



SCRUTINYnet

SCRUTINYnet

Putting tenants at the heart of regulation is a concept that has been discussed for some time. Now, a new regulatory framework has been developed which expects organisations to be more proactive in involving their residents and utilising self regulation. The purpose of this new framework is to give tenants more influence over their landlord, in terms of their performance and the services provided.

One way of developing a new approach to co-regulation is to create a formal scrutiny role for tenants and residents. These tenant-led scrutiny panels would be used as a critical friend to challenge decision makers within their landlord organisation and enable the views and concerns of customers to be heard.

This new support network will assist members to get the most out of their tenant scrutiny panels, and ensure that the intelligence gathered is utilised effectively to maximise performance improvement. The network will work with members to ensure panels are working effectively and that panel members are empowered to challenge ways of working.

What will you get?

The network will offer a wide range of services, including quarterly meetings, regular updates, briefings and ongoing support.

SCRUTINYnet members will gain new ideas and best practice by meeting with their counterparts, learning from sector experts and carrying out meaningful, network-led benchmarking. In addition, members will have input to the relevant events and workshops programmes. The quarterly meetings will hear from high calibre speakers, from within the Housing Sector and beyond. In detail, the network will offer:

- **Best practice toolkit**

SCRUTINYnet members will be involved in the development of a positive practice toolkit, which will highlight case studies throughout the housing sector and beyond; practical steps in training panel members; where and how effective panels have been established and which services they have helped to improve. This practice toolkit will be used as a reference document for members to maximise the effectiveness of their customer panels.

- **Briefing papers**

SCRUTINYnet members will receive regular briefing papers on specific aspects of tenant scrutiny and related topics. This will include analysis on government announcements and any comments on changes to government policy and strategic direction.

- **Tenant scrutiny benchmarking**

This service is available to SCRUTINYnet members to measure what they do in both quantitative and qualitative returns. The benchmarking is member led, and the benchmarking framework will evolve to reflect member needs. High performers will be invited to share their experience in how they achieve excellent results to other group members.

- **Knowledge exchange and shared practice**

SCRUTINYnet members will meet regularly to discuss their issues and latest topics affecting their work; this will include everything from developing and training a panel, to maximising the use of the panel for service improvement and performance management. This will allow members to share their knowledge and experience within their own exercises, challenges and experiences.

- **Industry professionals**

Industry experts from both the public and private sector will attend group meetings to talk about the issues network members have prioritised, so that best practice can be shared within the housing sector and beyond.

- **Online discussion forum**

SCRUTINYnet members will gain access to the online forum to share experiences, challenge practices and pose questions or queries to the rest of the network members, and tap into the expertise of the Northern Housing Consortium team.

- **Annual conference and interactive workshops**

SCRUTINYnet will develop a focussed annual conference and specialist interactive workshops (with discounts for network members), concentrating on the latest developments and issues in tenant scrutiny panels and related topics.

Within the annual conference, workshop topics may arise directly from the quarterly SCRUTINYnet meetings, and there will be opportunities for members to host workshops at the event.

- **Access to independent service audits**

The Northern Housing Consortium has an established Performance and Practice Team who specialise in service analysis. As a network member, you will have access to these services at a reduced rate.

Outcomes from the network

- Understanding of setting up and selecting a panel
- Training and empowering the panel
- Utilising the panel to improve services and challenge service delivery

Who should join?

- Heads of Customer Service
- Business Improvement Managers
- Heads of Performance Development
- Chairs of tenant scrutiny panels
- Resident Involvement Managers

Membership fees

£595 + VAT per annum for NHC Members

£795 + VAT per annum for non-Members

Contact

Anna Milner, Research & Intelligence Manager

Telephone: 0191 566 1013, email: anna.milner@northern-consortium.org.uk

Please click here to complete a SCRUTINYnet membership form

*Conferences and workshops, consultancy projects and interventions will incur an extra cost.

SCRUTINYnet is offered by:
Northern Housing Consortium
Websters Ropery
Ropery Road
Deptford Terrace
Sunderland
SR4 6DJ

