Getting to grips with Scrutiny

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TENANT ENGAGEMENT EXPERTS

House-keeping and Who's Who!

Membership organisation

Not-for-Profit

Tenant Engagement Experts

Since 1988

330+ Landlord Members

Over 50 commercial members

contractors, solicitors, suppliers

3.4 million social housing homes

Training, Consultancy, Policy, Good Practice,

Influencing wider housing policy

Tenant Engagement Standards

Contractor Engagement Standards

Exercise

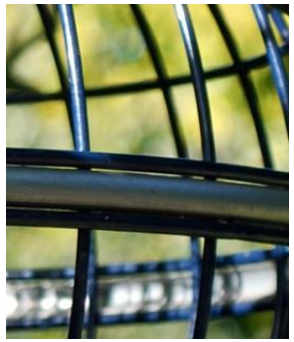
- **Guess the Object**

Guess the Object

1

2

3



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Guess the Object Answers

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Guess the Object Answers

Group Discussion

- What does this exercise tell you about scrutiny?

The Truth

- Harder than you might think to see the entire picture
- People interpret things in different ways
- Perception hard to change
- Different views = endless debate, no decisions
- None of us have the whole picture!

Group Discussion

- What is your definition of scrutiny?

- What do you think is the difference between scrutiny and monitoring?

