



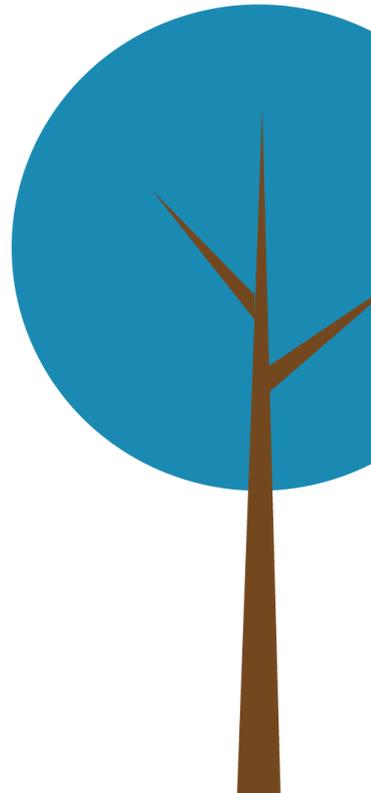
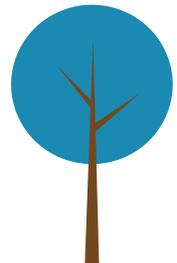
You matter | Ti'n cyfri

Moving scrutiny forward:

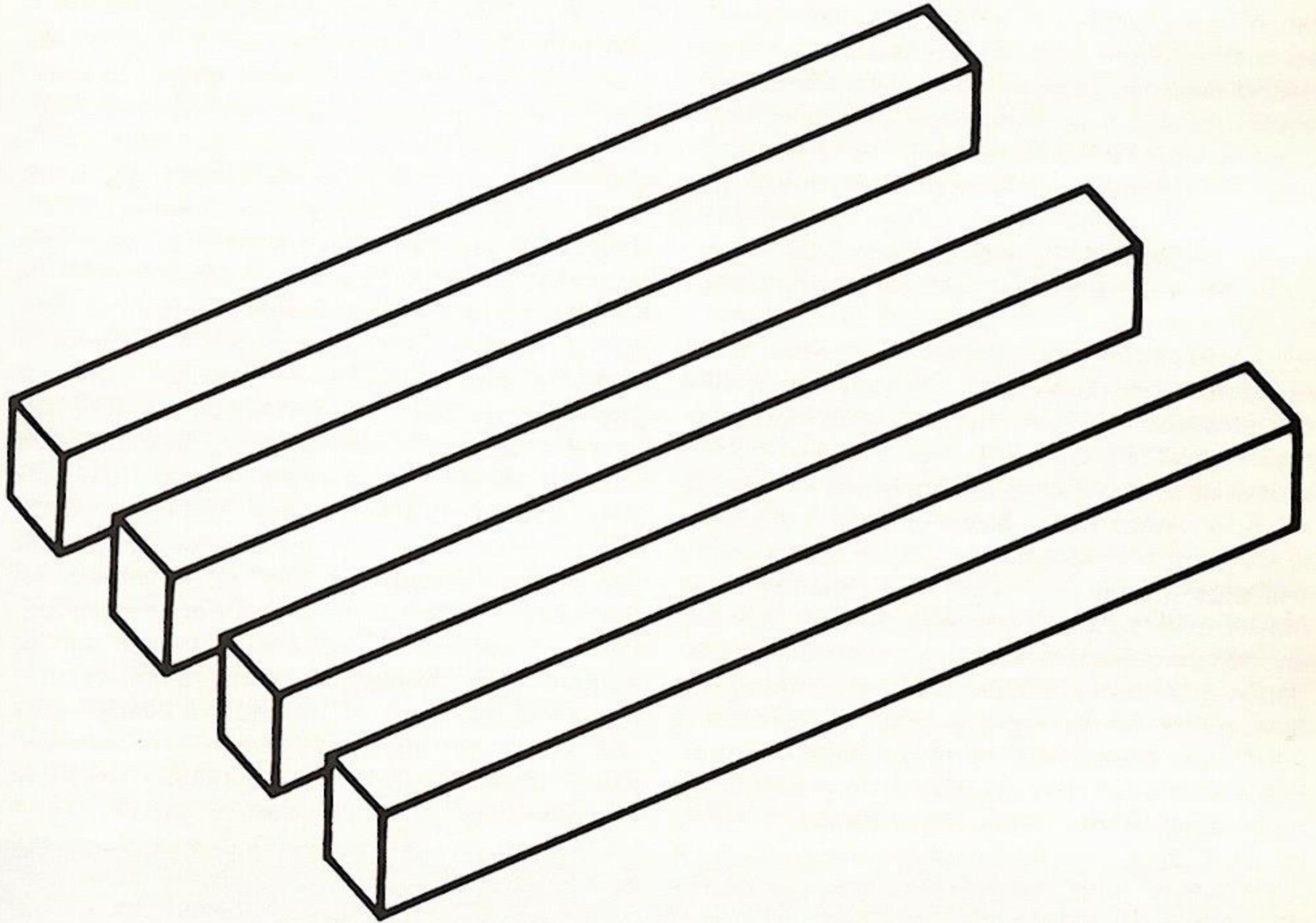
David Lloyd

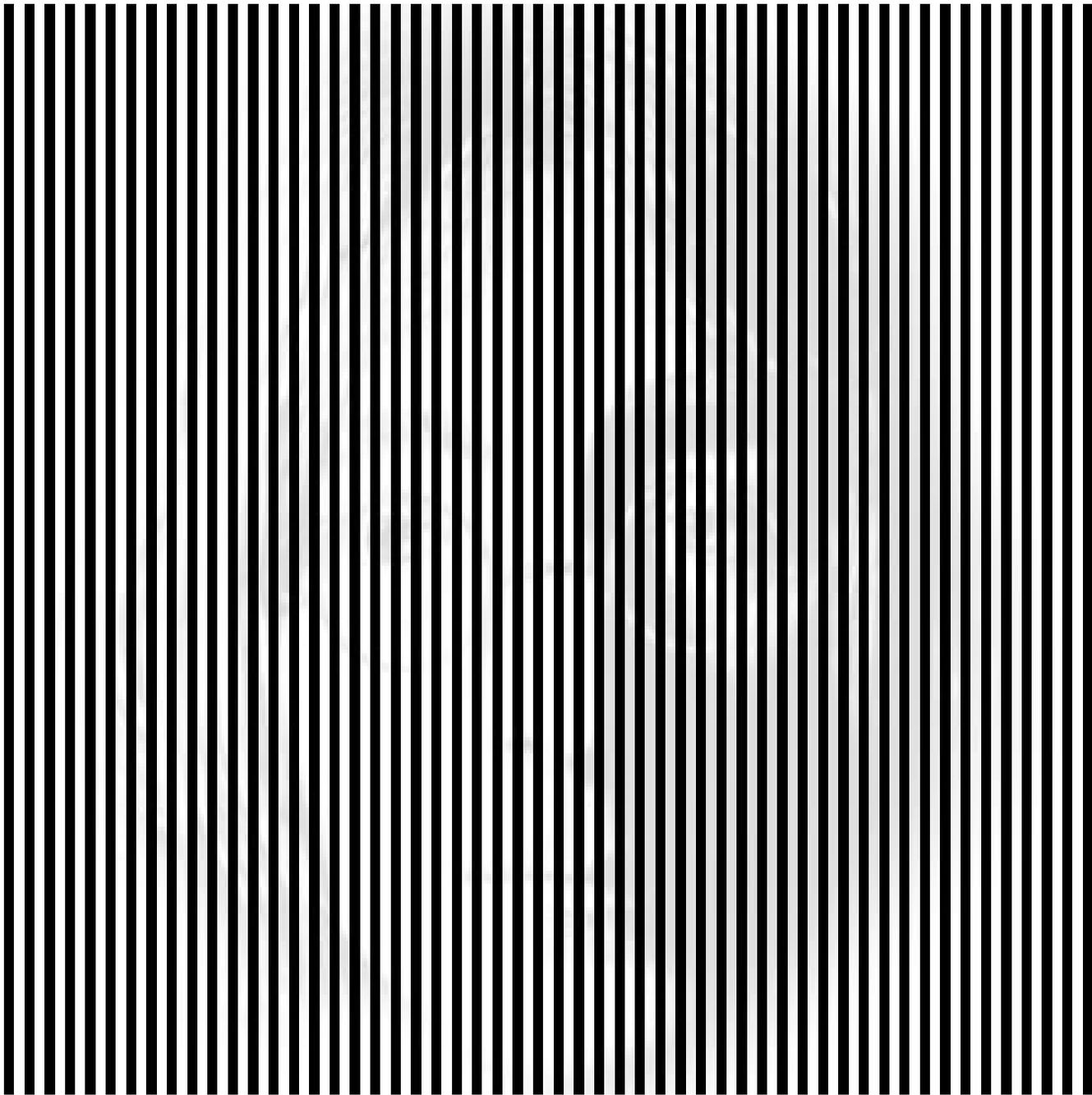
About the session.....

