

# Tenant Scrutiny

**involving  
you**

**improving services**

**assessment**

**feedback**

**tenant-led inspections**

**housing services**

**mystery shopping**

**partnership**

**setting the agenda**

**sharing information**

**support**

**performance**

**Scottish Social Housing Charter**

**Scottish Housing Regulator**

**information**

**communication**

## Tenant scrutiny

West Dunbartonshire Council is gearing up to meet new requirements to provide tenants and other customers with opportunities to scrutinise our housing services. New housing legislative and regulatory requirements mean that across Scotland tenants are being offered opportunities to have greater influence and to hold their landlords to account.

This could mean setting up a scrutiny panel that feeds directly into monitoring and performance of services, carrying out mystery shopping or undertaking inspections of different parts of the housing service.

- Do you enjoy exploring what goes on behind the scenes?
- Can you act as a 'critical friend'?
- Do you want to make a difference to housing services?

If you have answered yes to these questions then you could be just the person we are looking for. We need committed customers who will be willing to investigate different aspects of our housing service and recommend ways we can improve.

You will need to be able to work independently and as part of a team, read reports and information, be a good communicator and provide some constructive challenge. It's a voluntary role and you will not be paid. However any expenses you have in carrying out the role will be fully reimbursed.



## What's in it for you?

- The opportunity to develop your knowledge and skills
- The chance to meet new people, form new friendships and be part of a team
- The chance to make a difference

This isn't like anything West Dunbartonshire Council has done before, nor is it the same as being involved in a tenants and residents association. Many tenants and residents have got involved in similar projects and have learnt new skills and confidence and have moved on to get jobs.

If you are interested in getting involved or would like more information please contact us on **01389 737281** or email us at:

**[housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)**

Support, training and resources to carry out these activities are provided by the Council.

## Scrutiny panel

A scrutiny panel is a formal body, made up of tenants and other service users. It serves as the hub for a range of tenant scrutiny activity and a focal point for assessing housing performance and holding West Dunbartonshire Council to account.

The panel is able to consider a broad range of performance information and as a consequence better understand the 'story' of performance, cost and value for money. It is also able to develop a degree of expertise in understanding the social housing 'business'. The Panel's remit will be to act as a voice for tenants and will focus on improving services. The Panel feeds directly into the Senior Housing Management Team which considers and reacts to the Panel's recommendations.

## **What are tenant-led inspections?**

Tenant-led inspections are inspections of the housing service carried out by tenants independently of the Council. Tenants are provided with training and support to inspect areas of the housing service in a professional and structured way and to report back to the Council the outcome of their inspection.

The inspections are about identifying the strengths and weaknesses of the service and making recommendations where tenant inspectors believe improvements can be made. Tenants involved in the inspections are free to identify which areas of the housing service they would like to inspect, but will be co-ordinated by the Scrutiny Panel.

## **What is mystery shopping?**

Mystery shoppers pose as normal customers and undertake a series of agreed scenarios to test our customer services. For example, requesting a service, asking questions, registering complaints or reporting on how we answer the phone, how they were greeted and how professionally their request was handled.

The mystery shops can be carried out by making telephone calls, sending emails or letters and/or visiting our offices. The identities of the shoppers are kept strictly confidential and shoppers carry out their duties without identifying themselves.

Tenants who want to take part must be able to use a telephone, be able to complete a questionnaire and have the time to carry out mystery shops. It's important that you can also be objective.

## **'Housing Info'**

If you would like to be kept up-to-date with housing news or events, you can sign up to our free text messaging service: **'Housing Info'**.

The service sends text messages featuring relevant, up-to-date information to Council tenants of West Dunbartonshire about housing services and events. If you are a West Dunbartonshire Council tenant, call **01389 737743** or email us at: **[housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)** to sign up to the scheme. You only need to give us your name, address and contact mobile number.

It won't cost you anything to receive text messages from us and you can contact us anytime if you wish to stop receiving messages from the service.

## Contact details

### Tenant Participation

Housing Strategy & Development  
Housing, Environmental and Economic Development  
Council Offices  
Garshake Road  
Dumbarton  
G82 3PU  
Tel: 01389 737702  
or  
Tel: 01389 737743  
Email: [housingnews@west-dunbarton.gov.uk](mailto:housingnews@west-dunbarton.gov.uk)

## Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

Please contact:  
Corporate Communications  
Council Offices  
Garshake Road  
Dumbarton G82 3PU  
Tel: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुसोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है।  
ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