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2011
events

1st Annual Tenant Panel Conference

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York Racecourse

Quality
of Life

Are you new to scrutiny? Processes and lessons



Linda Levin

Scrutiny and Empowerment Partners

Andrea Malcolm & Tenant Panel Member

Bernica Group

Welcome!

We are going to cover:

- What tenant scrutiny means
- Examples of scrutiny structures
- Triggering service reviews
- Circle of scrutiny
- Practical hints and tips
- ***Experiences from Bernicia Group***



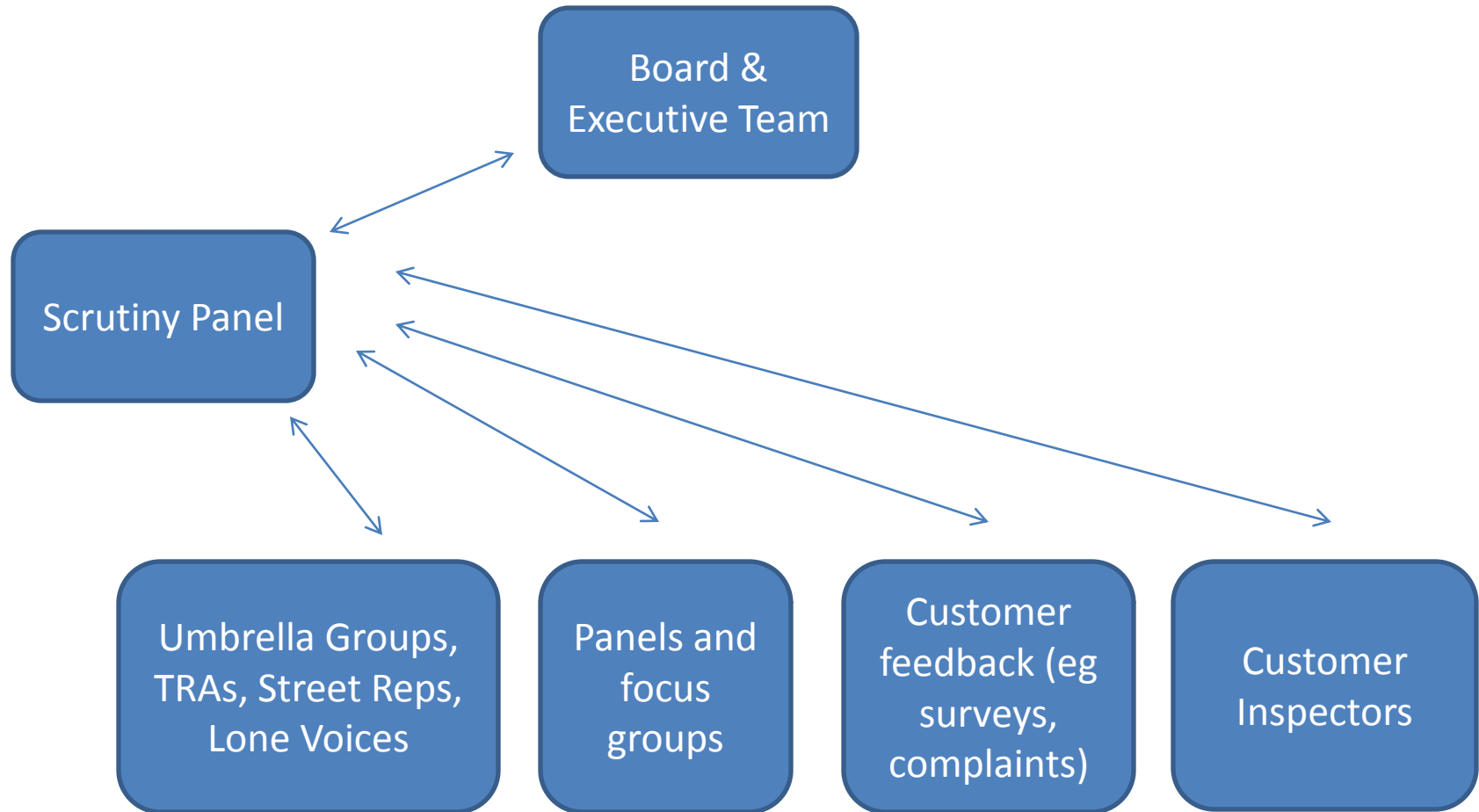
What are the rules for scrutiny?

The only 'rule' is that arrangements are based on what tenants want.....

