

SCRUTINY GROUP

SESSION 4 REPORT - FEBRUARY 2025

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 and levels of commitment that people can give. This is to enable a wide range of feedback and recommendations from across the whole tenant base and not a select section.

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 views on services in different localities it is relevant to what matters to them. It is engagement from different parts of the community.

Feedback from Session 4 Targets for Anti-Social Behaviour

This session was to discuss the changes introduced by the Scottish Housing Regulator on how we report on our locally agreed targets for anti-social behaviour and would like your thoughts on this.

This session was attended by 7 members of the Dundee and Angus Scrutiny groups and Linlay Anderson who is the Director of Housing Services for Angus Housing Association.

Linlay went through the Associations current timescales for Anti-Social Behaviour complaints which are split into 3 categories:

Category 1 - Extreme (examples of this include hate crime, drug behaviour)

Category 2 - Serious (examples of this include threatening behaviour, vandalising and drug and alcohol abuse)

Category 3 - Other Complaints/Nuisance/Disputes

Action - Timescales	Category 1	Category 2	Category 3
Contact Complainer	24 hours	3 Calendar Days	5 Calendar Days
Contact Neighbours/Witnesses	5 Calendar Days	5 Calendar Days	7 Calendar Days
Interview Alleged Offender	7 Calendar Days	7 Calendar Days	9 Calendar Days
Liaise with Other Agencies	7 Calendar Days	7 Calendar Days	9 Calendar Days
Case Evaluation/Action	28 Calendar Days	21 Calendar Days	14 Calendar Days

Comments/Suggestions from Session 4

There was a lot of discussion on what is classed as Anti-Social Behaviour and what the Association's limitations are such as there are issues with cannabis but we can't enforce this. The police pay a visit with housing staff to give a warning but cannot charge tenants.

If you see serious anti-social behaviour please report this to the police and ask for a crime reference number or if you have concerns you can also report this to the Association by phoning the Customer Service Centre on 0345177 2244

The group were asked if they agreed with the timescales and if they had any comments or changes to these. Once agreed these would be reviewed annually.

The group unanimously agreed that Angus Housing Association's targets for Anti-Social Behaviour are fair and reasonable and were pleased to note that category 1 serious complaints are treated as a priority and dealt with by staff even if it happens at the weekend.

Evaluation of Session 4

There was a lot of discussion about what is categorised as anti-social behaviour and what is estate management and the role of the Association. It was agreed to invite relevant staff to future sessions which will be tailored around the requirements of the group with the next session being held at the end of April. This is to be confirmed.

The venue was nice but noisy and struggled to hear

I found this session interesting

This was my first session, I was nervous but glad I came

It was good to hear from staff and their knowledge and experience

Lots of chances to ask questions