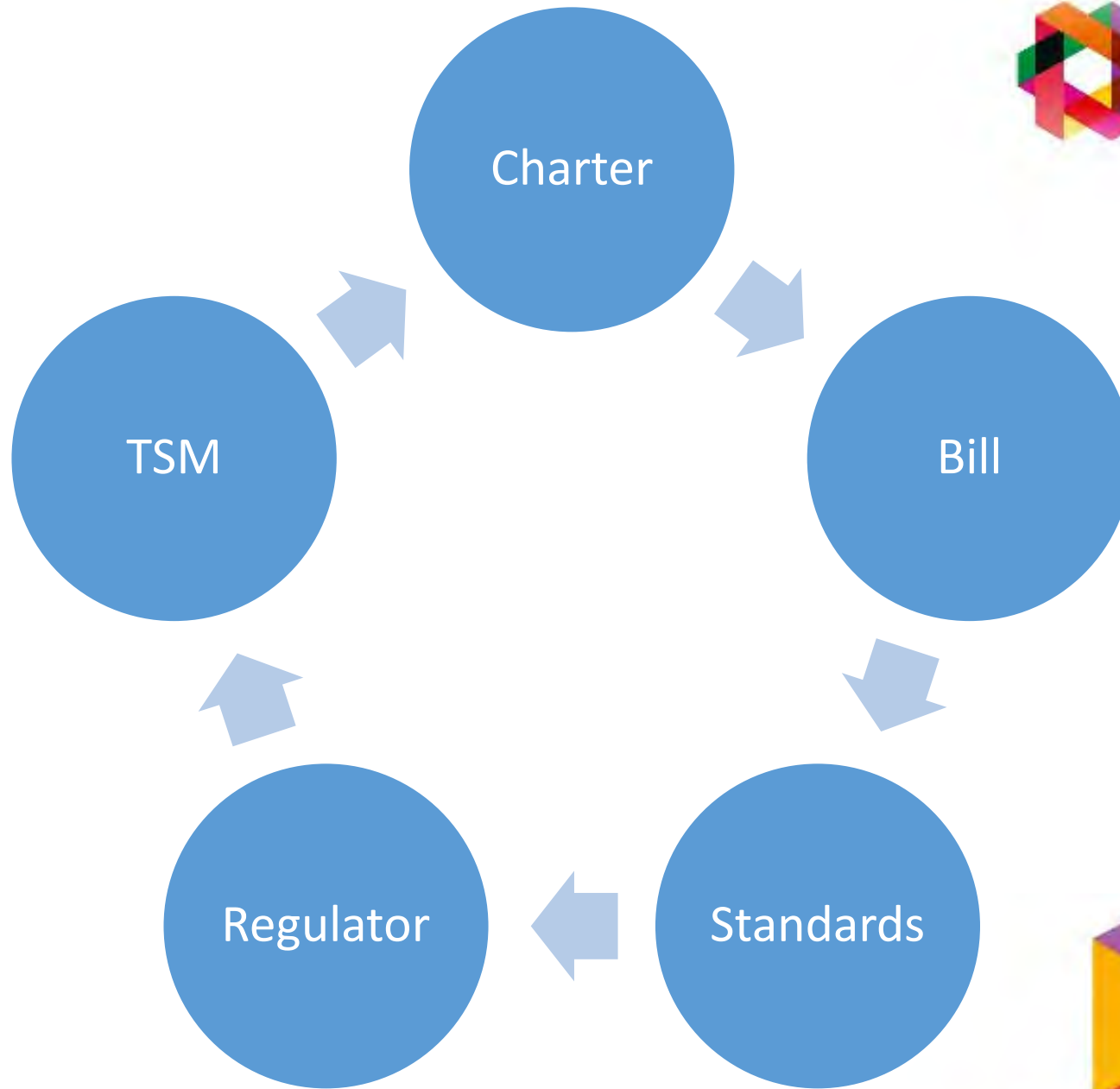
Responsible neighbourhood management
See pages 12-13

NM01: Anti-social behaviour cases relative to the size of the landlord

TP10: Satisfaction that the landlord keeps communal areas clean and well maintained

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

TP12: Satisfaction with the landlord's approach to handling anti-social behaviour



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The Framework



Social Housing Under Pressure



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Consumer
Regulation

Housing
Ombudsman

TSMs

Supply chain

Contractors

Decent
Homes 2

Inflation

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Ex 5: Your Priority?



