

Get involved in Housing Service Delivery



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www.dundee.gov.uk

TENANT LED INSPECTIONS

What is a Tenant Led Inspection?

Where a group of tenants work together as a 'tenant inspector team' to look at an area of housing service in detail, i.e. how that service is run; whether policies and procedures are being followed and to identify where improvements can be made.

What is involved in an inspection?

The Inspectors, as directed by the Scrutiny Panel, will scrutinise services. They will then decide which methods they will use to gather the information required to identify best practice.

Before an inspection starts, information on the service for inspection is provided by an officer from the particular service.

Methods of inspection may include some of the following:

- Questionnaires to staff.
- Interviews with tenants, customers and staff.
- Mystery shopping.
- Site visits.

After the inspection, the team will then present a tenant inspection report to the Scrutiny Panel detailing the strengths and weaknesses of the service and any suggested recommendations for improvement.

A follow up meeting with the Inspectors and Scrutiny Panel will take place approximately three months later to sign off the Action plan and inspection.

How long does the inspection take?

- The number of meetings and visits may vary depending on the type of service under inspection.
- On average Inspection Teams meet once a week for around 8 to 10 weeks.

What help do Inspectors receive?

- Full training.
- A Council Officer will facilitate the meetings and provide general assistance, such as helping to draw up questionnaires and preparing the inspection report.
- Travel expenses are paid where required.

MYSTERY SHOPPING

What is Mystery Shopping?

Mystery Shopping is the use of individuals trained to experience and measure any customer service process by acting as potential customers and in some way reporting back on their experiences in a detailed and objective way, then reporting these findings back to the Scrutiny Panel.

What does Mystery Shopping involve?

- This could be assessing the access points of an office, looking at the layout, signage and privacy.
- Looking at the type and standard of information you receive to an enquiry.
- The speed and quality of the information received.
- Time taken to be have your enquiry dealt with.
- Customer care attitudes at the first point of contact for tenants.
- Checklists are used to record observations made during a mystery shopping exercise.

What do you need to become a Mystery Shopper?

- Commitment to participate
- Willingness to attend various meetings
- Time available to visit Council Housing Offices
- Being open and honest with us
- Good communication skills

Do I need any special skills?

No, training is provided to ensure that participants are confident to shop. It's also a great way to meet other volunteers when receiving the training or attending meetings.

What help do Shoppers receive?

- Full training
- A Council Officer will facilitate the meetings draw up questionnaires and preparing the inspection report.
- Expenses are paid where required.

SCRUTINY PANEL

What is a Scrutiny Panel?

The Scrutiny Panel are a group of elected people who will examine, question and assess the performance of the Council's Housing Services.

The Dundee Area Scrutiny Panel (DASP) is responsible and accountable to all Housing Service Customers.

Some of the work of the Panel could include:

- Monitoring and Reviewing of all performance information and the Annual Report Certificate.
- Deciding and instructing what scrutiny activities take place and when making recommendations for change to Housing Services.
- Receiving reports and information on the other scrutiny activities.
- Monitoring the Tenant Participation Strategy

Membership of the Panel?

The Scrutiny Panel is made up of tenants, owners and service users. There can be up to a total of 16 members elected.

The Scrutiny Panel members will be independent from other scrutiny activities such as Tenant Led Inspections and Mystery Shopping.

Do I need any special skills?

No, training will be provided to ensure that you are confident to scrutinise information effectively. Members will need to demonstrate a commitment to attend meetings and training.

What help will Scrutineers receive?

- Full training.
- A Council Officer will facilitate the meetings and provide general assistance.
- Travel expenses will be provided where required.

GET INVOLVED IN HOUSING SERVICE DELIVERY

NOTE OF INTEREST FORM

Date:

Title First Name Last Name
Address Postcode
Email address Telephone

How would you prefer us to contact you?

Phone Email Letter

When are you available to get involved?

Daytime Evenings Weekdays Weekends

I would like to register my interest in becoming a member of -

(Please tick as many as apply)

Scrutiny Panel Mystery Shopping Tenant Led Inspections
Dundee Federation of Tenants' Associations Focus Group

Would I be eligible?

Whilst we want to encourage as many people as possible to apply you will need to be a tenant of Dundee City Council or a Service User of Dundee City Council's Housing Services.

If you would like to take part, please fill in this form and return to the options overleaf. You can also contact the team directly for more information on:

01382 307330

or

HaveYourSay@dundeecity.gov.uk

Thank you

Please place in box provided
Give to a Front Line Staff Member
or a Housing Services Representative

Forward to Quality & Performance Monitoring
FAO Mark Cooper

‘Getting Involved In Housing Service Delivery’
Mark Cooper
Quality & Performance Monitoring
Floor 1
5 City Square
Dundee
DD1 3BA

REGISTERED TENANTS ORGANISATIONS

Registered Tenants Organisations

Registered Tenants Organisations (RTO) meet on a regular basis with Housing, Council & Community Officers to forward ideas and suggestions from a local perspective. Groups are also involved in estate walkabouts and consultations regarding housing, regeneration projects and environmental improvements within their communities.

The Council is committed to seeking and obtaining the views of RTO's on housing and housing related issues. It also provides them with financial support and impartial advice to help them clarify and represent their Council tenant members' views on all key services provided by the Neighbourhood Services Department.

All Tenant Organisations are currently registered with Dundee City Council, apart from Dundee Federation of Tenants Associations (DFTA) (which is an umbrella organisation for all RTO's and has a citywide remit) and operate under constitutions that define memberships as being open to anybody, irrespective of being a tenant or owner residing in their area of operation, without the need to 'sign up' as members.

RTO's may rely on support from the Council representatives to take forward their concerns and develop appropriate courses of action/ proposals, but only on housing and housing related matters which fall under their responsibility.

Dundee Federation (DFTA)

What do the DFTA do?

The DFTA are a volunteer umbrella organisation representing Dundee City Council tenants. They are there to protect and promote tenants' rights and providing valuable perspective, which can help the Council improve services. Their membership includes representatives from RTO's as well as independent members too.

The DFTA Executive Committee hold monthly meetings as well as representing tenant at various other groups such as the Scrutiny Panel and Antisocial Behaviour Group. They also attend conferences run by independent support services such as Tenant Information Service (TIS). They also meet regularly with Neighbourhood Services management and Housing Convenor, to raise issues affecting tenants.



Get in touch and 'Have Your Say'



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