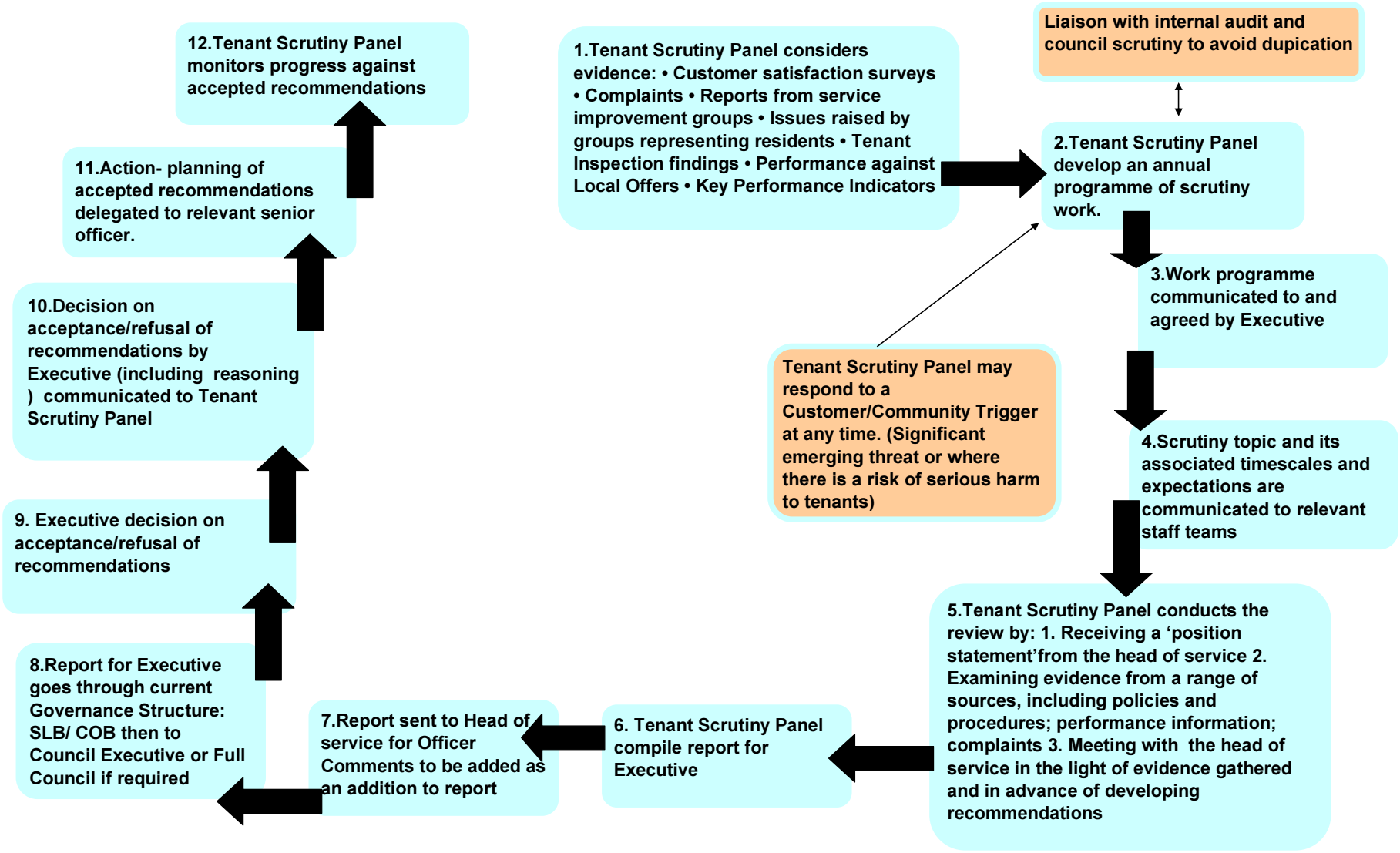
APPENDIX A


1.Tenant Scrutiny Panel considers evidence: • Customer satisfaction surveys • Complaints • Reports from service improvement groups • Issues raised by groups representing residents • Tenant Inspection findings • Performance against Local Offers • Key Performance Indicators
Liaison with internal audit and council scrutiny to avoid dupication
2.Tenant Scrutiny Panel develop an annual programme of scrutiny work.
3.Work programme communicated to and agreed by Executive
Tenant Scrutiny Panel may respond to a Customer/Community Trigger at any time. (Significant emerging threat or where there is a risk of serious harm to tenants)
4.Scrutiny topic and its associated timescales and expectations are communicated to relevant staff teams
5.Tenant Scrutiny Panel conducts the review by: 1. Receiving a 'position statement'from the head of service 2. Examining evidence from a range of sources, including policies and procedures; performance information; complaints 3. Meeting with the head of service in the light of evidence gathered and in advance of developing recommendations
6. Tenant Scrutiny Panel compile report for Executive
7.Report sent to Head of service for Officer Comments to be added as an addition to report
8.Report for Executive goes through current Governance Structure: SLB/ COB then to Council Executive or Full Council if required
9. Executive decision on acceptance/refusal of recommendations
10.Decision on acceptance/refusal of recommendations by Executive (including reasoning) communicated to Tenant Scrutiny Panel
11.Action- planning of accepted recommendations delegated to relevant senior officer.
12.Tenant Scrutiny Panel monitors progress against accepted recommendations