



# Tenant Scrutiny Self-Assessment Toolkit - Supplement

(updated September 2019)



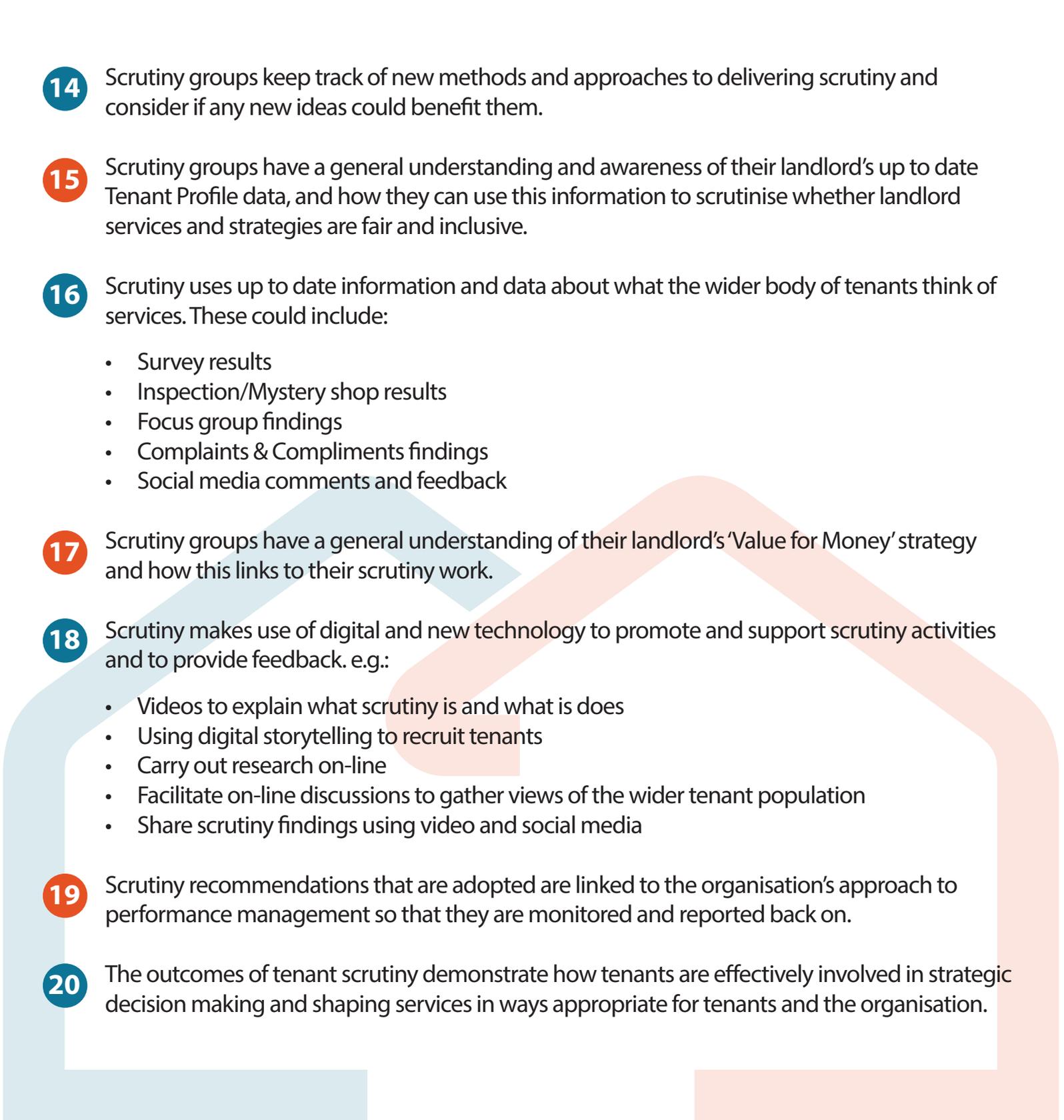
**20 things to think about to keep your Tenant Scrutiny approach fresh and relevant**

