



OUR SCRUTINY STORY

starring – critical friends!

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Why?



Drivers

- Modernisation of TP
- Better communication
- Status of engagement
- Closer working
- Operational challenges
- Aspire to excellence

Objectives

- Making a difference
- Real Improvements
- Widen involvement
- Newer form of TP
- Organisational culture





What is it?



Getting answers to 3 simple questions...

- How good are the services?
- How well is the service being managed?
- Does the service meet the standards and outcomes of the Scottish Social Housing Charter (SSHC)

Challenges





What was it like for us?



- Not an easy start
- Staff/Board unsure
- RTO already engaged
- RTO v Scrutiny Panel?
- Scrutiny v Governance!
- Logistics
- Motivation
- Size





Focus



- Links - participation/scrutiny/governance
- Tackling performance data/monitoring
- Supporting tenants
- Identifying trends
- Action Planning
- Embedding scrutiny
- Critical friend approach





CRITICAL FRIENDS



- See Your Strengths
- Want to Help
- Move You Forward
- Can change your mind
- Make you feel good & make you smile





What did we do?



- Training Programme
- Scrutiny Panel – Terms of Ref with RTO
- Pilot Scrutiny Exercise
- Completed 3 x scrutiny projects/reports
- SMT/Board Consideration/Response Sessions
- Implement changes/operational reviews
- Budget to RTO - £15k + P/T staff support



Progress Reviews





Outcomes



- Energised the engagement process
- Galvanised/Integrated the tenants groups
- Board/ tenants/staff closer
- Preparation – vital!
- Staff buy in – more to do!
- Enhanced relationships/ transparency
- Tenant led



Changes



- Repairs contractors – Improved response
- New diagnostics software
- Improved communications – call backs
- Continuous tracking – higher satisfaction
- New mutually agreed lettings standard
- Streamlined Governance
- Rebranding!



Key Benefits:



- Scrutiny projects decided by tenants
- Performance Improvement Plans
- Inform strategic/operational priorities
- Tenants involved:
 - *Business/Service Plans*
 - *Returns to Regulator (ARC)*
 - *Tenants Report*
 - *Design of consultations*
 - *Improved understanding*

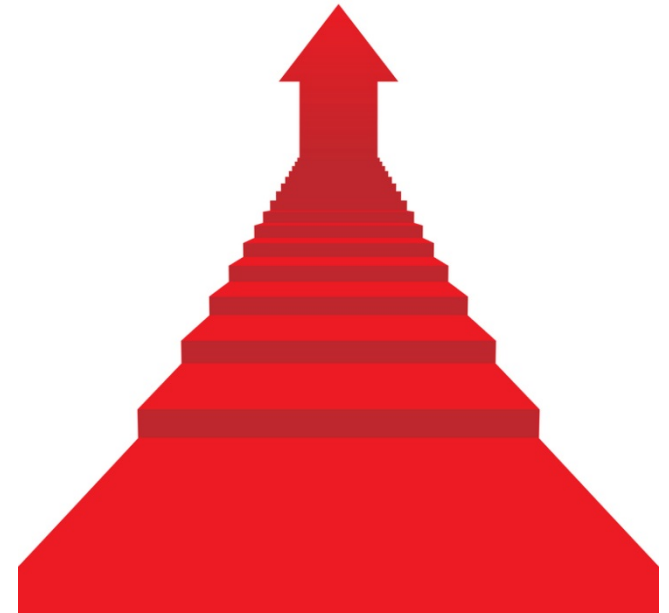




Next Steps



- Succession planning
- Panel composition
- Refresher training/support
- Benchmarking transition
- VfM evaluation process
- Align with Internal Audits





What about the cost? (is it value for money?)



Responsive Repairs Scrutiny	£2600.00
Corporate Governance Scrutiny	£1300.00
Voids & Lettable Standards Scrutiny	£3450.00
Monitoring Performance	£1650.00
Mystery Shopping	£1250.00

Total Costs over 24 months	£10250.00
Or	-----
Total cost per week	£98.56
Or	-----
Based on the number of our properties	£0.06 per property pw

...and from the scrutiny - we will be
“reaching new heights” as.....

