

Performance and Scrutiny Panel

The Process of Scrutiny

<ul style="list-style-type: none">• Annual Away Day – develop schedule for year ahead• Review requests from Tenants Forum and minutes from Management Team• Review complaints, consider trends• Performance Indicators• Satisfaction data• Themes from Executive Team/Management Team• Requests from Governance Structure	DECISION MAKING
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<table><thead><tr><th data-bbox="159 1155 766 1232">EXISTING</th><th data-bbox="766 1155 1217 1232">COMMISSION</th></tr></thead><tbody><tr><td data-bbox="159 1232 766 1756"><ul style="list-style-type: none">• Complaints and compliments• Performance Indicators• Service Standards• Strategic Business Plan• Local Offers• Surveys</td><td data-bbox="766 1232 1217 1756"><ul style="list-style-type: none">• Surveys• Mystery Shop• Tenant Inspectors• Tenant Focus Groups</td></tr></tbody></table>	EXISTING	COMMISSION	<ul style="list-style-type: none">• Complaints and compliments• Performance Indicators• Service Standards• Strategic Business Plan• Local Offers• Surveys	<ul style="list-style-type: none">• Surveys• Mystery Shop• Tenant Inspectors• Tenant Focus Groups	EVIDENCE
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<ol style="list-style-type: none"> 1. Identify a sub group of 3 people at Panel. 2. Define the scope of the scrutiny at the 'kick-off meeting' 3. Collate information for desktop review. 4. Schedule scrutiny meetings/interviews (if identified) 	PREPARATION
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<ul style="list-style-type: none"> • Meetings determined at each scrutiny (this will depend on complexity of scrutiny) • Stage 1 – Review evidence, identify any gaps, if so, consider commissioning work to complete gaps, identify any site visits • Stage 2/3 –Identify/conduct any interviews, conduct site visits • Stage 4 – conclude, draw recommendations, draft report • Circulate draft report and amendments via email communication • Receive amendments/confirmation via email 	REVIEW
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<ul style="list-style-type: none"> • Final report presented to Panel for sign-off • Recommendations 	OUTCOMES
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- Report sent to Service Manager.
- Report and recommendations reviewed at next Management Team meeting
- Report and recommendations reviewed by Operational Board
- Critical findings escalated to Board , all other findings summarised in Annual Report to Board

REPORTING

- Feedback to Panel from Exec and Operational Board at next Panel meeting
- Accepted recommendations added to a scrutiny “Continuous improvement action plan” on Covalent
- Updates posted onto Scrutiny area of website
- Relevant update provided at next available atrium meeting
- Feedback To Tenant’s Forum
- Feedback on changes in Havebury News

COMMUNICATE

- Panel to review recommendations via Continuous Improvement Action Plan
- Monitor any Performance Indicators that are relevant to the service
- Consider inviting service manager to a future meeting to provide a verbal update on progress

CONTINUOUS IMPROVEMENT