Scrutiny and Monitoring

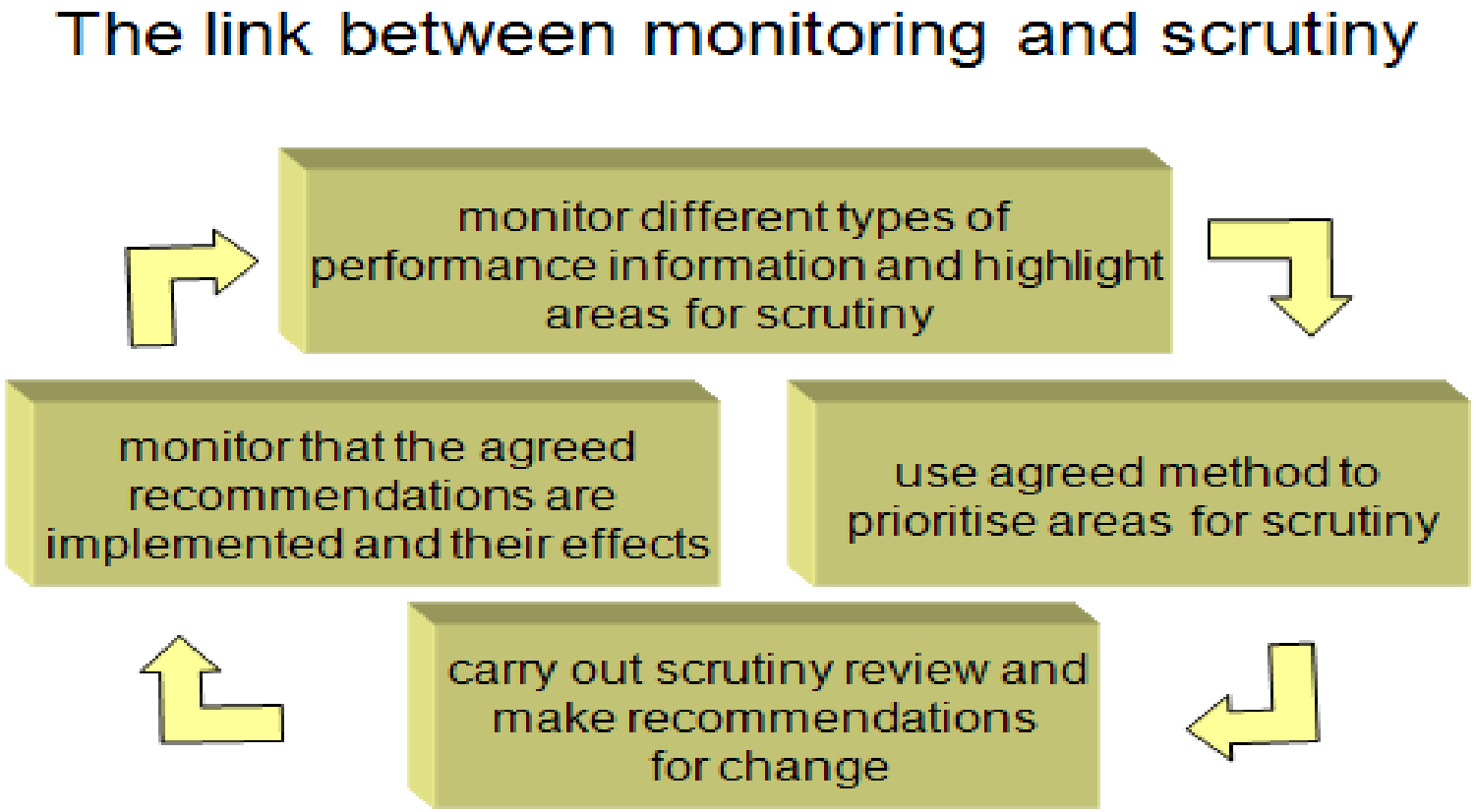
scrutiny

- a searching examination or investigation; minute inquiry
- a close and searching look

monitoring

- routine gathering of information
- observing and checking the progress / quality
- regular surveillance

Monitor- Scrutinise -Monitor



Why is scrutiny important?

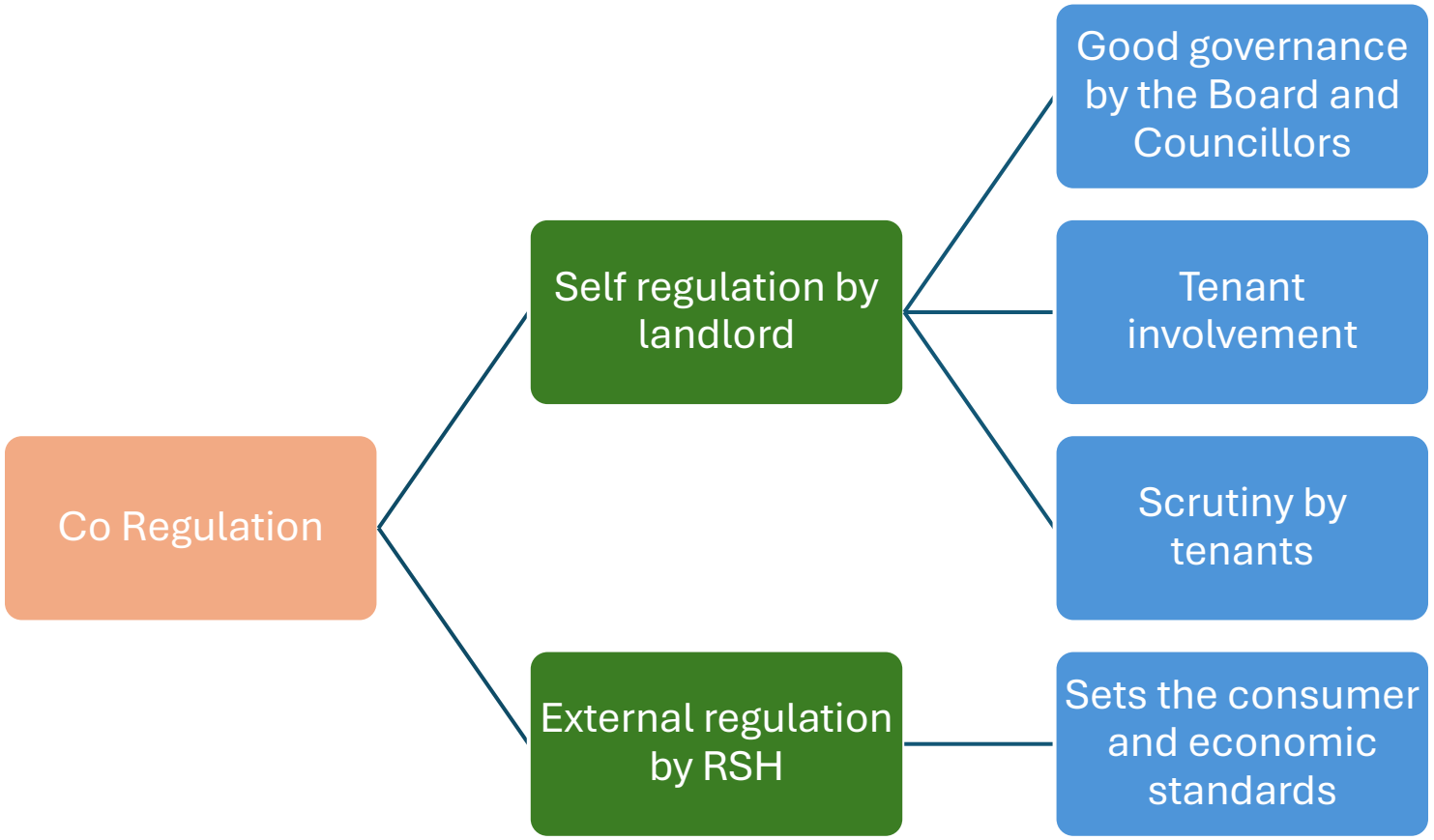
- Robust and effective mechanism for positive challenge & influence
- Making sure that the tenant voice as a critical friend is heard
- Driving change, increasing efficiency, effectiveness and tenant satisfaction
- Providing evidence-based recommendations
- Better understanding of tenant's priorities
- Greater opportunity to influence
- An opportunity to develop partnership working

