

Afternoon tea & Scrutiny:

Welcome to the New Panel





Agenda

Icebreaker Activity

What is Scrutiny?

Roles, responsibilities and expectations

Constitution

Shaping how the Group will work

Resources and support available



Ice-breaker

- Catch the ball
- Tell us your name, where you live (*roughly*) and an interesting fact about yourself
(if you can't think of a fact – what's your favourite film?)
- Then throw the ball to someone else





What is Scrutiny?



Why Scrutiny?

Resident Scrutiny is residents working with Dover District Council to review services, influence decisions and drive positive change.



The Regulator of Social Housing says:

“**2.2.2** Registered providers must assist tenants who wish to implement **tenant-led** activities to influence and **scrutinise** their landlord’s strategies, policies and services.”

https://youtu.be/cQLz3JnC2dA?si=NgWA_LGr4fjlfkax



Regulator of
Social Housing

HOW WE REGULATE

FOR MORE AND BETTER SOCIAL HOMES



Our Regulatory Inspection

April: On-site inspection

July: Grading published

Our Grading:

C1 - Excellent



C2 – Good

C3 – Serious failings

C4 – Very serious failings

“Throughout the inspection, Dover DC demonstrated a **respectful and positive culture towards tenants**, and its engaged tenants told us they **felt listened to and valued**.”

“While **the inspection identified opportunities for tenants to become more involved in influencing and scrutinising services**, Dover DC recognises that improvement is required to further develop and embed these opportunities.”

Full outcome on our website:

<https://www.dover.gov.uk/housing/performance-and-satisfaction/inspection-outcome>

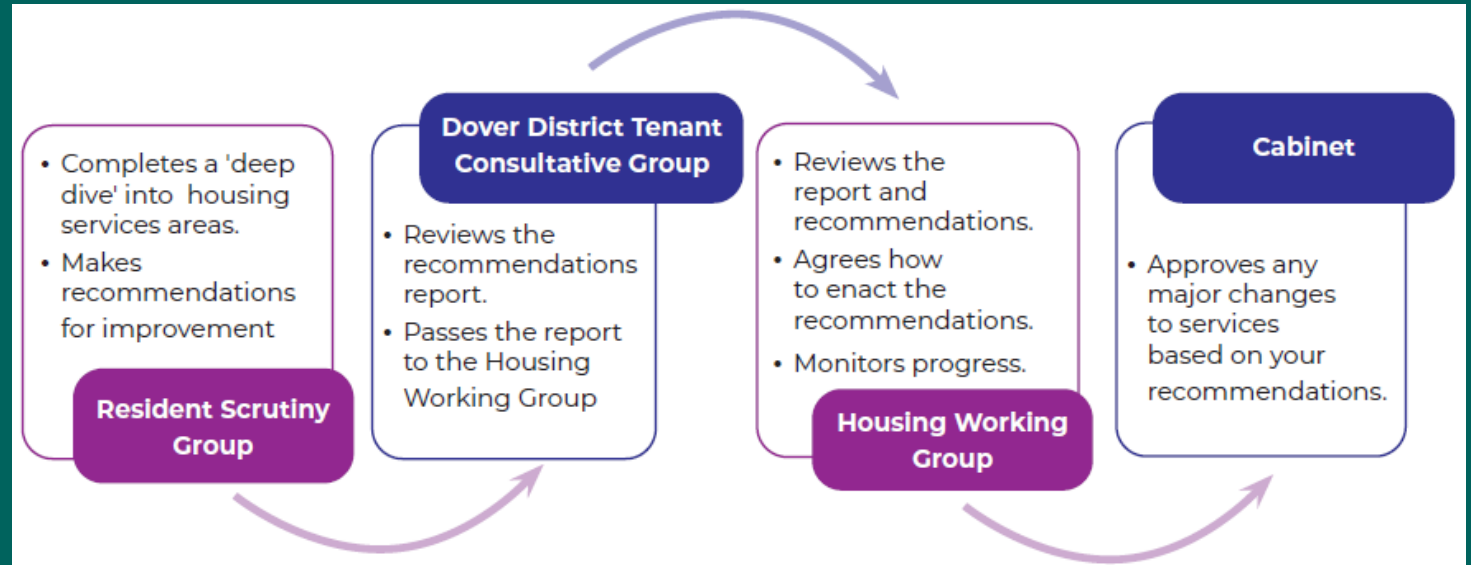
The Scrutiny Process



Structure

Your recommendations are recorded in a scrutiny report that you will co-author.

This is shared with the Housing Working Group, which includes Senior Officers, Directors and Members





Roles

Roles are elected each year by ballot at the annual general meeting (AGM)



Chairperson x1



Vice-Chair x1



Members x10



Chair

- **The responsibilities of the Chair include:**
 - **Chairing meetings** in a fair, impartial and inclusive manner.
 - Ensuring all members have an opportunity to contribute and that discussions remain focused and productive.
 - **Keeping meetings effective**, by keeping meetings on topic and on time.
 - **Representing** the views and decisions of the RSG at meetings, presentations and other engagement opportunities.
 - **Supporting the Group** to fulfil its aims and objectives as set out in these Terms of Reference.
 - **Promoting constructive challenge** and ensuring scrutiny reviews are evidence-based and resident focused.
 - **Ensuring recommendations are agreed** by the Group and accurately reflect the findings of reviews.
 - **Working with members and officers** to monitor progress against agreed recommendations.
 - **Acting as a role model** by upholding the Code of Conduct and encouraging positive behaviour among members.
 - **Exercising a casting vote** where voting results in a tie.