Thinking about the
challenges ahead...



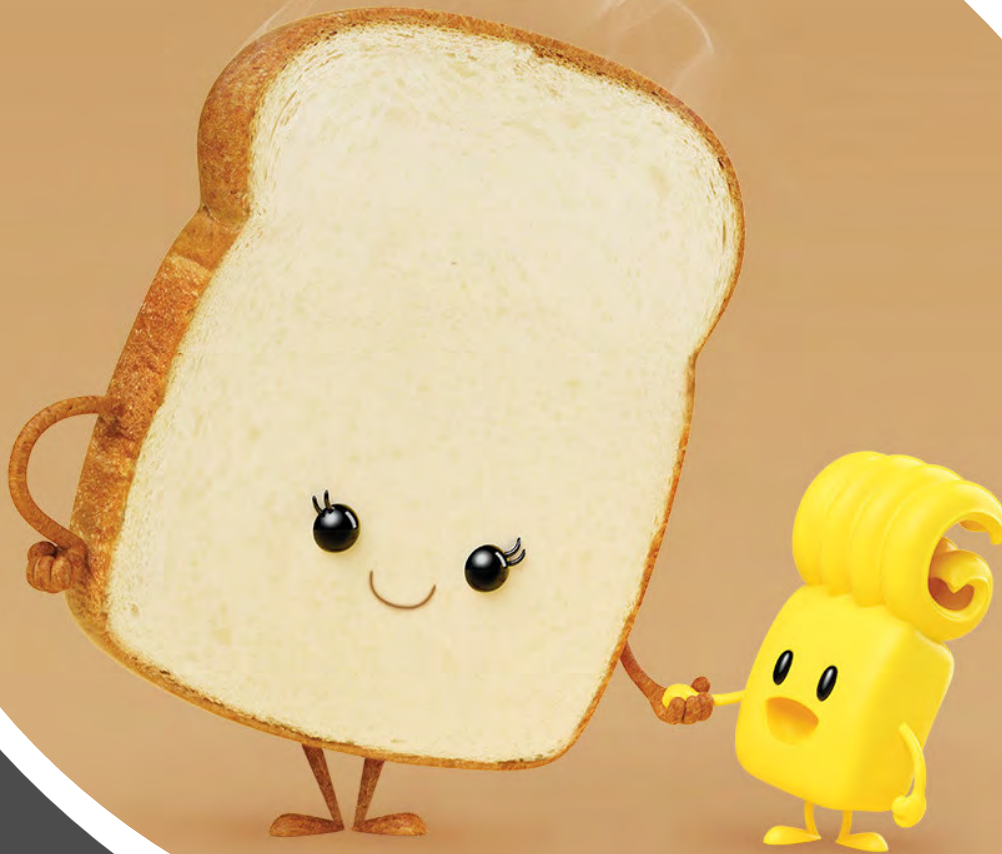
In pairs or small
groups



What should be
your next scrutiny
priority?



Traditional Scrutiny



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1. Planning & preparation

Choose and scope the topic
Project Plan including timetable
Desk Top Review

2. Reality checks

Interviews
Focus groups
Case studies
Mystery Shopping
Visits
Shadowing etc.

3. Evaluating

Reviewing the findings
Agreeing conclusions and recommendations

4. Reporting

Pull together your report and present it
Produce an action plan to implement recommendations
Evaluate the process
Publicise the results

Managing the project



Good communication



Regular reflection and review



Negotiation where changes are required



Keeping the whole team on track & motivated



Project meetings as necessary to ensure stay on track



What
information
should you
look at?

Performance information

Benchmarking information

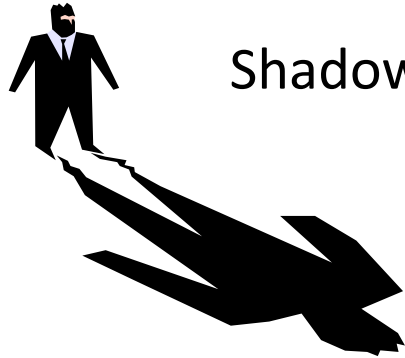
Complaints and compliments

Satisfaction information

What's missing?

