



**Rosehill**  
**Housing**  
Co-operative Limited

# **ROSEHILL**

# **TENANTS**

# **VOICE**

**Annual Report Review**

# Rosehill Tenants' Voice Report September 2021

## Annual Report 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 were presented to Committee in June 2021.

#### **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 Annual Report as their third 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 Annual Report production for Rosehill.

## **Scope**

The scope of the scrutiny task included:

- To independently review RHC's current Annual Report;
- To review legislative and regulatory requirements to ensure they are being adequately met
- To identify good practice examples;
- To look at the cost of producing the report
- To make recommendations for the report up to September 2020. Which is due to be produced in October 2021.

## **The Scrutiny Process**

The following tasks were undertaken:

- A discussion group to look at the current document and discuss its relevance
- A review of examples from the housing sector
- A group discussion on what the regulator requires us to produce and present in the annual report
- A review of the costs involved in production
- A discussion about accessible formats for all groups of tenants

## **Findings**

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 read it before.

The group looked at some examples of standards in the housing sector. They compared these examples with RHC current report and felt that all the reports tend to be very similar and that it is obvious that across the sector a lot of money is spent in the production of the document. The feeling was that as a group of tenants that the money spent on the production of this document could be much more fruitful spent in other areas.

Having reviewed the regulators requirement of reporting annual performance to all tenants that RHC should produce the page entitled 'at a glance' in last years document and that the rest of the information should be produced but only on

the website. They felt that it is more cost effective to have a dedicated page on the website for the annual performance information produced in the ARC and for Benchmarking purposes.

The two page document should be sent to the 300+ people who currently receive a paper copy of the document. The document then emailed etc. to the remaining tenants. Both sets of people will be given instructions of where to find the additional information or how to request the information in paper format.

If approved feedback will be sought from the tenant base on how they find the new format to feed into the formulation of the September 2021 document next year.

### **Recommendations**

1. The Annual Report be condensed
2. The document be sent in paper or digital format as per the usual process.
3. A website page is set up with the additional performance information and tenants be given instructions on how to access.
4. Tenants views of the new format be sought
5. Cost savings are monitored and recorded