

## Tenant Scrutiny Review Principles

This is a tenant-to-staff document which helps to set the parameters for tenant scrutiny at Red Kite. It ensures expectations are aligned and supports the constructive relationship that leads to the most impactful scrutiny activity.

**What is Scrutiny?** Scrutiny is taking a detailed look at something. In housing, tenant scrutiny refers to tenants having meaningful opportunities to examine services, strategies and policies and influencing positive changes. Tenant scrutiny describes all of the activity taking place throughout the engagement structure here at Red Kite, e.g. in the Environmental Improvement Group and the Repairs and Empty Homes Group.

**What is a Scrutiny review?** A Scrutiny review will take different forms, but generally a review will pick a topic and, using a framing question, gather evidence and insight to better understand how that area of work might be improved. Tenants will work with staff, and sometimes external facilitators, to produce a series of recommendations which the organisation will genuinely consider. Accepted recommendations will go into an action plan and tenants will monitor progress against agreed deadlines. E.g. 'How can we improve the tenant experience when they contact Red Kite?'

1. **Tenants will have the final decision when choosing scrutiny review topics, identifying the issues that matter most to tenants.** They will make this decision based on information and recommendations from staff and tenants.
2. **Tenants will work positively and constructively with staff, working together to help make things better for all tenants.** We're mutually dependant on each other.
3. **Tenants must always be free from undue influence.** There is a dedicated budget to ensure external independent support can be accessed for reviews, typically this has been with Tpas.
4. **All accepted scrutiny recommendations must have an agreed and achievable deadline.** These will be monitored by tenants, staff and Board and updates shared at agreed intervals.
5. **Staff have a responsibility to provide advice and support to all members of the scrutiny team.** Activities staff may undertake include: offering shadowing opportunities, attending evening and weekend meetings, joining interviews and delivering presentations on services.
6. **Scrutiny should provide tenants and staff with assurance rather than reassurance on performance and service delivery.** Access to evidence and accessible performance data will be required, balancing transparency with language and a format that tenants can fully engage with.
7. **All scrutiny reviews will have a fundamental overarching question that sets the scope for the review.** The goal of each review will be to better understand the service area examined and identify potential improvements.