



Rosehill
Housing
Co-operative Limited

ROSEHILL TENANTS VOICE

Service Standards Review

Rosehill Tenants' Voice Report June 2021

Service Standards Review

Rosehill Tenants Voice Panel

Rosehill Tenants' Voice is the service scrutiny group for Rosehill Housing Co-operative (RHC). The current panel set up in January 2021 and undertook a 3 month training course on what it means to be a tenants' scrutiny panel. The panel currently has six members who are all tenants of the Co-operative and have an interest in working with Rosehill to look at service delivery and give their input into the improvement of services.

RTV were also trained on the Scottish Housing Regulators Charter for Social Housing and how the work they are undertaking fits into the requirements of this. The training also looked at the Scottish Good Practice Guide for delivering scrutiny and what we need to do to meet the requirements of this guidance.

In April 2021 RTV agreed their terms of reference and code of conduct and these are attached to this report as appendix 1 and 2.

RTV Key Aims:

- To independently review and scrutinise the performance of RHC services to support service improvement;
- To undertake scrutiny activities through an annual programme of reviews and develop reports and recommendations to RHC Management Committee for consideration;
- To report to tenants and other service users on progress being made;

RTV's Work is Based on the Following Core Values:

- RTV is independent and engages with tenants and staff in its scrutiny duties
- RTV operates within its terms of reference and code of conduct to ensure its accountability
- RTV will scrutinise services in a fair and open way using the Check, Challenge, Co-operation approach
- RTV will have clear roles and responsibilities to its tenants and staff demonstrated by being critical friends
- RTV is committed to working in partnership to improve the services and service performance to both tenants and the organisation

Introduction

RTV, after discussion with Linda Chelton, Housing Services Manager (HSM) and Barry Marlow the group's independent facilitator, decided to look at the Co-operatives Customer Service Standards as their first scrutiny exercise. This report will look at the scope of the exercise, what they looked at and the information they gathered and the findings. Finally the RTV group have a list of recommendations which they would like to see form the new service standards for Rosehill.

Scope

The scope of the scrutiny task included:

- To independently review RHC's current Service Standards;
- To review legislative and regulatory requirements to ensure they are being adequately met
- To identify good practice examples;
- To write a draft Customer Service Standard document

The Scrutiny Process

The following tasks were undertaken:

- A discussion group to look at the current document and discuss its relevance
- A review of identified good practice examples both within and outwith the housing sector
- A group discussion on what was important in the service we receive
- Formulation of a draft standards document for Management Committee to consider

Findings

The group agreed during the review process that that in their opinion the current document was no longer fit for purpose. The group felt that the document was too lengthy to be meaningful. They considered how many of the group knew the document existed and that none of the group had ever seen or read it before. The group consists of a mix of long standing tenants and relatively new tenants and that it was obviously not promoted as a working document by staff. During a question and answer session with the HSM it became apparent that the staff don't discuss the document during the sign up process and that it is also not promoted on the website or given out in paper form at any point. The HSM felt that this was because the staff felt it was too lengthy a document and focussed on standards that customer should expect being delivered so the document was in fact defunct.

RTV also discussed that some of the current standards such as answering a telephone in a specified number of rings were irrelevant. The feeling is that the quality of the

call is what matters not how quickly someone answers a phone or attends a reception counter.

The group looked at some good examples of standards both in the housing sector and in other sectors including businesses and other third sector organisations. They compared these examples of good practice with RHC current standard.

RTV discussed whether the document was needed and felt that RHC tenants should have a reference document of the level of standard to expect. They also discussed that the document should be a commitment from both RHC and the tenants of standards of service but also standards of behaviour from both parties and that for this reason should be renamed as 'The Customer Charter'. This also uses Scottish Housing Sector language as the regulatory service standards are called the 'Scottish Housing Charter'.

RTV have formulated a draft document that they as group believe reflects the standards which should be adopted. This document is much shorter and has standards of behaviour and quality of service at its heart rather than speed of service, there is however still an expectation that customers will be given a timeframe of when their query will be resolved when dealing with RHC.