The responsibilities of the Vice Chair include:

- **Supporting the Chair** in the effective operation of the RSG.
- Deputising for the Chair when they are absent or unable to attend a meeting.
- **Assisting in the planning and delivery** of scrutiny reviews and Group activities.
- **Encouraging participation and engagement** from all members.
- **Supporting communication** between members and officers where appropriate.
- **Helping to monitor progress** against agreed recommendations and actions.
- **Promoting the aims, objectives and values** of the RSG.
- **Upholding the Code of Conduct** and acting as a positive role model for other members.

Vice Chair



Chair and Vice-Chair

- **Good personal qualities of a Chair and Vice-Chair include:**
 - **Integrity** – be held to the highest personal standards
 - **Passion** – care about the goal
 - **Listening skills** – demonstrate good communication
 - **Decisiveness** – being able to think on your feet
 - **Coaching** – get the best from your members
 - **Punctuality** – attend all meetings, on time and prepared

They must also be welcoming and supportive to members.

Training and support will be provided. All chairs and vice-chairs must complete a half day TPAS course, paid for and arranged by DDC.

Chairing and Vice-chairing the group may require more time commitment, to communicate outside of the meeting, with DDC Officers, and members.

Expectations

Members are expected to:

- **Attend meetings regularly** and participate actively
- **Prepare** for meetings
- **Represent the interests of all tenants and leaseholders**, not personal concerns.
- **Contribute constructively** and challenge services in a respectful, evidence-based way.
- Treat all members, officers and stakeholders with **respect and professionalism**.
- Follow the Code of Conduct and **maintain confidentiality** where required.
- **Undertake relevant training** and development opportunities.
- **Act as ambassadors** for the Resident Scrutiny Group and support resident engagement activities.
- Commit approximately **2 to 4 hours per month**, with additional time during active reviews.
- Promote a **friendly, inclusive and supportive** environment.

Overall expectation: Members should work collaboratively to help improve housing services and ensure residents' voices influence decision-making.



What other Scrutineers say:

<https://www.youtube.com/watch?v=gH2R0vkgaHo&t=2s>



What other Scrutineers say:

<https://www.youtube.com/watch?v=00hwlyuWyxk>



What other Scrutineers say:



<https://www.youtube.com/watch?v=8Ji9Exp7cfY&t=3s>

Why is Scrutiny important?

Questions from the Tpas National Scrutiny Conference 2023



What support is available?



 Governance and Transparency	 Business and Strategy	 Complaints	 Scrutiny	 Information and Communication	 Resources For Engagement	 Community and Wider Engagement
Effective Challenging and Questioning	Housing Policy and Regulation	Meeting Current Expectations in Complaint Handling	Introduction to Scrutiny	Meeting and Committee Skills	Chairing Skills	Running a Successful Tenants Association
Holding your Landlord to Account	Building Safety and Engagement	The Housing Ombudsman Webinar	Productive Teams and Positive Engagement		Mystery Shopping	Equity, Diversion and Inclusion for Involved Residents
Creating a Positive Engagement Culture	Strategic Thinking and Decision Making	Investigating Complaints and Resolving Disputes	Performance Information and Data – A Guide for Customers		Dealing with Difficult Situations	Meeting and Committee Skills
Introduction to Being a Board Member of a Housing Association	Procurement and the Role of Customers		Ensuring Resident Scrutiny Works in Housing Organisations		Using Behavioural Insights to Increase Involvement	Finding the funds for Tenant/Community Groups
Role of Tenants on Council Housing Boards and Committees	Measuring Impact of Engagement				All About Engagement	
					Engaging with Shared Owners and Leaseholders	
					Finding and Managing Volunteers	

National Training Programme 2026

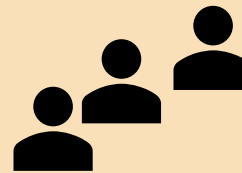


TENANT ENGAGEMENT EXPERTS
tpas



Support

To support you in your role, you will have access to:



DDC Officers including:

- Engagement Team
- Housing Managers



Documents such as:

- Constitution
- Guides and resources



Expenses paid in line with 'Expenses and Incentives Policy'



QUIZ TIME!



Question 1

What is the main purpose of the Resident Scrutiny Group?

Is it:

- a) Organise social events
- b) Review and improve housing services ✓
- c) Manage housing repairs
- d) Allocate homes



Question 2

Which Dover District town shares its name with a popular lunchtime food?

Sandwich



Question 3

Which of these is an important scrutiny skill?

Is it:

a) Active listening



b) Speed reading

c) Painting

d) Gardening



Question 4

Which of these is NOT part of Dover District?

Is it:

- a) Deal
- b) Sandwich
- c) Folkestone
- d) Aylesham



Question 5

What is the aim of resident scrutiny?

Is it:

- a) To find fault with staff
- b) To improve services for residents
- c) To increase rent charges
- d) To manage complaints



Question 6

What is the best way to improve housing services?

- a) Looking at performance data
- b) Asking residents
- c) Working closely with contractors
- d) All of the above



What's Next

The first Scrutiny review will be on the **Complaints about the Housing Service**, specifically in response to the Tenant perception of the complaints process.

48.3% of residents are satisfied with the Complaints process, compared to **77.7%** satisfaction with the overall service.

There will be meetings in October to start the review.

- Would you like to be involved?
- When would you like these meetings to be held?
- What location is most suitable?

The background is a solid teal color. In the lower-left corner, there are several overlapping, semi-transparent shapes in varying shades of teal, creating a layered, abstract effect. These shapes include a large, dark teal semi-circle and several lighter teal curved lines and segments that overlap it and each other.

Any Questions?

Thank You

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