

Get ready to scrutinise!

A training programme for new tenant scrutiny groups

This programme is intended for members of new tenant scrutiny groups, or new members of established scrutiny groups. **Its aim is to** give residents a background to tenant scrutiny, so that they understand the context for their role, and to prepare them for the practical work involved.

Suggested programme

The following is intended as an outline only; details can be adapted to meet the needs of each organisation. We are suggesting a 4-day programme, run ideally within a 6- to 8-week period.

Day 1 – The framework for tenant scrutiny

Morning

Introduction to the programme and to one another
Why we want to be involved in scrutiny: hopes and concerns
A brief history and overview of social housing
Regulating social housing – the crucial role of residents
What does 'tenant scrutiny' consist of?

Afternoon

Getting to grips with the scrutiny tool-kit: Performance indicators, standards and targets, outputs and outcomes, performance information

Day 2 – Carrying out a scrutiny review

Morning

Understanding the process of carrying out a scrutiny review
Commitments needed from group members
Sources of information for scrutiny reviews
Desk-top analysis: gathering and analysing performance information

Afternoon

Ways of getting feedback from residents
Designing and using questionnaires
Preparing and carrying out interviews

Day 3 – Organising a scrutiny group

Morning

Building our own and others' confidence – enabling continuous learning
Developing and sustaining positive relationships with staff and residents
Working effectively as a group

Afternoon

Holding effective meetings
Planning and delegating tasks and responsibilities

Day 4 – Making change happen

Morning

Pulling together your findings and recommendations
Writing and presenting a scrutiny report
Negotiating with your social landlord
Setting deadlines and targets, and reviewing action over time

Afternoon

Review of the training programme
Next steps – for individuals and the group