Recommendations

1. The draft 'Customer Charter' is accepted by the Management Committee as the new Customer Charter for the Co-operative
2. That if the document is agreed that full training is undertaken with RHC staff
3. That the charter is formatted in an easy to read format and a user friendly style
4. That the charter is circulated to all tenants
5. The charter is given to and explained to all new tenants

Rosehill Customer Charter

We will:

Good Communication

- ✓ Treat you as an individual and with respect
- ✓ Use plain language in our communication so that it is clear and easy to understand.
- ✓ Communicate in a relevant and accessible format
- ✓ Listen to what you have to say and take account of your views
- ✓ Treat everyone fairly and respect people's differences
- ✓ We will aim to answer your query fully the first time you contact us.
- ✓ If it isn't possible to answer fully first time we will let you know what will happen next and how long an answer will take.

Effective Partnership

- ✓ Make sure that we keep you updated with regular and frequent feedback in a variety of different ways
- ✓ Give you information at least once a year on our overall performance
- ✓ Provide and promote a variety of opportunities for you to get involved with us and to give us feedback on the services we provide
- ✓ Work in partnership with you to explore services that are wanted, needed and relevant.

Getting Services Right

- ✓ Ensure we put customer and staff safety first in all aspects of the business
- ✓ Follow processes correctly
- ✓ Provide you with the correct decisions and information
- ✓ Say sorry and put it right if we make a mistake
- ✓ Use your feedback to improve, where needed, how we deliver services

- ✓ Do what we say we will do and consult you, where possible, if we need to change our services
- ✓ Work with you, other partners and the wider community to assist in keeping the area a place where people want to live.
- ✓ If we can't help you we will ensure we direct you to an organisation who can.

Access to Services in the Way You Want

- ✓ Make more of our services available online for you to use at a time that suits you
- ✓ Publish information online and ensure you know how to access the online information
- ✓ We will be visible and available within the neighbourhood
- ✓ Ensure that information is available in other more traditional formats for people who don't have access to the internet.

As our customers, we will ask you to:

- ✓ Pay your rent on time, look after your property and respect your neighbours
- ✓ Be polite to staff and treat them with respect
- ✓ Let us know when you are not happy with our service, so that we can try to put things right and improve our service
- ✓ Give us the information we ask for and respond to requests to contact us so that we can do our best to help you
- ✓ Give access to our contractors and staff when you have said you are available

'Rosehill Commitment'

Rosehill's commitment to customers is to 'Continuously Improve' as a business by listening and taking action that reflects the feedback and contribution of tenants and other customers.

Rosehill Tenants Voice

CODE OF CONDUCT

CONTEXT

This Code of Conduct is introduced to reflect the creation of **Rosehill Tenants Voice** – the tenants group that is integrated into Rosehill Housing Co-operative’s customer engagement strategy.

The Code is the tool that governs the working relationship between Rosehill Housing Co-operative and its tenants and other customers based on the values set out in the **Rosehill Tenants Voice** terms of reference.

This Code of Conduct provides a set of principles and guidelines that members of **Rosehill Tenants Voice** must agree to follow in order to carry out its work.

Each member of **Rosehill Tenants Voice** will be required to sign the Code in order to complete membership.

COMMITMENT

Rosehill Tenants Voice members shall, at all times, operate within the framework set out in the SMART Terms of Reference and the Principles of this Code of Conduct, by focusing on the spirit of co-operation, honesty, fairness and trust, with a shared commitment to partnership working and proactive performance improvement.

NAME OF MEMBER:

ADDRESS:

CONTACT DETAILS:

PRINCIPLES OF THE CODE OF CONDUCT

Respect for Others

Rosehill Tenants Voice members must demonstrate mutual respect and be courteous to each other and support, assist and co-operate with other members in seeking the best possible outcomes for Rosehill Housing Co-operative tenants and other customers. The same respect and courtesy will be demonstrated to Rosehill Housing Co-operative staff, management committee members and the wider customer base.