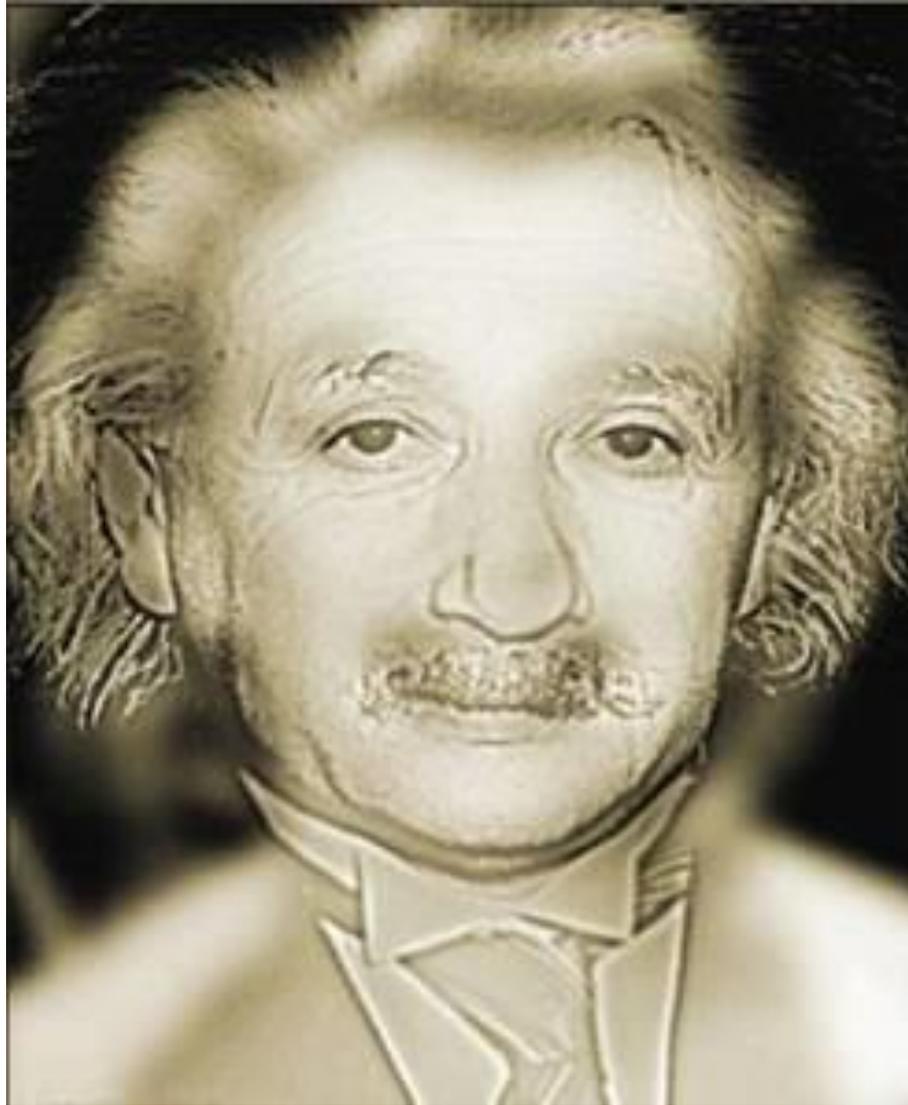
- Fast paced!
- Share thoughts
- Share ideas
- What will you takeaway?
Share at end.
- Finish on time!