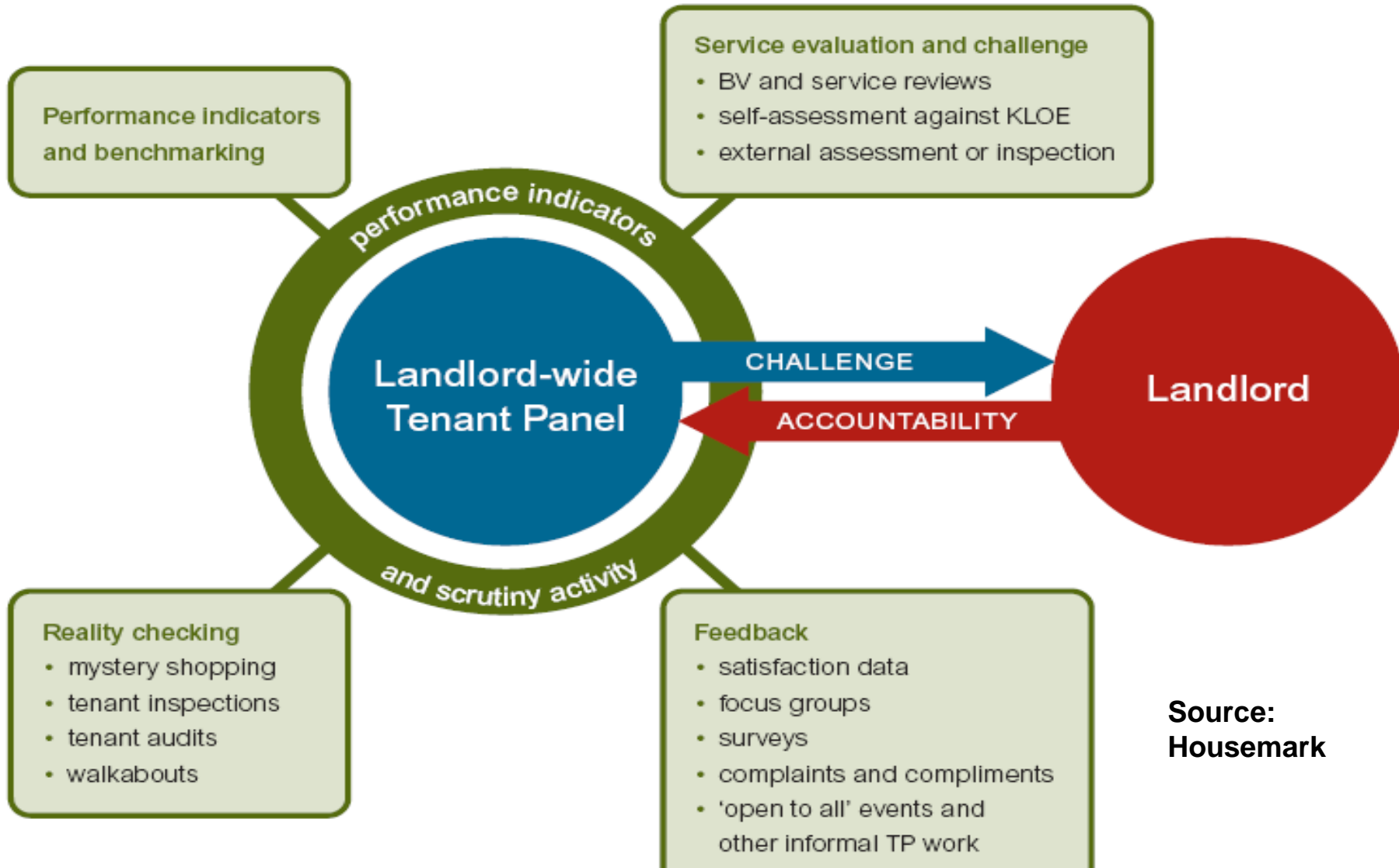
- ***Performance measurement that matters to tenants***
– linked to local service standards and measures determined by tenants
- ***Scrutiny and inspection arrangements*** – must be tenant led if they are to be effective
- Important to get the ***'right' structure for your tenants and organisation***

Wirral Partnership Homes: ASP

How we fit in...



Helena Co-regulation



Why is scrutiny different?

- Mystery shopping and tenant inspection are forms of scrutiny – but not the whole picture
- Links into performance management arrangements and governance structure
- Tenant led: *“The officers used to give us information and we provided comments. Now we are taking the lead – we say what we want to review and what type of information we want.”*

Yes but... what does all this mean?