The strength of **Rosehill Tenants Voice** lies within the integrity of the group. Each individual member will agree to conduct themselves in a manner that is supportive to the success of the group in its entirety.

Confidentiality

The business of **Rosehill Tenants Voice** may involve members examining and dealing with issues that can be sensitive or controversial.

Members must exercise discretion and care in performing their work and responsibilities.

Any matters concerning individuals shall be treated as confidential. Information relating to individual tenants, other customers or staff will not be discussed outside **Rosehill Tenants Voice meetings**.

Discrimination and Safeguarding

No member will discriminate against any person in a manner that is contrary to Rosehill Housing Co-operative's policy on safeguarding, equality and diversity on any ground or reason, on the basis of their specified protected characteristic.

Discriminatory behaviour can extend to language, however implied, and accusation.

Conflict of Interest

The purpose of **Rosehill Tenants Voice** is to benefit all tenants and other customers – not specific individuals. Members will act in the interests of all tenants and other customers and staff in the spirit of co-operation and not act in their own personal interests.

Members are expected to disclose any interest relating to the business of any meeting or piece of work that might affect or influence their impartiality or interest in the matter. This can be a personal, financial or material conflict of interest.

Members must not use their membership to obtain any financial gain or advantage other than through their normal access to published and open service procedures.

Members will not use **Rosehill Tenants Voice** as a lobbying group for political or related means. This does not prevent members being affiliated/member of any political group or party.

Members of **Rosehill Tenants Voice** cannot hold membership of Rosehill Housing Co-operative's management committee. Members will otherwise be permitted to participate in any activities in their normal role as tenants of the association.

Personal Conduct

The conduct of members impacts on the integrity and reliability of the entire group and individual members must be aware of the consequences of their behaviour at all times. Specifically, members will:

- Follow the agreed scope of meetings and assist with decision making.
- Allow each other the opportunity to speak and comment by displaying tolerance.
- Not to dominate, coerce or bully other members of the group.
- Never disrupt or be under the influence of alcohol or illegal drugs/substances.
- Recognise the rights of others to make suggestions and recommendations.
- To be respectful to guests and hosts
- The designated person for reporting safeguarding issues is Housing Services

Meetings

There is no formal chairperson or other status – members will need to decide how meetings will be determined to ensure co-operation and respectful conduct. In general members will each display leadership and will:

- Prepare well, read any documentation and arrive on time.
- Agree start and finish times.
- Agree on specific matters such as mobile phone use – in advance.
- Show that they wish to speak so that all members take notice.
- Do not interrupt unless another member is being disrespectful.
- Co-operate with staff who are present.
- Focus on the issues being raised.
- Trust yourselves to be self-managed and self-controlled.

Conflict Resolution

Rosehill Tenants Voice is trusted to carry out its business properly and respectfully. To manage any potential disagreements, members should:

- Attend meetings, or apologise in advance if unable to attend
- Where there is no consensus on making a recommendation, to carry out a simple vote – or recommend with a split decision. Consensus does not mean 100% agreement but when everyone respects a supportive group decision.
- Respect collective decisions – they represent the group.
- Seek independent resolution where there is unresolved or serious disagreement.

Reliability

Members will agree the number and frequency of meetings as part of the work plan. Attendance at meetings is expected. Failing to attend two consecutive meetings will have membership ended, unless there are exceptional circumstances e.g. ill health.

Members will agree the best ways to communicate and share information – ways that suit themselves. Members will share their own contact details to help the exchange of information but must respect each other's personal information.

Rosehill Tenants Voice relies on the supply of data and business performance information. It will be handled with care by all members.

Rosehill Tenants Voice speaks with one voice. Any individual selected or wishing to speak on behalf of the group to external agencies or organisations, must only do so with the group's authorisation.

Each member is expected to make positive contributions to the group within the terms of reference and scope of its work plan.

Breach

Should any member be in breach of this Code it will be to the detriment and spirit of the entire group. Any member can report misconduct to the Housing Manager, who reserves the right to take necessary action, including a warning and removal from the group. Any member in this situation can appeal to an independent body.

