



Working Together For Better Services

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So Today

- How tenants and other customers are involved in tenant scrutiny and on meeting the Charter.
- The Key things that have worked well and some of the challenges.
- The Impact this work has had on achieving change for the Council, communities and individuals
- The lessons learnt on this journey & the key opportunities ahead

How Tenants and Residents are involved in Scrutiny & meeting the Charter

- Umbrella Group –
Housing Service Review Group
- Sub Group -
Housing Performance and Budget
Group

The Successes

- Buy in from the top and our services
- Reviews seen as positive in the organisation
- Recommendations of the Group built into service plans – 2 way process
- Services communicate with each other more
- “What would make you come through the door”
- Reviews promoted by Group all over Scotland

The Challenges

- Getting Staff at all levels to see the benefits
- Working Together – the good and the not so
- Maintaining the enthusiasm & commitment
- Getting more tenants involved

The Impact

- Relationship with the Council – not just the Housing Service
- More Customer focussed services
- More consistency in services
- Staff Training improved – Induction
- Communication improved
- Recognition for the Council and the Group
- Other Landlords

Lessons Learnt

- Planning is crucial
- Group dynamics
- Things happen
- Too many reviewers!
- Keep evolving
- Design of Report
- Launch of Report

Key Opportunities ahead

- To continue Working Together
- Continue on going recruitment
- Email report to 6,000 tenants
- NETRALT – North East Tenants Residents and Landlords Together
- To learn from the mistakes made – move on and celebrate all the successes!



Thank You!