Tenant Scrutiny in Practice

Joanna Rayner
Performance Manager
Background

- LSVT - transferred June 2002
- 6,000 properties
- Customer profile:
Resident Involvement

- Various methods - “Be the Difference”
- Interact with hundreds - surveys
- Tenants’ Forum (17 members)
- Just over 100 actively involved residents
- Recruitment challenges
History of PSP

• Performance Panel formed at transfer
• Councillors, independents, tenants
• Review/discuss performance
• No power of scrutiny
Performance and Scrutiny Panel

- Decision to evolve the Performance Panel
- Board members and councillors removed
- Independents remained
- New terms of reference agreed
- Recruitment commenced

The Performance and Scrutiny Panel - 19 April 2011
Current Structure
Independent Members

• Unique structure
• Benefits to Panel
• Benefits recruitment
• Various backgrounds -
  • Social enterprise
  • Housing consultant
  • Magistrate
  • Housing specialist - legal background
Worked Well

- Many operational assurances
- One scrutiny completed
- In depth external training
- Scrutiny flow chart developed
- Annual reports to Board
- First annual away day
- Scrutiny schedule for 2013/14
Benefits of Independents

- Not been without challenge
- Wider knowledge base
- Experiences from other sectors
- VFM approach
- Consider scrutiny as tenant led
What Next for us?

- Scrutiny schedule
- Review appraisals - training plan
- Increased publicity for the Panel
- Continue to add value to processes
- Support on-going work towards co-regulation
A Word from the Chair

- VIDEO CLIP
Digital Inclusion at Havebury

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Where are we now

- Digital inclusion - more important than ever
- Benefits to tenants
- Benefits to Havebury
- Barriers to being effective
- Current measures in place
Where do we want to be

- Digital inclusion action plan
- Survey all tenants
- Digital champions
- Expand availability of our services
- Internet available for tenants
How will we achieve it

• Partners and funding opportunities
• Conduct surveys
• Motivate tenants
• Develop skills
• Facilitate access
• Suite of performance indicators
• Value for money measurement
Thank you for listening

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