Statement of Commitment

I have become a member of **Rosehill Tenants Voice** – the critical friend of Rosehill Housing Co-operative. I am aware of the responsibilities contained in the SMART Terms of Reference and undertake to positively contribute to the aims and objectives of the group.

In signing I agree to the terms of this Code of Conduct.

Signed

Print Name

Date


COPY



ROSEHILL TENANTS VOICE

Terms of Reference

Values

	SMART	RTV
ENGAGED AND RESPONSIVE	S structured	RTV is independent and engages with tenants and staff in its scrutiny duties
ACCOUNTABLE AND COMPLIANT	M managed	RTV operates within its terms of reference and code of conduct to ensure its accountability
FAIR AND APPROACHABLE	A active	RTV will scrutinise services in a fair and open way using the Check, Challenge, Co-operation approach
EFFICIENT AND RESPONSIBLE	R responsible	RTV will have clear roles and responsibilities to its tenants and staff demonstrated by being critical friends
EXCELLENT AND COMMITTED	T trusted	RTV is committed to working in partnership to improve the services and service performance to both tenants and the organisation

Scrutiny

Independence

ROSEHILL TENANTS VOICE is separate from governance, management and mainstream tenant participation structures with a status that is recognised by all customers and staff throughout the organisation.

Formality

ROSEHILL TENANTS VOICE has clear roles, code of conduct, remit, terms of reference and clearly defined lines of reporting.

Power

ROSEHILL TENANTS VOICE is empowered to involve itself in scrutiny activities through the examination of services and standards, making recommendations for service improvement; where recommendations are made, the organisation will respond with full explanation – whether implemented or not.

ROSEHILL TENANTS VOICE

TERMS OF REFERENCE

<p>CONTEXT OF SCRUTINY</p>	<p>Rosehill Housing Co-operative is committed to working in partnership with its tenants and other customers to influence and monitor how services are delivered and to make recommendations for change or improvement.</p> <p>This commitment is supported throughout Rosehill by the Customer Engagement Strategy and achieved through the creation of a specialist tenant group that has the role of scrutiny of housing services.</p> <p>This tenant group is called ROSEHILL TENANTS VOICE.</p>
-----------------------------------	---

<p>THE S.M.A.R.T. PRINCIPLES OF ROSEHILL TENANTS VOICE</p>	<p>The Terms of Reference are set out as SMART Principles.</p> <p>These 5 Principles contain what ROSEHILL TENANTS VOICE sets out to achieve.</p> <p>Anyone joining ROSEHILL TENANTS VOICE will be required to understand and commit to these Principles.</p>
---	---

<p>S</p> <p>STRUCTURE</p> <p>The Shape of Scrutiny</p> <p>Shape: <i>the scope of work</i></p> <p>Scrutiny: <i>the check & challenge through to co-operation in partnership to improve service performance</i></p>	<p>To represent all tenants and other Rosehill customers, making sure that the tenants voice is at the heart of Rosehill business and its services.</p> <p>To be the independent voice of the tenant in ensuring that services are delivered to the highest possible standard.</p> <p>To work in partnership and co-operation with Rosehill Co-operative to review and improve service performance.</p> <p>To make informed recommendations to senior officers and management committee on how certain services can be improved.</p> <p>To be a critical friend.</p> <p>To make positive connections throughout Rosehill - its governance, compliance, and regulatory structure.</p>
--	--

