

# SCRUTINY GROUP

SESSION I REPORT - SEPTEMBER 2024

## Why Scrutiny?

Scrutiny involves our tenants working in partnership with us to scrutinise, provide feedback and recommendations on how we are doing and help to shape and improve our services. This enables us to be the best we can be and provide the best service for our tenants. This is good value for money, how do we know how good we are doing if we don't ask.



## How are the groups made up?

Stereotypical scrutiny is classically made up of a very small select few tenants who are already involved in other parts of the organisation. Since COVID 19 pandemic there has been a higher level of apathy and a need to rebuild trust and relationships.

Our approach to scrutiny is moving away from traditional to be more open and inclusive and for all needs and abilities. This is to enable a wide range of feedback and recommendations from across the whole tenant base and not a select section. No organisation has been able to do this so far.

I was asked to bring together two groups for different localities, one in Dundee and one in Angus. We need to be 2 groups in Dundee and Angus as each area have their own interests and needs and it is relevant to what matters to them. It is engagement from different parts of the community.

## Dundee Group

The Dundee group is made up of tenants from different backgrounds and educational achievement. These tenants are quite new to Angus Housing Association and have lived experience in different parts of the housing sector.



## Angus Group

The Angus group is made up of tenants from different parts of Angus – Arbroath, Carnoustie, Montrose and Auchmithie. These tenants have lived in their properties between 5 and 15 years. The age range for both groups are between 40 and 80 years of age.

Further action is to try and get younger people aged 18 to 40 involved in scrutiny.

### Session plan

Each session will have a detailed session plan and will have an icebreaker quiz. To ensure consistency and valuable feedback each session three questions will be asked (these will be adapted)

- Is there anything you liked?
- Is there anything that surprised you?
- Is there anything you think we can do better?

There will be an evaluation and self-reflection at the end of each session which will be used to help shape and design future sessions ensuring that tenants feel comfortable and keep coming back.



## Feedback from Session 1 – AHA Annual Performance Report

This approach, so far, has been dynamic in highlighting their own needs and interests but feedback from the first session is showing common themes and praise so far for the annual performance report. See more details below:



### Dundee Group

- “Like our report, the descriptions and photographs are good”
- “We are doing very well”
- “Can we have more breakdown of the percentages, such as numbers and figures”

### Angus Group

- “Like the graphics, numbers and visuals”
- “Using the comparisons tool from the Scottish Housing Regulator, 73.8% of tenants satisfied with the opportunities to participate, thought this figure would be higher. However, think there is a gap in figures when gathering information so not sure how accurate this is”
- “Have a snapshot of relevant figures (similar to Hillcrest) to peak interest on social media and have fuller version on website”

The participants of both Dundee and Angus focus groups agreed that the report should cover all 14 outcomes of the Scottish Social Housing Charter, and the report should be accessible online only as it would be costly to send to every household and not everyone will read this.

## Evaluation of Session 1

At the end of each session the group will be asked what they liked about today's session, was there anything that surprised you and is there anything you think that I can do better for the next session? This feedback will help shape the next session.

Email information out before next meeting

Small group, really friendly

I like that it has been informal

Lots of good information, have learned a lot

## Session 2

The next session dates and times agreed with each group and preferred communication methods. Also agreed to send out information and reports two weeks before the sessions.

### Dundee Group

- Tuesday 19th November, 1.00pm to 3.00pm at Dundee Office, Ormiston Crescent



### Angus Group

- Thursday 21st November, 2.00pm to 4.00pm at Russell Square Community Lounge, Russell Square, Arbroath

## Recommendations

Some common themes from both groups for future sessions include:

- How the Association operates – Financial information and rents
- Standards for letting void properties
- Repairs satisfaction survey – quality of components
- Setting repetitive format with standard questions and quiz
- Ice breaker quiz