

Board  
16 April 2015

## Customer Panel Scrutiny - Allocations

### 1 Purpose of report

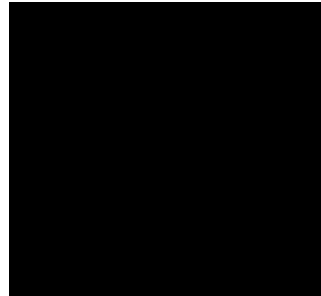
1.1 The aim of this report is to provide Board members with Customer Panel feedback on the work of the Panel to date, especially with regard to their work in scrutinising Allocations.

### 2 Background

2.1 Scrutiny in Context:

Tenant scrutiny is about tenants and customers being actively involved in reviewing how services are being delivered, and even more importantly, how they can be improved. The emphasis on tenant scrutiny and self-assessment is new to the social housing sector in Scotland and represents a very significant opportunity to develop partnership working between tenants and landlords to deliver excellent services. In Trust, this work is being undertaken primarily

by our Customer Panel, whose current members are:



Markinch  
Bellshill  
High Blantyre  
Edinburgh  
Troon  
Edinburgh  
Glasgow  
Giffnock

2.2 To date, these members have received independent support from the Tenants Information Service (TIS). In future, this support will be provided by our Customer Engagement Officer.

2.3 The recommendations attached at Appendix 1 are the result of the Customer Panel's first scrutiny exercise - into Allocations. This topic was selected following consultation through the Focus Groups process in Autumn 2014, and Panel members' feeling that this was a sensible starting place.

### 3 Scrutiny process

3.1 The work undertaken by the Customer Panel in relation to Allocations is detailed below:

3.1.1 Review of information and relevant fact finding

- Trust Allocation Policy
- SHOP Application form
- Trust Housing Ladder and Associated Services Provided

- Scottish Social Housing Charter context
- Scottish Housing Regulator Context
- Trust Performance Information, Reports and Surveys
- Review of Trust new tenant welcome letters

### 3.1.2 Planning and Preparation, including:

- Participation in training, information and support provided to the Panel members by TIS
- Planning and agreeing questions to be asked in meetings with the Allocations Manager and other staff

### 3.1.3 Reality Checking

- Interviews and meetings with Trust Staff, including demonstrations of systems used
- Work shadowing with staff responsible for assessments.

### 3.2 Additionally, Panel members have:

- Agreed the terms of reference and code of conduct for Panel members
- Agreed the scope of their work
- Agreed a Panel Logo.

3.3 The Customer Panel would like to thank Trust staff for their help, co-operation and participation in supporting the development of the Panel and the scrutiny process, especially Darren Lewis, Allocations Manager, the Allocations Team and Amanda Christie, Service Improvement Officer.

## 4 Consultation

4.1 New consultation with a broader tenant base did not feature as part of this scrutiny exercise. The Panel

did consider the findings of the ongoing New Tenant Survey, which is regularly undertaken by Trust, and have made a recommendation relating to this. (Recommendation 3.3)

4.2 A summary of the Panel's work on Allocations will be included in the next issue of Trust Talk, with the full set of recommendations made available on request and on the website.

## 5 Future monitoring

5.1 It is important that a monitoring process is established whereby progress can be tracked against Panel recommendations. It is proposed that an Action Plan is drawn up to address the recommendations and that progress against this (and future) Action Plans is monitored by the Performance and Audit Committee, with an annual update to the full Board.

5.2 Board members may feel that a meeting between the Chair of the Board, the Chair of the Performance and Audit Committee and the Panel members would be useful in communicating and establishing this process.

## 6 Recommendation

The Board is asked to:

6.1 Note the Customer Panel members' recommendations and commend their work.

6.2 Agree that progress in actioning these recommendations will be

monitored by the Performance and Audit Committee.

6.3 Determine any Board member involvement in communicating this process to Panel members.

Regulatory Compliance: SSHC, especially Outcomes 3, 7,8,9 and 10
Risk Level: Low
Financial Implications: None