



Scrutiny Council

the journey so far



www.guinnesspartnership.com

Preface

Get involved at Guinness Northern Counties

At Guinness Northern Counties, we offer our customers a wide range of opportunities to be involved, both in your local community or through one of our Forums or Panels. This gives you an opportunity to have your say and challenge us over our performance, while you develop your skills and interests. Scrutiny Council is one of these opportunities and is part of our co-regulation approach where by working together, we can agree good value services, that meet the standards set by our regulator.

You are aware that we are living in financially challenging times. Local Authorities face budgetary cut backs and combined with the Welfare Reform, it is essential that we work with you to ensure that we can get the most from our pennies and provide the services you need.

Our regulator is set to change in April 2012, from the Tenants Services Authority to the Homes and Communities Agencies. Co-regulation will continue, where our customers work with us to monitor our services and the money we spend.

Driving forward

Scrutiny Council are key in driving forward customer excellence in our services, during these challenging times. This report highlights their achievements in 2011, but 2012 is going to be a big year of change and Scrutiny Council will be here to make sure that we step up to the challenge.

Welcome

from the Chair of Scrutiny Council

“

Guinness Northern Counties is committed to customer involvement and there has never been a better time for customers to be involved. These are challenging times with changes to Social Landlords through the Localism Bill and the coming Welfare Reform. These changes are going to have a big impact on peoples' lives and we are here to work with Guinness Northern Counties to make sure services are driven forward and resources are used to their best.

”

Morris Pilling

Chair of Scrutiny Council
(a resident of Rochdale)



Aims

and objectives of the Scrutiny Council

Scrutiny Council is a resident led group that represents our wider body of customers, ensuring that Guinness Northern Counties provides a high standard of customer centred services.

The Scrutiny Council provides an opportunity for customers to influence and shape Guinness Northern Counties policies, procedures and service development, by working closely with our Board and Corporate Management Team.

The Scrutiny Council will be accountable to other resident involvement groups and the wider resident body.

The Scrutiny Council will also review the association wide performance through a corporate dashboard and will monitor the development and delivery of the Business Plan and its actions.

The role

of the Scrutiny Council

- To take an independent view of Guinness Northern Counties performance.
- To oversee scrutiny activities.
- To identify scrutiny referrals in all areas of performance management.
- To commission staff and customer interviews and reports to enable Scrutiny Council to carry out it's duties.
- To assess Guinness Northern Counties performance against expected standards and corporate dashboard.
- To make recommendations to Guinness Northern Counties Board and Corporate Management Team and keep an open dialogue.
- To produce an Annual Report of their work, that will be communicated out to all customers.

Membership

- Up to 12 places are available for membership (including Chair and Vice Chair) and term of office will be for two years.

Contact us



If you would like further information, please contact the Customer Engagement and Support Team.

Telephone: **0161 219 7167**
email: customerengagement@guinness.org.uk



Meeting our aims & objectives

our results for 2011

Our official launch - 2011



This has been a very exciting year for us. The 1st April 2011, saw our official launch. We unveiled our newly drafted referral process, explained to involved customers and staff what scrutiny is all about and took them through the incredible journey of our scrutiny test case.

“ Scrutiny is about really focusing on one service area at a time and working with the association to find better ways of doing things. I think it’s going to make a gigantic difference because it is putting customers at the heart of everything.

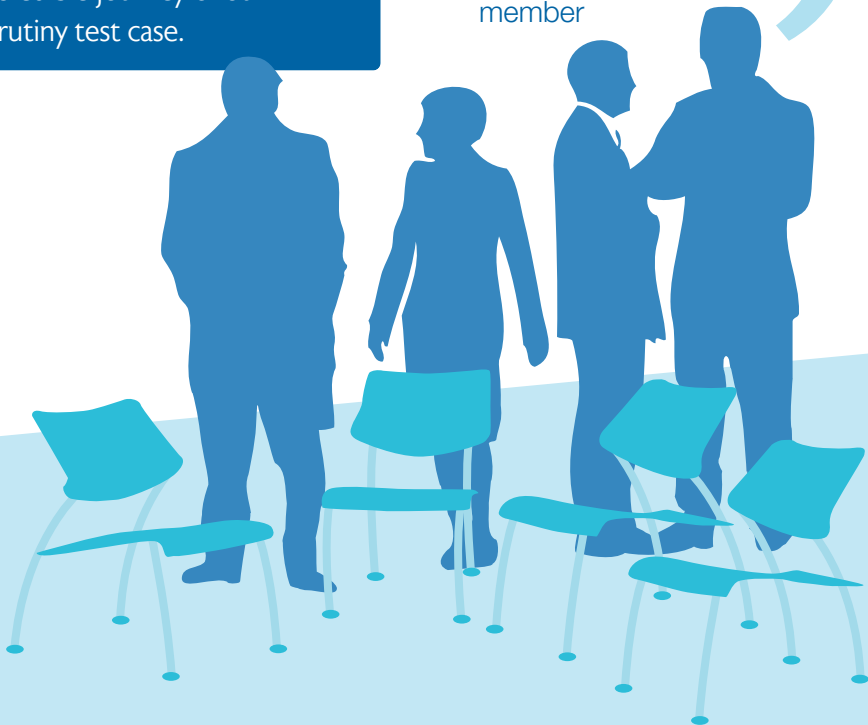
Sandra Moffoot

Scrutiny Council member



Since our launch we are really proud that over the year we have achieved the following:

