## **Resident Scrutiny**

Resident scrutiny is a way of strengthening residents voice and influence to ensure we provide excellent services. It enables staff and residents to work in partnership to achieve better performance, improved services for residents and helps influence our practices, policy and procedures in a positive way. We use a task and finish approach which brings together residents from across London and Hertfordshire to work on each scrutiny project. This widens the opportunity to involve more residents in scrutiny, hear from diverse voices and ensure a good representation of our resident profile. TPAS, the tenant engagement reported rise in the use of this approach for the following reasons:

* Uses pool of scrutineers
* Involvement is project based
* Focused activity
* Not always the same people
* Report created and presented
* Structured and allows scrutiny to be done within agreed timeframe
* Group closes after each scrutiny project enabling those interested short term scrutiny to get involved

## **Our Key Principles for Resident Scrutiny**

We follow these key principles based on best practice from TPAS, the tenant engagement experts.

## **Independent:** It is Residents led with our support

* **Inclusive**: Scrutiny is outward looking and connects well with those with lived experience
* **Positive**: This is our view of resident scrutiny because it gives us the opportunity to listen, learn and improve
* **Constructive:** Scrutineers are critical friends
* **Purpose:** Scrutiny makes a difference to improving services and lives.

## **How does the Resident Scrutiny work?**

Our Resident Panel, Spotlight, identify and agree two scrutiny projects a year with our management based on performance data or priorities of residents. We recruit up to eight residents supported by two members of Spotlight for each scrutiny. Typically, each scrutiny would be completed within **three months** with support from an independent facilitator who will provide guidance and support to the scrutiny group and can help to draft the final report.

At the beginning of the scrutiny project, the Scrutiny group will agree the following with the independent facilitator:

* **Scope** – what will be included in the project and what will not
* **Project plan with timeline** – set out what needs to be done and by when, continuously monitoring progress. Recommendations from the groups goes to our Customer Services Committee (sub-committee of our Board) for response and approval so it is important timeline consider their meeting cycle
* **Field work** - you will decide how you will gather evidence to help make your recommendation. You may want to use a few of the following examples of field work that have been used for past scrutiny
* Look at the information we hold
* Carry out surveys to capture experiences of residents
* Interview residents or/and staff
* Compare us with other landlords and may involve visiting them
* Mystery shopping

The group tend to meet every fortnight while carrying out a scrutiny review. Commitment of members is important to ensure that the scrutiny review in carried in good time. Staff will also ensure that the group is provided with the information requested at the start of review on time.

The process map below provides an overview of our scrutiny process.

## **Resident Scrutiny Process**

## **Resident Scrutiny Role Description**

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| --- |
| 1. Duties and responsibilities associated with the role |
| * Review our service charge information and how it is presented. * Must attend an online induction meeting to meet the independent facilitator and Origin staff involved for an overview of the service area and an introduction to scrutiny and the process. * Agree the scope, project plan, timeline, and field work to be carried out. * Conduct the agreed fieldwork. * Be involved in making evidence-based recommendations that will benefit all Origin residents. |
| 1. **How much time/commitment will you need to give?** |
| * Attend two meetings per month with a minimum of four meetings during the project period. * Engage outside of meetings online by email or other online platforms when necessary. * Share responsibilities for tasks to enable the group to complete its project on time |
| 1. Where will meetings take place |
| * Online using video call systems such as Zoom or Microsoft Teams. |
| 1. Size of group |
| * Resident Scrutiny group can have up to 10 residents * Two members of the group will be from the resident Spotlight panel (Spotlight monitors progress after the review) * The group can vote for a Chair or rotate chairing |
| 1. Support & Training |
| * The group will be supported by an independent facilitator and training provided where needed. * You will be taken through Origin’s structure, values and purpose with a member of staff. |
| 1. Expenses & Refreshments |
| * Should residents need to travel, expenses can be paid with valid receipts for any journey made as part of project. * We will cover any reasonable costs incurred for online meetings. * We will cover any reasonable cost for childcare that enables you to attend meetings. |
| 1. Benefits |
| * A voucher of your choice to the value of £100 will be issued upon attending at least four meeting during the project period. * An opportunity to work provide an independent view of our service, highlighting what works well and what needs improving. * Meet new people and work for a common purpose. * A great opportunity to enhance both your personal and professional skills |
| 1. Skills, experience & qualities needed |
| * A good communicator and listener * Ready to prepare for and regularly attending meetings * Enthusiastic and reliable, with high standards of behaviour and integrity * Challenge constructively * Work effectively both independently and as part of a team. * Ability and willingness to attend online meetings. |

