

## **Tenant Led Inspections**

### **What are Tenant Led Inspections?**

Tenant Led Inspections are where a group of up to 5 tenants get together to look closely at an area of the service, to identify what works well and what could be done better or improved. No training is required. Tenant Led Inspections are part of our Tenant Participation Strategy.

### **So how is it done?**

The Inspection Teams, which tend to meet twice a week for about 6 weeks, start by deciding what they will look at, what they want to find out, and deciding which methods they will use.

The tools that Tenant Inspectors have used when inspecting services include:

- looking at the published policies and procedures
- observing staff at work
- role play
- questionnaires to staff
- interviews with tenants, customers and staff
- customer satisfaction surveys
  - exit surveys
  - telephone surveys
  - home visits
- mystery shopping
- attending staff meetings
- attending performance meetings
- site visits

### **What are the inspection teams looking for?**

Each inspection team decides this for themselves, but the sorts of things the inspectors will be looking for in any inspection are:

- Does the Council do what it says it will do in its policies and procedures?
- Does the service meet customers needs?
- Are customer feedback and complaints used to improve the service?
- Is the service accessible to all?
- How can tenant participation in the service be increased?

### **What is the outcome of the inspections?**

The inspection team writes a report listing the strengths and areas for improvement they have found. The Council then responds with an Action Plan, which says what will be done to address all the areas for improvement found. Once the Action Plan has been completed the team re-inspect to sign off the inspection.

### **What help do Tenant Inspectors get?**

A Tenant Inspection Team is made up of up to 5 West Lothian tenants. They decide what to inspect and how to do it without any interference from West Lothian Council staff. Any 'professional' advice or information they need is given by a member of staff from another organisation – usually a Housing

Association or another Council. (The independence and value of any findings could be questioned if West Lothian Council were part of the Team.) Administrative support is available, and Tenant Inspectors are entitled to an expenses allowance.

**How can I become a Tenant Inspector?**

If you are interested in becoming a Tenant Inspector or would like to find out more about it, please contact your local office, or your Area Committee.