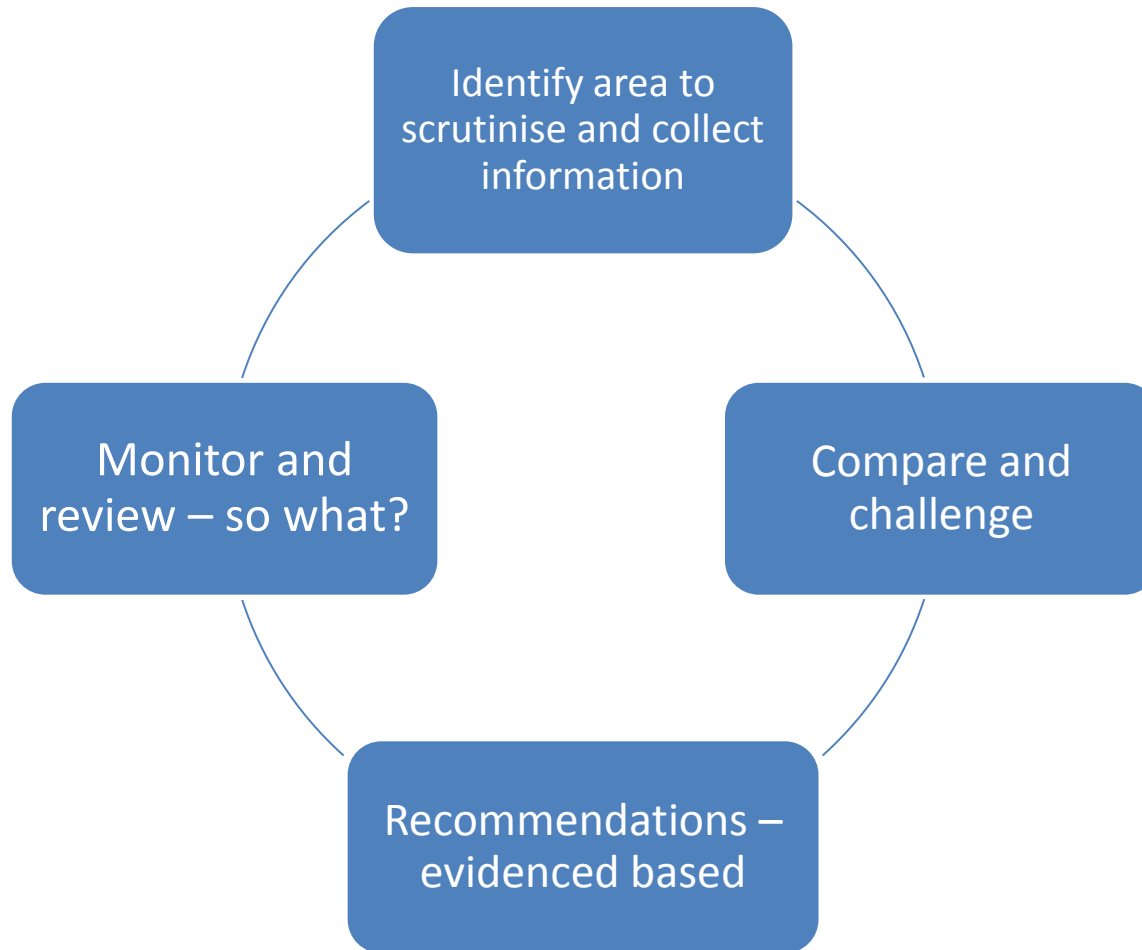
- Tenants judging quality of services & deciding priorities for improvement
- Tenants having direct line to the Board and Senior management to insist on changes
- Debating in detail of each service important to tenants from a consumer perspective
- It is more than reviewing performance
- It is about testing that landlords meet national standards & local offers
- Tenants listening to other tenant's concerns
- Tenant led improvement plans
- ***Scrutiny requires different skills***



Choosing a service to scrutinise

- *Performance information* – which service(s) is performing least well?
- *Customer feedback* – tenants' concerns expressed through satisfaction surveys, formal and informal complaints
- *'Call to action'* – mechanisms to enable tenants who are not involved to trigger a review

The circle of scrutiny



Get Going

Find out as much as possible about the service

- Information about the service offered
- Customer satisfaction, complaints and compliments
- Reality checks - mystery shoppers; empty property Auditors & estate walkabouts
- Speak to tenants..e.g. telephone and door to door survey
- Speak to staff....interviews and staff surveys
- Job shadowing



Understand

Understanding what works well, what does not and what needs to change

- Look at costs and performance
- How do services compare with other landlords?
- Good practice and benchmarking information
- What does this tell us?

Decisions, decisions.....

What are the strengths and weaknesses of the service?

- Discuss with senior staff and Board/Council
- Write up recommendations
- Present findings
- Tell tenants what you found
- Present to different audiences – staff and tenants
- Thank those who contributed directly to your review



So what?

Is that it?

No - it all needs *Monitoring & Evaluating*

- Agree actions
- Have they been implemented?
- Assess outcomes for tenants
- Feedback to tenants and officers

Whilst you start scrutinising another service



Practical hints and tips... 1

- Sound approach to **recruitment** – not just a one off event
- Tenants need *patience & time* to invest in scrutiny
- *Training and ongoing support* are critical
- *Teamwork* is really important
- *Communications and relationships* – between tenants involved in scrutiny, other involved tenants, non involved tenants, staff, senior management, Board and other key stakeholders



Practical hints and tips...2

- **Documentation:**
 - *Clear and documented approach to scrutiny and communications*
 - *Terms of reference and code of conduct*
 - *Communications strategy & joint agreements*
 - *Information exchange protocol*
 - *Dispute resolution*
- **Independence** for the tenants involved in scrutiny
- **Partnership working** between landlords and tenants is essential, commitment from 'the top'

***It really is hard work for tenants & landlords,
but it is rewarding***



**And now for the stars of the
show.....**

Bernicia Group



Thanks for listening -any questions?

Don't Panic!

We have started to collect and publicise good practice. Don't be afraid to ask – we can and will help you!



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