

# *Customer Scrutiny Strategy*

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Next Review: 2021/22*



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## 1. INTRODUCTION

1.1 Rosehill recognises the value of working in partnership with tenants and the local community towards a common goal of better housing and community services in Pollok.

1.2 Rosehill aims to effectively involve tenants, service users and stakeholders in the process of developing and monitoring the service it provides.

### 1.3 **Our Vision, Strategic Objectives and Values**

Our Vision:

"We will provide excellent quality affordable and efficient homes in neighbourhoods that are well managed and maintained; we will contribute to sustaining communities where people feel safe and want to live by providing housing and other services and working with our voluntary and statutory partners."

The key to realising our Vision is through the delivery of our seven Strategic Objectives:

- Provide high quality and affordable homes through the maintenance and improvement of and investment in our housing and, the building of new houses that are well designed and efficient and meet identified needs
- Engage effectively with tenants and service users so that our service delivery meets their requirements
- Provide houses and services that are Value for Money for people who want to live in our communities
- Be innovative in developing services and activities that support our communities
- Build and contribute to effective partnerships to support the delivery of our vision and values
- Use our financial, human and other resources efficiently and effectively to achieve maximum benefit and full potential
- Demonstrate the highest standards of governance, accountability and compliance

## Our Values

The delivery of our Vision and Strategic Objectives is underpinned by our Core Values which are:

### We Will

- Invest and Support

### We will be

- Engaged and Responsive
- Accountable and Compliant
- Fair and Approachable
- Efficient and Responsible
- Excellent and Committed

## **2. AIM OF THE STRATEGY**

2.1 The central aim of this Strategy is to create opportunities for tenants to shape the housing services Rosehill provides.

2.2 This Strategy is intended to help tenants take an active part in the development of high quality housing services.

2.5 The purpose of our 2 year Strategy is to:

- Improve the services we offer.
- Increase customer satisfaction.
- To enable customers to have a positive impact in our work.
- To raise customer expectations enabling us to improve across all service areas.

## **3. LEGAL AND REGULATORY FRAMEWORK**

3.1 Whilst this strategy sets out to explain Rosehill's approach to tenant scrutiny it must do so in the context of legal and regulatory requirements. Therefore the following relevant legislation has been taken into account in the development of this Policy:

- The Housing (Scotland) Act 2001

## 3.2 The Scottish Social Housing Charter

3.2.1 The Social Housing Charter came into effect in April 2012 and was revised in 2017. The revised Charter places more emphasis on Landlords working with tenants to scrutinise services. The Charter outcomes relevant to this strategy are:

### 1. Equalities

Social Landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

### 2 Communication

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

### 3. Participation

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

3.2.2 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

3.2.3 In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on the landlords' performance information and their own assessment of their performance. Therefore, for each year ending on 30th September, we will be expected to:

- Measure and assess our performance in progressing towards or achieving the Charter outcomes and standards
- Provide the Regulator with some key performance information on our achievement of the outcomes and standards
- Report our performance to tenants and other service users who use our services.

## 4. DEFINITION OF SCRUTINY

4.1 The Chartered Institute of Housing definition of tenant scrutiny is:

‘where customers’ priorities, views and engagement with relevant processes are at the heart of housing organisations’ framework for directing, accounting for, monitoring, accessing and modifying their own behaviour and performance.’

4.2 The Scottish Government, Housemark and the Chartered Institute of Housings ‘Developing Effective Scrutiny a practice guide for Landlords and Tenants’ has been closely followed in the development of this strategy. This guide can be found at App.1

4.3 This guide states that there are three main principles in achieving effective scrutiny:

- **Independence:** Scrutiny activities should be separate from governance, management and main stream tenant participation structures, but have a formal recognised status with support from the organisation at the outset
- **Formality:** Scrutiny activities should include clear roles, remit, terms of reference and lines of reporting for those taking part.
- **Power:** Tenants and other customers involved in scrutiny activities should be able to examine services and standards and make recommendations for improvement. Landlords should respond to this by agreeing which measures can be implemented and where they can’t be implemented explaining fully why not.