**The social housing sector in Wales continues to evolve in response to new policies, legislation and good practice.**

**To help support our members to keep up to date on the latest thinking and practice, we have reviewed and updated our supplementary tool to complement our successful 'Scrutiny Healthcheck Self-Assessment' document.**

**It's an easy-to-use practical tool designed to help keep your Tenant Scrutiny approach up to date and relevant.**

- 1 The overall Tenant Scrutiny function has a clear purpose and it can demonstrate it really works and is making a difference.
- 2 Every scrutiny review/activity has a clear purpose identified at the outset and is designed to make a difference.
- 3 Tenant Scrutiny functions and activities are reviewed regularly to check they can demonstrate value for money. Scrutiny is assessed against the '4 Es'
  - 1) Effective – is scrutiny achieving its purpose and making a difference?
  - 2) Efficient – can/could it have been undertaken in a different way and still been effective?
  - 3) Economic – what are/were the costs involved in carrying out scrutiny?
  - 4) Equity – The Tenant Scrutiny group is inclusive and open to all and Tenant Scrutiny reviews have improved services for all.
- 4 Tenant Scrutiny panels review their performance for lessons learnt/good practice etc. following each scrutiny review/project.
- 5 Tenant Scrutiny operates within an organisation where there is a culture, led by senior staff/board, that supports and values Tenant involvement.
- 6 The landlord listens to the views and recommendations identified through scrutiny and acts on them or explains why they can't.
- 7 During scrutiny reviews/activities, Tenant Scrutiny groups listen to the views of the wider body of tenants and acts on them or explains why they can't.
- 8 Scrutiny groups feed back to tenants about how tenants' views, gathered during scrutiny reviews, have been used and how they have made a difference.
- 9 Scrutiny groups are aware of organisational and sector wide risks facing their landlord and understand how these could impact on service delivery.
- 10 A review of Tenant Scrutiny has explored how scrutiny can provide an appropriate arrangement for tenants to engage with and influence landlord health and safety.
- 11 Scrutiny groups are aware of the availability and uses of the Housing Association Comparison Tool published on the Welsh Government website and how this information could assist them.
- 12 Scrutiny procedures and policies are compliant with all current General Data Protection Regulation (GDPR) handling requirements.
- 13 Scrutiny groups are open and transparent to the wider body of tenants about; how they work, the difference they have made and their value for money.

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- 14** Scrutiny groups keep track of new methods and approaches to delivering scrutiny and consider if any new ideas could benefit them.
- 15** Scrutiny groups have a general understanding and awareness of their landlord's up to date Tenant Profile data, and how they can use this information to scrutinise whether landlord services and strategies are fair and inclusive.
- 16** Scrutiny uses up to date information and data about what the wider body of tenants think of services. These could include:
- Survey results
  - Inspection/Mystery shop results
  - Focus group findings
  - Complaints & Compliments findings
  - Social media comments and feedback
- 17** Scrutiny groups have a general understanding of their landlord's 'Value for Money' strategy and how this links to their scrutiny work.
- 18** Scrutiny makes use of digital and new technology to promote and support scrutiny activities and to provide feedback. e.g.:
- Videos to explain what scrutiny is and what it does
  - Using digital storytelling to recruit tenants
  - Carry out research on-line
  - Facilitate on-line discussions to gather views of the wider tenant population
  - Share scrutiny findings using video and social media
- 19** Scrutiny recommendations that are adopted are linked to the organisation's approach to performance management so that they are monitored and reported back on.
- 20** The outcomes of tenant scrutiny demonstrate how tenants are effectively involved in strategic decision making and shaping services in ways appropriate for tenants and the organisation.

**If you'd like more information about the content of this document or about Tenant Scrutiny in general, please don't hesitate to contact us on:**

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