

Effectiveness of Scrutiny recommendations

Scrutiny review



Purpose



To provide assurance on whether Customer Scrutiny Panel recommendations are being implemented and making a positive difference.

Review Focus



Reviewed the monitoring of outputs and impact of the previous reviews:

- Damp and Mould
- Anti-Social Behaviour (ASB)
- Re-let Standards
- Communications within Complaints

Key findings



Action taken

The majority of recommendations are completed or in progress

Impact

There is clear evidence of service improvements and learning across the reviewed areas.

Poor Communication

More work could be done to promote the Scrutiny reviews and what they are achieving to both colleagues and customers.

Unmet Expectations

A small number of actions remain overdue, with plans in place to resolve them.

Recommendations and actions



The CSP made 14 recommendations focused on improving:

Communication

Clearer internal communication and sharing of good practice

Transparency

Stronger reporting on scrutiny outcomes and impacts

Continued scrutiny influence

Scrutiny recommendations embedded within service plans and performance monitoring

Continued learning

Training and improved colleague guidance must be ongoing.

We also recommend



Increasing the Scrutiny panel members profile across Citizen.

Improved reference material for Customer Scrutiny panel members.

The impact so far...



- Damp and mould cases reduced from 5,000 to fewer than 100
- Improved ASB prevention through proactive engagement and training
- Enhanced re-let standards and move-in experience
- Over 140 colleagues trained in complaints communication, Faster responses and clearer communication
- Confidence in complaints handling and case management

Get involved

Want to support Scrutiny reviews? Contact Citizen Customer Engagement at engagement@citizenhousing.org.uk