## 5. ROSEHILL’S SCRUTINY PANEL

5.1 There is an existing scrutiny at panel at Rosehill, however membership is low and meetings infrequent. The plan is to build on this group called ‘Tenants’ Voice’.

5.2 The aim is to increase the impact of ‘Tenants’ Voice’ (the panel) by establishing a clear structure and timetable for scrutiny each year. This will be undertaken in partnership with the panel once membership has been increased.

- 5.3 The function of the panel will be strategic, undertaking service reviews and reporting outcomes and suggested improvements to both the Management Team and Committee after the completion of a service review.
- 5.4 Joint training will be arranged with staff and the panel to ensure that all those involved in the scrutiny process work together to achieve the best possible outcomes.
- 5.5 The panel will be supported to undertake service reviews with sufficient independence to enable a robust review process and outcomes. This may require initial external support and facilitation.
- 5.6 The panel will work together to formulate their own terms of reference and code of conduct with assistance from Senior Staff members.

## 6. **PANEL FUNCTIONS**

- 6.1 The panel functions will include:
- Checking that services reflect customer priorities and deliver value for money
  - Monitoring performance and information from all Rosehill's services
  - Identifying trends and challenging weak performance
  - Looking at how Rosehill's service delivery compares to other RSL's, including benchmarking data.
  - In depth examination of how a particular service is planned and delivered
  - Reporting service review outcomes and recommended improvements actions are reported to the Management Committee.
- 6.2 Scrutiny will be driven by customer priorities for service improvement, or as a result of dropping performance levels, or following satisfaction survey results. The Management Committee can also request the panel to look at a certain service area or policy.

## **7. EQUALITY AND DIVERSITY**

- 7.1 We are committed to providing fair and equal treatment for all our staff and customers including tenants and will not discriminate against anyone on the grounds of race, colour, ethnic or national origin, language, religion, belief, age, gender, sexual orientation, marital status, family circumstances, employment status, physical ability and mental health. In implementing this policy we will positively endeavour to achieve fair outcomes for all.
- 7.2 We are committed to removing any barriers to communication. Therefore, if required, this strategy and any other related information can be produced in another format e.g. Braille, large print, etc or another language.

## **8. RISK MANAGEMENT**

- 8.1 In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our Material Risks which are regularly monitored by our Management Team and Audit Sub-Committee.
- 8.2 Key to the mitigation of the risks associated with tenant participation and Tenant Scrutiny is having a comprehensive strategy in place to ensure we meet our legal and regulatory requirements and have customer input into all our services.
- 8.3 To ensure we continue to manage the associated risks we will periodically review this strategy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

## **9. COMPLAINTS**

- 9.1 We aim to get things right first time and provide a good quality service to our tenants. However, we acknowledge that things can go wrong and that some tenants may be unhappy with the service provided. We have a Complaints Policy and procedure. The procedure can be used where there is dissatisfaction with this Policy or its operation. Our Complaints Policy is available in our office or online at [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk).



## 10. DATA PROTECTION

- 10.1 On the 25<sup>th</sup> May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR).
- 10.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.
- 10.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 10.4 We will only keep and process Personal Data for the original purpose we gathered it for and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 10.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 10.6 Full copies of our Privacy Policy are available upon request at our office or from our website [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)

## **11. Tenant Participation**

- 11.1 One of our strategic objectives is to engage effectively with tenants and service users so that our service delivery meets their requirements. In order to ensure we do this effectively we have a tenant participation strategy. Tenants are encouraged to engage with the operational design of services. As this policy affects applicants as well as tenants we will endeavour to consult and engage with applicants on our waiting list and the wider community on any changes to this policy and regularly ask about people's opinion on its effectiveness.

Further details of this can be found in our Tenant Participation Strategy. Copies of this are available in our office or online at [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)

## **12. Policy Review**

- 12.1 This Policy will be reviewed at least every three years or sooner to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.
- 12.2 Any tenant wanting to get involved with the review of any Rosehill policy can do so. Further details of this can be found in our Tenant Participation Strategy. Copies of this are available in our office or online at [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)