- We have just completed our first ‘live’ scrutiny case, on the complaints service.
- We identified potential service areas by using our referral process and prioritised which service by using our scoring matrix.
- We have developed good links with the Corporate Management Team and the Board, through having a Steering Group to help the Council develop its role and establish communication links.
- The test scrutiny case Action Plan has influenced the content of the Business Plan and Team Operating Plans for 2011.
- An exciting new involvement opportunity, the INcheckers, has been developed to help support our work. We can commission them to gather further evidence by doing questionnaires, inspections etc.
- We used the INcheckers for the first time this year and it worked really well and we would like to thank them for their input and help into the complaints scrutiny case.



The test case

Our first scrutiny case we did as a pilot on keeping customers informed in the repairs service.

The test case had a major impact on Guinness Northern Counties, who have taken on board our recommendations and agreed an Action Plan, the key points from this plan are listed on the right:



and the impact it had in 2011

- We identified a culture of staff blaming others for weaknesses in service. Guinness Northern Counties are committed to addressing this through challenging and monitoring staff performance and emphasising service delivery.
- A more robust line management of staff to improve customer service and the delivery of corporate objectives.
- Investment in training to make sure staff understand that customer service is our number one priority.
- There will be more accountability to customers: Performance information will be published regionally, so customer will know how well we are performing in their area.
- 605 staff attended Business Objectives Roadshows
- Scrutiny Council endorsed the setting up of a Repairs Hub
- Satisfaction with keeping customer informed of repair progress is up by 6% from last year
- We have been invited to share our experiences at events and conferences, with other Social Landlords.

Did you know...



...we were the first customer involvement group to be invited to present our findings and recommendations for service improvement to the Corporate Management Team at Guinness Northern Counties?

Onwards

what we will be working on in 2012

Our Action Plan for 2012



We have just completed our complaints service scrutiny and we will be closely monitoring the delivery of these actions through 2012.

- We will be keeping an eye on key areas of performance during 2012, especially voids and repairs.
- We will be working closely with Guinness Northern Counties by monitoring performance we will be able to provide Board and Corporate Management Team with live feedback, opening up a dialogue with them.
- Delivering our Communications Strategy. Communication is key to our success and we want both customers and staff to know about us and the work that we do. The key actions from the strategy are as follows:
 - Develop our website page
 - Road shows to staff and customers
 - Further promotion of our work and recruitment information through newsletters and flyers
- We need to build our relationships with other customer involvement groups. This is a priority to us in 2012, as we are currently going through a Governance Review and we need to ensure that our relationships with the new Panels are built into the new structure.

Value

value for money and how we use our resources

We are conscience of how we spend our resources, which is primarily our time and allocated budget. Value for money is at the heart of all our decision making and we always try to look for ways to best use our resources.

- We always car share where possible.
- We always use Guinness Northern Counties' offices for meetings where possible.
- We've changed location and times of meetings, to reduce the need for overnight stays for Members.
- We are only using our Independent Mentor at key points during our investigations, so reducing their role has saved money
- The Steering Group has now been absorbed into our meetings, to save time and costs.
- Our complaints scrutiny review has highlighted key areas where the organisation can save money through the complaints service.

What We've Spent In 2011



Costs for the past year we're still under budget

- **Travel expenses**
£7,919
- **Venue hire including launch**
£2,380
- **Independent mentor**
£3,000
- **Print costs**
£600

Total £13,899

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Arabic

خدمات الترجمة. يتوفر هذا المستند بلغات أخرى، وبنسخ مطبوعة بخط كبير وواضح، وبتيسيق برايل للمكفوفين ونسخ صوتية يمكنكم طلبها من المكتب المحلي.

Chinese Traditional

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Chinese Simple

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Farsi

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French

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Gujarati

ભાષાંતરની સેવા. આ દસ્તાવેજ વનિંતી કરવાથી અન્ય ભાષાઓ, મોટા અક્ષરો, બ્રેઇલ અને સાંભળવાના રૂપમાં તમારા સ્થાનકિ કાર્યાલયમાંથી મેળવી શકાશે.

Polish

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Portuguese

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Punjabi

ਅਨੁਵਾਦ ਸੇਵਾ। ਇਹ ਦਸਤਾਵੇਜ਼ ਬੇਨਤੀ ਕਰਕੇ ਸਥਾਨਕ ਦਫ਼ਤਰ ਤੋਂ ਹਰਿਰੇ ਭਾਸ਼ਾਵਾਂ, ਮਠਿਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਅਤੇ ਆਡਿਓ ਫਾਰਮੈਟ ਵਿਚ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Waxa aad dokumantigan helaysaa isaga oo ku kala qoran luqado kale duwan, farta indhoolayaasha ama cajalad maqal ah ku duuban, waxana aad kasoo dalban kartaa xafiiska xaafada.

Urdu

ترجمہ کی خدمات۔ اپنے مقامی دفتر پر درخواست کرنے پر یہ دستاویز دیگر زبانوں، بڑی چھپائی، بریل اور صوتی شکل میں بھی مل سکتی ہے

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