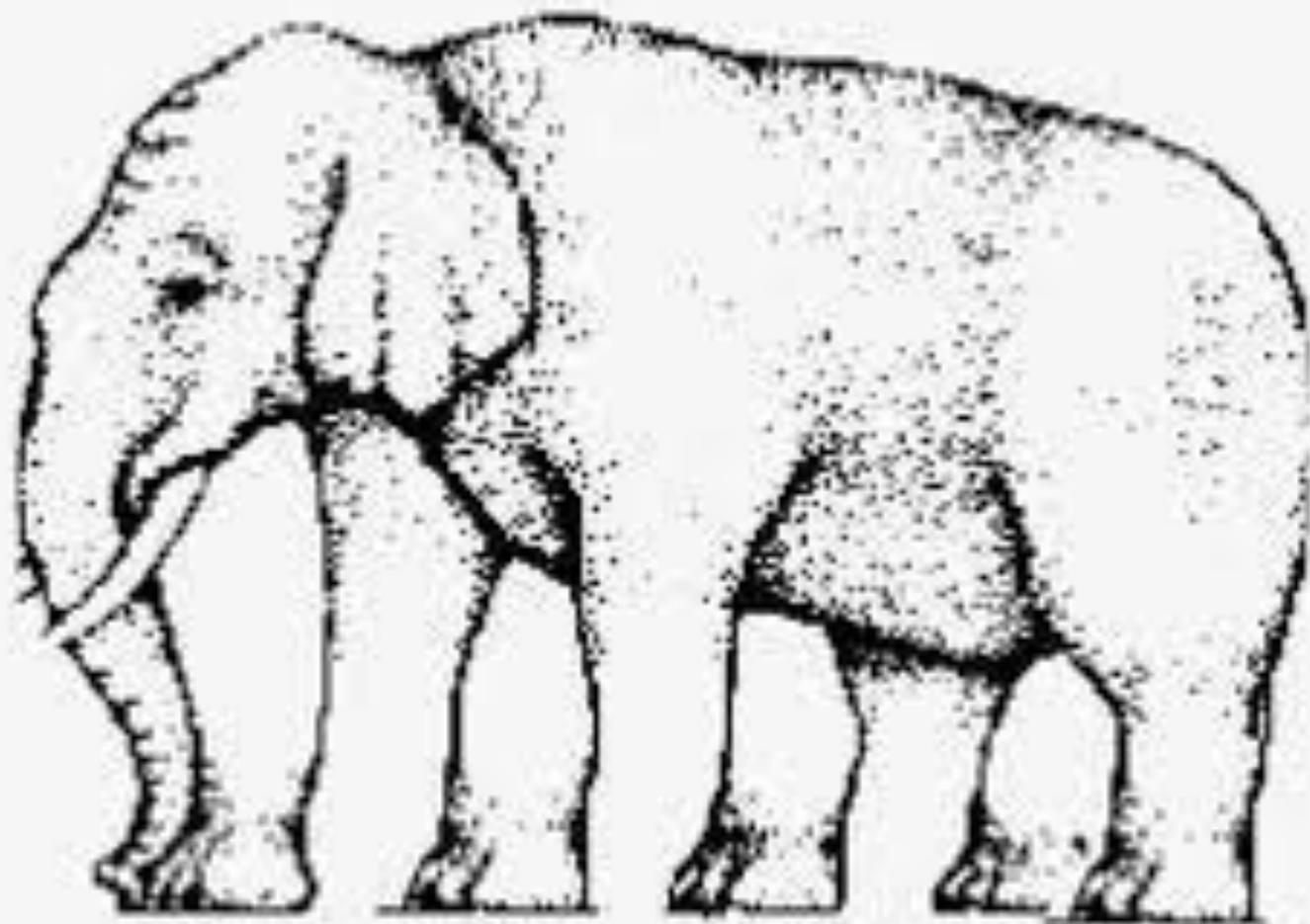


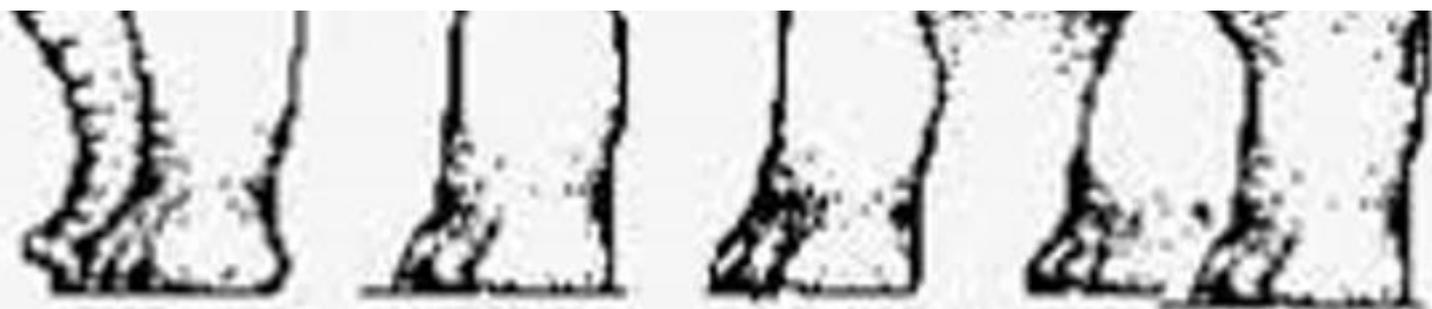












Scrutiny context...





HM Government

NHS

STAY HOME



**PROTECT
THE NHS**



SAVE LIVES



How's your online scrutiny experience been ?

A photograph of a row of colorful terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. The scene is captured from a low angle, showing the rooftops and chimneys. A semi-transparent orange overlay covers the upper and middle portions of the image, containing white text. The text reads: "Moving scrutiny forward: some thoughts & ideas".

Moving scrutiny forward: some thoughts & ideas



**Services or
Strategic
issues.....Or
both?**

Landlord services

- Services being delivered now'
- 'Realty Check'.
- Quality/Standard.
- Do they work for tenants?.

Strategic issues & decisions