<p>M MANAGEMENT</p> <p>Managing involvement</p> <p>Membership and Meetings</p> <p>Membership: <i>who attends and why</i></p> <p>Meetings: <i>when & where</i></p>	<p>ROSEHILL TENANTS VOICE will consist of a maximum of 7 (seven) members with any tenant eligible to join*</p> <p>Other tenants and other customers may be co-opted as guests for specific tasks and projects.</p> <p>Members of ROSEHILL TENANTS VOICE cannot be management committee members or hold office in any part of the customer engagement structure.</p> <p>*A customer is a tenant or service user who has not been served with a legal notice by Rosehill: such a notice suspends membership of any current member.</p> <p>A minimum of 6 meetings will be held each year. There is no maximum.</p> <p>A quorum will be at least 3 members.</p> <p>All members will have equal status. There is no chair or other post holding positions. Group co-operation is paramount.</p> <p>Community or area representation can be considered for appropriate balance but not at the expense of the required skills of membership.</p> <p>New members will undertake an induction programme along with other members, with access to independent support as required. Training will be provided.</p>
<p>A ACTIVITY</p> <p>Ambition and Actions</p> <p>Ambition: <i>the remit</i></p> <p>Actions: <i>the work plan</i></p>	<p>ROSEHILL TENANTS VOICE will be able to consider any area of service performance in accordance with the Scottish Social Housing Charter.</p> <p>A programme of scrutiny work will be identified and agreed each year together with senior staff that can be amended if specific issues are highlighted.</p> <p>Priority areas will be identified that satisfies the scope of work and timetable of both ROSEHILL TENANTS VOICE and Rosehill Co-operative staff.</p> <p>Information can be provided from:</p>

	<ul style="list-style-type: none"> *performance reports *satisfaction surveys *mystery shopping, questionnaires *complaints *benchmarking *other relevant sources <p>Nominated staff will provide support to ROSEHILL TENANTS VOICE and will act as a link between membership activity and other staff.</p> <p>Support can include attending meetings and taking notes, collating information, drafting reports and relevant administration etc. Support does not include active participation at meetings e.g. voting rights.</p> <p>Members are volunteers but support will include out of pocket reasonable expenses and venue expenses for meetings.</p>
<p>R</p> <p>RESPONSIBILITY</p> <p>Reconciling personal with corporate views</p> <p>Roles and Responsibility</p> <p>Roles: <i>the part played</i></p> <p>Responsibility: <i>being accountable</i></p>	<p>To independently review as critical friends, the performance and delivery of services by Rosehill Co-operative.</p> <p>To collect and examine data to allow services to be reviewed and evaluated.</p> <p>To report on all recommendations to senior staff, and Management Committee.</p> <p>To promote and encourage positive and active customer engagement throughout Rosehill.</p> <p>To promote ROSEHILL TENANTS VOICE, its values, and its scope of work activity throughout Rosehill.</p> <p>To be involved in corporate communications that directly impacts on tenants and other customers.</p> <p>To feedback to tenants and other customers through its chosen communication styles and outlets the results and outcomes of its activities.</p> <p>All members will be included as registered volunteers.</p> <p>Members will be responsible for feedback from fellow tenants to make sure ROSEHILL TENANTS VOICE is</p>

	representing tenants views and is representative of its tenants and other customers.
T TRUST Trusted partner Test: <i>establish quality</i> Transparency: <i>feedback</i>	<p>The strength of ROSEHILL TENANTS VOICE rests within the group. New recruits will be required to demonstrate levels of competence and interest to make sure the balance of talent is maximised.</p> <p>Temporary membership can be considered to suit a specific area of interest or project.</p> <p>ROSEHILL TENANTS VOICE will undertake an annual review of its work and evaluate its success in achieving its ambitions. This review will be published to ensure the group's work is open and transparent.</p> <p>Members will be required to sign a Code of Conduct. ROSEHILL TENANTS VOICE will have due regard to Rosehill Co-operative's safeguarding and equality and diversity policies and reflect these in its work.</p> <p>Members will be required to undertake training and coaching within the role as required.</p> <p>All budget considerations lie within the Management team of Rosehill Co-operative. Should there be any requirement for independent budgetary needs, these will be consulted and agreed with senior staff.</p>

<p>Statement of Commitment</p> <p>I wish to become a member of Rosehill Tenants Voice – the critical friend of Rosehill Housing Co-operative. I am aware of the responsibilities contained in the SMART Terms of Reference and undertake to positively contribute to the aims and objectives of the group.</p> <p>In signing I agree to the Principles contained in the Terms of Reference.</p> <p>Signed</p> <p>Print Name</p> <p>Date</p>
--