

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 a service delivered by Housing, to identify what works well and what could be done better or improved. Training is provided for anyone interested in taking part in this inspection process.

So how is it carried out?

The whole process can take up to 8 weeks to complete with trained inspectors meeting one day or two half days per week. The inspection starts by inspectors deciding what they will look at, what they want to find out, and deciding which methods of investigation they will use.

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

- looking at published policies and procedures
- observing staff at work
- questionnaires to staff
- interviews with tenants, customers and staff
- customer satisfaction surveys
- exit surveys
- telephone surveys
- 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 write a report listing the strengths and areas for improvement. The Council then responds with an ActionPlan, 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 ensure the changes have been made and will then sign off the inspection report as completed.

What help do Tenant Inspectors get?

A Tenant Inspection Team is made up of up to 5 West Lothian tenants/service users. 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 recompensed for any out of pocket expenses they may incur such as, travel costs,

How can I become a Tenant Inspector?

There is more information in the Tenant Participation Strategy 2012-2016 called 'Taking Part' or if you are interested in becoming a Tenant Inspector, please contact the TP Team at TP@westlothian.gov.uk