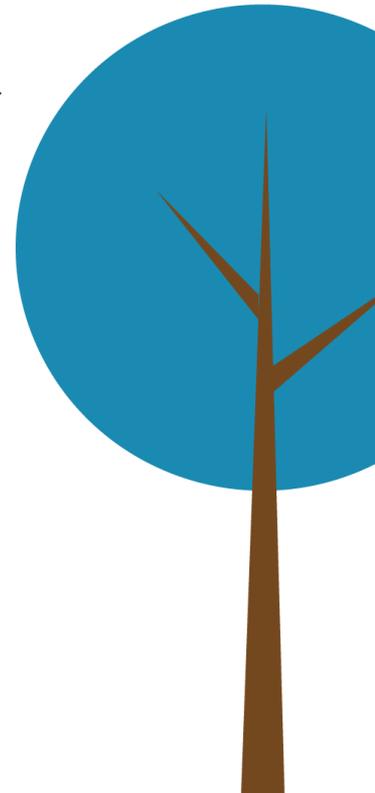
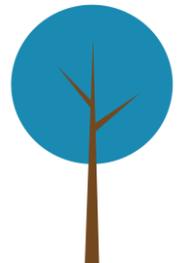
- Longer term plans and decisions which will effect tenants.
- Business Plan proposal/priorities – are these what tenant want/need?
- General oversight of service performance



**Focused
criteria**

Criteria - some ideas.....

- **Equality** of service/strategy – is it fair inclusive and accessible for all tenants? Support for tenants affected?
- **Value for Money** – Cost, Effectiveness & Efficiency
- **Communications** – service updates, honest & understandable, jargon free, timely?
- **Tenant influence /monitoring/review** – what role have tenants had in shaping service/strategy
- **Commitments/Promises/Values** being met? Service delivery or strategic plans align with values?

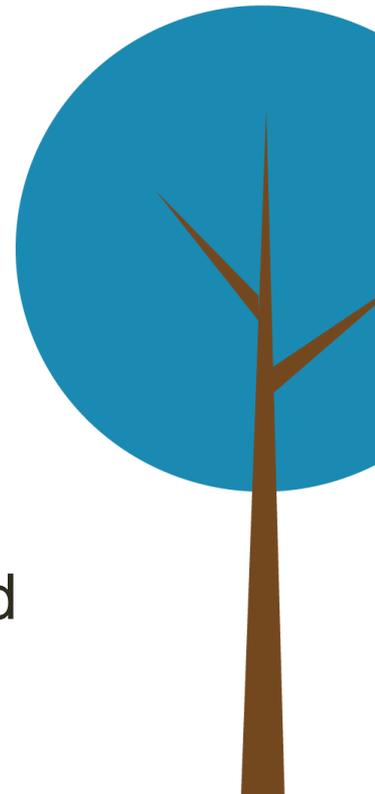
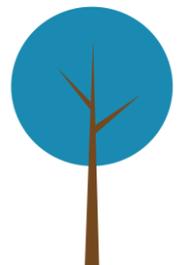