Can you think of anything else?

The tools scrutineers can use



Shadowing



Focus Groups



Surveys



Observation



Meetings



Desk Top Review



Interviews

Mystery Shopping



Case Study Tracking

Task & Finish Groups



- Have 'starts' and 'ends'
- Involvement is project based
- Not always the same people
- Focused activity
- Report created and presented
- Group closes
- Needs monitoring group
- Needs structured and committed support from organisation

Bootcamp Day 1

- Outline of 2 days and key questions to be addressed
- Presentations from staff (they stay the full 2 days)
- Facilitator assists tenants in dissecting the received data
- Further data can be requested.



Bootcamp Day 2



- Review day 1 and any new data received
- Tenants and staff work in groups on the key questions
- Recommendations put on flip charts in category areas
- Tenants agree key recommendation's & any follow up actions
- The framework for the report is complete.



Question Time

Inquiry Style

Key people in the room

Q & A session

Moderator / Facilitator

Ex 6:
Operating
as a
strong
team

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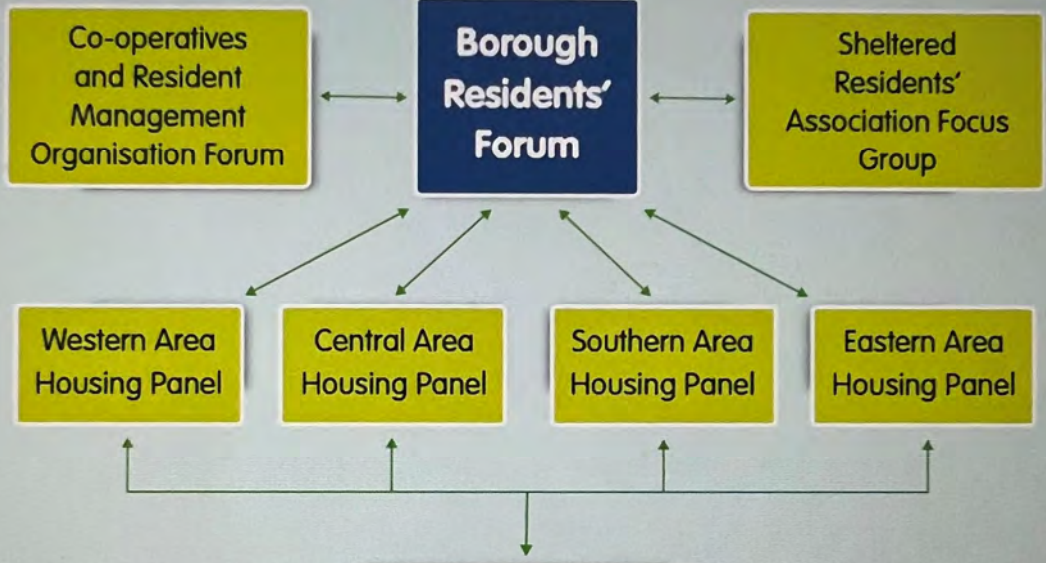


Ex 7 Your Key Stakeholders



Housing and Regeneration Overview and Scrutiny Committee

Formal



Accredited Residents' Associations

Informal

Resident Surveys
(Housing Link Programme)

- Housing Community Champions
- Focus Groups
- Readers' Panels
- Online Consultations

Structuring Reports



WHY YOU CHOOSE
THE TOPIC



HOW YOU CARRIED
OUT THE REVIEW



WHAT YOU FOUND




WHAT YOUR
RECOMMENDATIONS
ARE



WHERE PEOPLE CAN
FIND YOUR RESEARCH



Monitoring Action Plans

Action What needs to be done?	Responsible Person who should take action to complete this task?	Deadline When should this task be complete?	Resources What does this person need to complete this task?	Any known barriers? Are there any known barriers? How do you plan to overcome them?	Required Outcome Agreed measures which will evidence that action had the desired result	
Task 1						
Task 2						
Task 3						



Start
Small

Build
Trust

Impact



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