



**Request for a scrutiny review of landlord function**

*I would like to request that the following housing service is reviewed:*

**Service**.....

.....

**Reason for this request including any supporting information (please continue on a separate sheet if necessary)**

.....

.....

.....

**This request comes from:**

5 or more members of the Tenants Panel

Any residents association recognised by Housing Services

A named council tenant of the district, who has the support of 10 other council tenants whose names and signatures are included on the application form.

**Applicants name**.....

**Address**.....

.....

**Tel no**.....

**Would you like to make a statement to the Tenants Performance and Scrutiny Panel in support of your request for a scrutiny review.**

Yes

No



## ***Request for a scrutiny review***

The Council supports a Tenants Performance and Scrutiny Panel, made up of members of the Tenants Panel, who monitor our performance, agree performance targets and generally ensure that we are accountable for the services we provide. They have an agreed work programme which involves them looking in detail at various aspects of the service we provide.

However, certain groups of tenants living in the district may request that members of this group look at a specific service by completing a Request for a Scrutiny Review application form.

Members of the Tenants Performance and Scrutiny Panel will consider any requests received and decide by majority vote whether their programme of work should be amended to take account of the request received.

### **Who can request a scrutiny review?**

A request for scrutiny can be made by:

- ◆ 5 or more members of the Tenants Panel
- ◆ Any residents association recognised by Life Opportunities (Housing)
- ◆ A council tenant of the district, who has the support of 10 other tenants whose names and signatures should be included on the application form.

Any Request for a Scrutiny Review must be made via the appropriate application form.

### **What can a request for scrutiny be about?**

A request for a scrutiny review can relate to any housing service provided by the Council.

The Tenants Performance and Scrutiny Panel focuses its scrutiny activity on things that matter most to tenants and on outcomes that will make a difference to the wider council tenant population in Tendring.

The reasons for a review being requested may include:

- ◆ Poor performance
- ◆ High level of user dissatisfaction or a decline in satisfaction levels
- ◆ National or local high priority
- ◆ New legislation
- ◆ Media attention

In submitting a request for a scrutiny review, the applicants should consider and outline why the service in question should be reviewed, what benefits will there be in conducting the review and what evidence is there to support the reasons for and need for the review.

The Tenants Performance and Scrutiny Panel is not able to get involved in minor matters or individual concerns that are not of significance to the wider tenant population.

Additionally, the Tenants Performance and Scrutiny Panel will not deal with individual complaints, matters already being addressed or reviewed within the last twelve months, individual disciplinary matters or matters unlikely to result in improvements in service delivery or provision for the wider tenant population.

Examples of issues that the Tenants Performance and Scrutiny Panel will not be able to review include matters being dealt with under the Council's Complaints Procedure or the Ombudsman, individual service requests or explanations as to action taken, anything governed by legislation, the Council's Constitution, approved council strategies or policies, any employment or disciplinary issues involving staff or issues for which there is no approved budgetary provision.

### **How will a request for scrutiny be dealt with?**

Any Request for Scrutiny Review forms received will be acknowledged by the Council's Customer and Support Manager within 10 working days.

The Customer and Support Manager will ensure that the request is considered by the Tenants Performance and Scrutiny Panel at their next scheduled meeting unless the request relates to a matter of urgency which necessitates an ad hoc meeting being arranged.

Members of the Tenants Performance and Scrutiny Panel will decide whether they wish or are able to undertake the review by a majority vote. This will be based upon the reasons why the review has been requested as well as consideration of how the review would benefit the wider council tenant population in Tendring and whether there are other mechanisms in existence that would be better placed to deal with the issue.

If the Tenants Performance and Scrutiny Panel decides to undertake a requested review, the relevant timescales for carrying this out will be agreed as will whether they require the person submitting the request to make a statement to them in support of their request. The Customer and Support Manager will notify the applicant accordingly and amend the work programme of the panel to take account of the new review addition.

Members of staff and / or their contractors may be asked to provide information or evidence for the purposes of any review being progressed.

If it is decided that the request for scrutiny is not going to be progressed, the Council's Customer and Support Manager will be responsible for informing the applicant of the reasons for their decision and, if appropriate, referring the matter to another mechanism.

Once the scrutiny review is complete, the Tenants Performance and Scrutiny Panel will provide a copy of their report and the Customer and Support Manager will notify the applicant(s) of the outcome.

The Council's Customer and Support Manager will be responsible for supporting the Tenants Performance and Scrutiny Panel throughout their review of the matter in question.