**Application Form**

Please complete your application referring to the role description/requirements. Send completed form to [community.development@originhousing.org.uk](mailto:community.development@originhousing.org.uk)

|  |  |
| --- | --- |
| **Full Name** |  |
| **Address** |  |
| **Phone** |  |
| **Email** |  |

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| **How did you hear about Resident Scrutiny Group?** |
|  |
| **Reasons for wanting to join Resident Scrutiny Group & key skills/qualities you will bring to the group** |
|  |
| **Have you or are you currently involved in any resident groups, if so, please provide detail** |
|  |
| **Are you able to attend at least 4 meetings? Yes/No (if no, please explain below)** |
|  |
| **Please tell us when would be most convenient time to attend meetings?** |
| * Between 10am -4pm * 4 – 6pm * 6 – 8pm |
| **Do you have any disability? Yes/No (if yes, please provide details for accessibility purpose)** |
|  |

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| --- |
| Declaration & Agreement |
| I agree to:   * Maintain confidentiality * Read material between meetings so I come prepared with ideas and feedback about the issues presented * Focus on my role as representatives and avoid own individual issues * Listen to a variety of views to decide the best way forward for all residents * Use my own experience in an objective way * Focus on the best interests of all Origin residents * Work as a team and share my skills /knowledge with other members of the group * Respect others and take account of their views * Declare any interests and not take part in the meeting if there is any conflict of interest * Accept that the group is non-political and members cannot represent the views of any political party * Treat everyone as equals and respect everyone’s differences as well as their similarities * Be dismissed if I display any abusive behaviour towards other members or staff.   Any declaration (Please report any possible conflict of interest here)  ……………………………………………………………………………………………………………………………………………… |
| By signing, I confirm that I understand my role and responsibilities and agree to the above terms.  Date…………………………………………….. Signature………………………………………………. |

Thank you for registering your interest in the Resident Scrutiny Group.

Please return this form to: [Community.development@originhousing.org.uk](mailto:Community.development@originhousing.org.uk)

**Equality, Diversity and Inclusion**

Origin is committed to ensuring that it is accessible to everyone regardless of gender, ethnic or nationality, disability, religion, sexual orientation, gender reassignment, socioeconomic background, or age.

The information you give on this form will help us comply with our policy of ensuring equality in our services to you.

We gather and analyse diversity data to assess the extent to which we are achieving our diversity and inclusion aims. We use this information to review our processes to ensure they are fair and transparent, and do not have an adverse impact on any particular group. All information provided will be treated as strictly confidential in accordance with Origin’s Privacy Notice in line with the General Data Protection Regulations (GDPR) 2018.

The information will only be used for statistical purposes only with access restricted to staff involved in processing and monitoring the data. It will not be seen by anyone involved in any selection processes.

No information will be published or used in any way that allows individuals to be identified.

We recognise that some people may regard this information as private and have therefore included the option of ‘prefer not to say’ in all categories.

You do not have to complete the form, but it will help us improve our services and processes if you can complete as much as possible. To find out more about why we gather this information contact [jill.goodwill@originhousing.org.uk](mailto:jill.goodwill@originhousing.org.uk)

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| --- | --- |
| Age |  |
| Sex |  |
| Ethnicity |  |
| Marital Status |  |
| Sexual Orientation |  |
| Religion |  |
| Disability |  |