

Our Scrutiny journey



by

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- Provides a range of affordable housing and care services via KHA (Social) KI (Mid Market Rent) KSC (Care Services)
 - Fife, Perth & Kinross, Clackmannan and Falkirk
 - Just over 4,000 social homes and 650 Mid Market





What we'll cover today

- The journey of our Scrutiny Panel
- How two scrutiny groups worked together
- What we achieved
- Reflections



Kingdom's journey

- 2014/15 - TPAS assessed our participation needs and service
- 2015 - Recruitment of Tenant Participation Officer
- A lot of door knocking
- 2016 - Scrutiny Panel and First Annual Gathering



Time to grow



Scrutiny Panel Members (2020):

Peter Gibson
George Duncan
Jim Fraser
Isabel McGuire
Dawn Brooks
Veronica Vazquez



Scrutiny Panel

By Kingdom Housing

Kingdom's Scrutiny Panel

Set up in 2016

Empty properties (2016)

Landscaping services (2017)

**Rent review (2019) –
Delivered in partnership
with Resident Voices (Fife
Housing Group)**

Involved in staff recruitment, performance analysis, estate walkabouts, participatory budgeting, and more

Achievements

Improved performance

Improved landscaping services and satisfaction



Choices: Our participatory budgeting scheme has funded enhanced landscaping features and financial contributions to local projects

Roadshows

Improved rent consultation

Award winning Scrutiny Panel
TPAS Annual Conference 2018

Regular partnership work



Fife Housing Group

- Provides general needs housing
- Fife based
- Just over 2,500 properties
- Scrutiny group: Resident Voices

RESIDENT
VOICES

at home with...
fife 
housing
group

Working together

- Resident VOICES and Kingdom scrutiny groups interested in rents
- Decision made to work together on joint project

What we achieved

- Constructive discussions
- Useful comparisons and experiences
- Effective collaborative working
- Tasks shared (e.g. interviewing Glen H.A. Board)
- Shared learnings

Joint Rent Review

Kingdom's
Scrutiny Panel and
Fife Housing
Group's Resident
Voices

Some questions covered

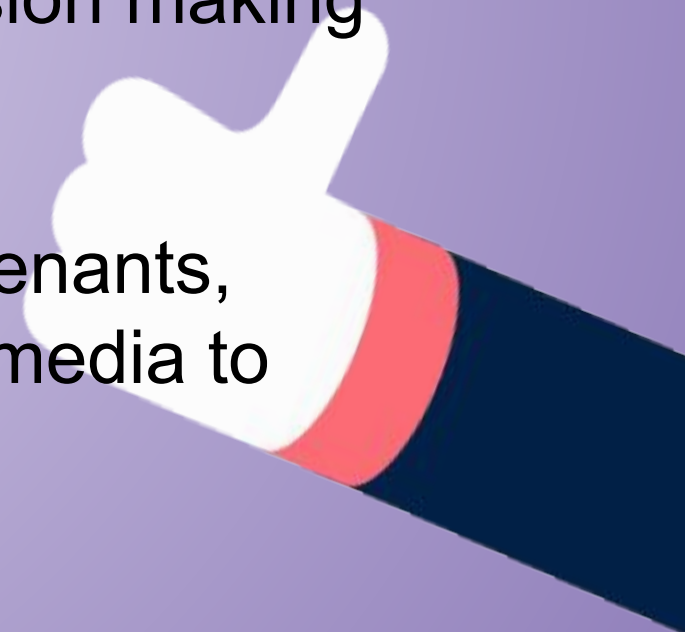
- How often?
- What methods?
- Response rate?
- What options are presented?
- How clear and meaningful?
- What happened after feedback is received?
- Are tenants represented on the Board?
- Are the decisions transparent?
- How can we evidence this?

How de did it

1. We gathered evidence and collated the evidence in a way that was easy to compare.
2. We met several times to discuss it.
3. We invited other tenants to discuss their concerns about rent levels.
4. We interviewed Tenant Board Members from a different housing association

Outcomes for Kingdom

- Reassurance that Kingdom Housing delivers value for money but still needs to ensure that future rent levels remain affordable.
- Recommendation that Kingdom strengthens tenant representation in the governing body and in decision making processes.
- Kingdom should expand the methods to consult tenants, increasing face to face contact and use of social media to discuss rent and affordability issues.



- Increased face to face contact by carrying at 16 roadshows.
- Meaningful discussions with 80 tenants through a Facebook Closed Discussion Group (before only reached a maximum of 20 though focus groups in 6 locations)
- Improved response rate of Rent Consultation Survey

3% (2016)	6% (2017)	7.5% (2019)
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- The review contributed to fixing the rent increase levels for a period of two years at 2.25% instead of 2.5% of Business Plan)
- Better feedback to tenants who participated at the consultation

Have you got any questions?