Information & Evidence

Information & Evidence

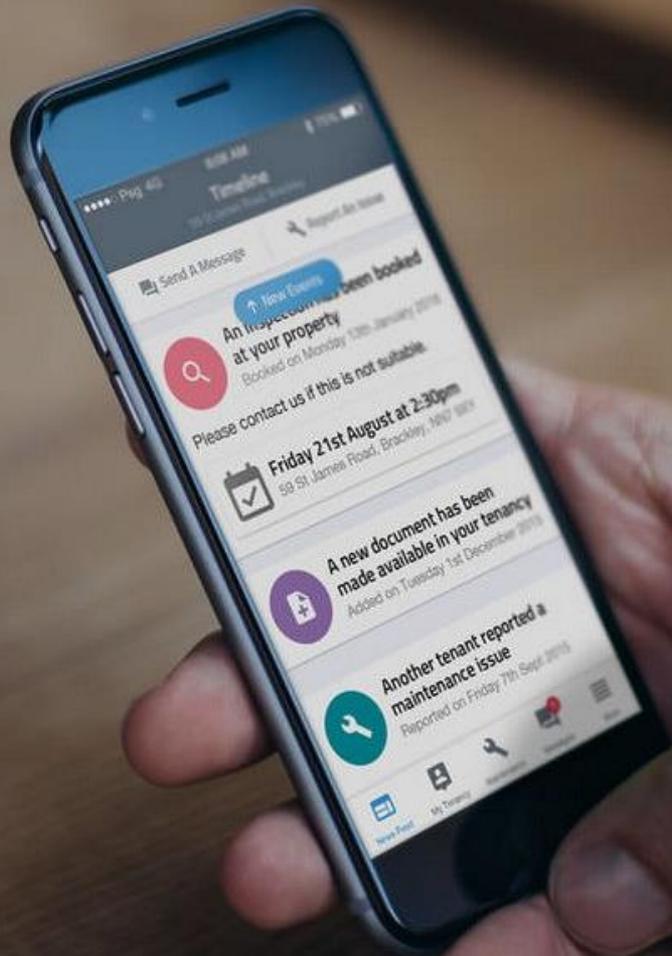
- Use the criteria to request information/evidence you need from your landlord.
- Sources of information – corporate data KPIs etc and ‘informal’ insight: compliments & complaints .
- Are you getting the right information and in the right formats?
- Oral evidence from staff – Tell us ... How?
- Does the group spend enough time looking at and questioning information?
- Does your scrutiny group encourage ‘warts and all’ information?





**Relevant &
Topical**





10:48 AM
Timeline
100 Colindale Avenue, London

Send A Message Report An Issue

New Events
An inspection has been booked at your property
Booked on Monday 13th January 2019

Please contact us if this is not suitable
Friday 21st August at 2:30pm
59 St James Road, Brockley, SE10 1NR

A new document has been made available in your tenancy
Added on Tuesday 1st December 2018

Another tenant reported a maintenance issue
Reported on Friday 7th Sept 2018

Send A Message Report An Issue My Tenancy Work Flow



Fire door
keep shut



Caution
and the s

se of fi
nk glass
ease door

Keep
locked



sta





COMPLAINT

enter

return

alt

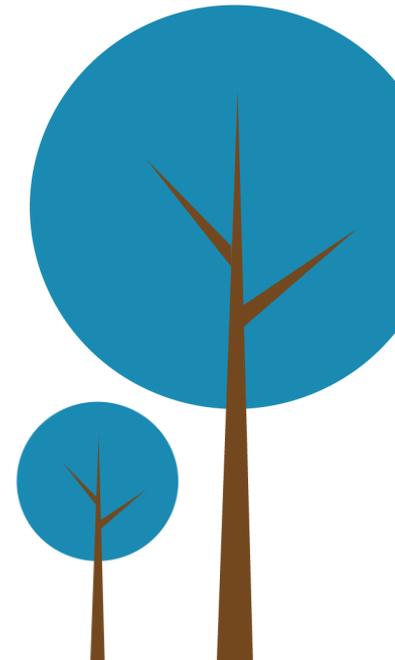
control





Moving scrutiny forward....

- 1. Services or Strategic issues.....or both?**
- 2. Focused criteria**
- 3. Information & Evidence**
- 4. Relevant & Topical**



Tweet



@davidthelloyd

@TPASCymru