*** It is a regulatory requirement**

Tpas key scrutiny principles

- **Independent**: Tenants lead and own the scrutiny process
- **Inclusive**: Scrutiny is outward looking and connects well
- **Positive**: The organisation encourages and supports tenant led scrutiny
- **Constructive**: Scrutineers are “critical friends”
- **Purpose**: Scrutiny makes a difference

Scrutiny – key part of co-regulation

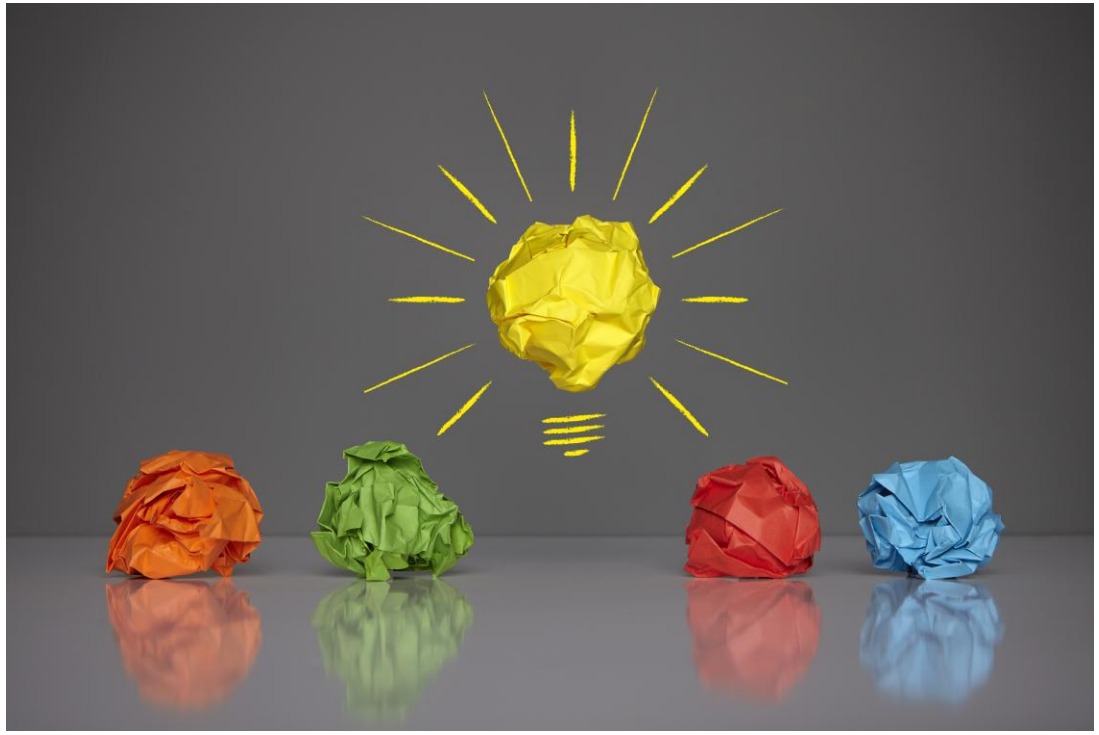


The Business case - examples

- **Saved Money** – by making an alternative solution to what happens with stairlifts in void properties, the group saved their landlord £15,000 in a year.
- **Improved services** – as a direct result of a scrutiny review wifi is being installed in all supported housing schemes.
- **Created policies** - the group has developed new policies to improve services, including the 'Mobility Scooter Policy' which has increased safety in communal areas.

Different Models

- Task and Finish
- Bootcamp Scrutiny
- In-depth / Traditional Scrutiny



Task and Finish Scrutiny

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

Task and Finish

Advantages

- work together
- only meet when there is something to do
- relatively easy to set up
- use alone or in conjunction with other engagement
- identified timescale
- more places for engagement at a meaningful level
- engage on their terms
- relatively inexpensive
- more diverse people

Limitations

- Lack of continuity of participants
- Takes time to get the group to gel & develop trust
- Getting the right combination of people
- Facilitation requires experience and skill
- Recruiting participants can be difficult
- Confidentiality can be a problem

Pulling together your volunteers

- usually pulled from a list of potential volunteers
- if no list need to be clear how to recruit to the specific task and finish – what will attract the right people?
- how group is put together depends on the task – may be for a service area, for a neighbourhood etc

Bootcamp Scrutiny

Scrutiny bootcamp

Also known as a scrutiny inquiry day

- Led by team of residents and staff perhaps with independent facilitator
- Preparation may include surveys and focus groups
- Open to any residents who want to attend
- One or two day-long meetings
- Presentations followed by group discussions
- Recommendations agreed on the day

Scrutiny bootcamp

Some advantages

- Wide range of tenants can be involved
- Can be done quickly
- Reduced time to produce report
- Wider demographic involved
- Easier to recruit
- More weight to report as more tenant opinion involved
- Popular with tenants and staff
- Feedback given at all stages
- Its cheaper !

Some challenges

- Less opportunities for in-depth analysis
- Reliant on information being available on the day

Alliance Homes Group

- https://www.youtube.com/watch?v=IyeTRaC65Co

Traditional Scrutiny

1. Planning

Choose and scope the topic
Project Plan including timetable

2. Investigation

Understanding the topic
Gathering the Evidence

3. Reporting

Reviewing the findings
Agreeing conclusions and recommendations
Pull together your report and present it
Challenge meeting

4. Reviewing

Let people know about the scrutiny
Agree how to monitor and track recommendations and impact
Reflect on the scrutiny process

TCP Video

https://youtu.be/8iULvXXUb-o?si=nMJrnzk5A2szGWNl

Things to Remember

- You need to remain objective through out the scrutiny process
- You need to maintain confidentiality
- You need to work as a team and support each other

And finally - Celebrating success

- How do you communicate your scrutiny success?
- How can you get better in the future?

- Any questions?
- Thank you for contributions today