RESIDENT VOICE

ISSUE 03 - QUARTER 2 2026/27 (JULY - SEPT 2026)

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for and on behalf of the Scrutiny Panel

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EXECUTIVE SUMMARY

The Scrutiny Panel welcomes the stronger support, improved action tracking and greater opportunities for residents to lead during Q2 2026/27. Bertilda's experience shows how timely support and accessible training can build resident confidence. Further progress is needed on service accountability, particularly for anti-social behaviour, and on showing how resident feedback leads to service improvements. The Panel asks HRA Operations Group to support formal reporting, timely action and continued resident-led scrutiny.

EVIDENCE AND RESIDENT FEEDBACK REVIEWED

The findings in this report are based on:

- Scrutiny Panel meetings held during Q2 2026/27.
- Special Interest Group discussions.
- Resident engagement activity.
- Action-tracking sessions.
- Resident observations during the reporting period.

The report reflects the views and experiences shared by residents during Q2.

PROGRESS AGAINST Q1 PRIORITIES

- Refresher scrutiny training and the co-designed Scrutiny Panel action tracker were completed during Q2.
- Resident-led recruitment and work to clarify independent scrutiny remain in progress.
- Reporting from other Special Interest Groups and panels, improvements to contact information and website access, and work on contractor procurement remain outstanding and will carry forward into Q3.

WHAT HAS GONE WELL

SENIOR SUPPORT AND RENEWED MOMENTUM

Direct involvement from the Head of Service Improvement and the Head of Residents and Neighbourhoods helped the Scrutiny Panel go back to basics, rebuild and make quicker progress. Service managers also attended more resident meetings, giving residents better access to the people responsible for services.

TRAINING AND SUPPORT FOR SCRUTINY

Scrutiny refresher training was delivered in September and helped residents feel more confident about carrying out effective scrutiny. Having a resident and former Scrutiny Panel Chair in Shaheen's team has been a valuable asset, helping to make the training clear and resident-friendly and supporting further scrutiny activity and ongoing engagement.

RESIDENT-LED PLANNING AND RECRUITMENT

A single Scrutiny Panel action tracker was co-designed with residents and reviewed with the Panel. Residents also helped develop the recruitment approach, including draft materials, a video and plans for residents to join informal discussions with applicants. The Panel agenda and forward plan were co-designed around resident priorities and the right guest speakers.

RESIDENT LEADERSHIP AND INFLUENCE

A Panel member co-chaired a Special Interest Group after completing the training. Panel members also supported the Regulator of Social Housing presentation by creating a video about the positive changes since the Head of Service Improvement and the Head of Residents and Neighbourhoods became involved.

SHAPING THE RESIDENTS' VOICE

Shaheen's involvement in shaping the Residents' Voice paper has been invaluable. Her understanding of meaningful resident empowerment and continued support have helped create a clear route for resident views to reach housing leaders.

WHAT RESIDENTS ARE STILL TELLING US

VISIBLE OUTCOMES AND FOLLOW-UP

Residents need clearer evidence that their feedback leads to visible service improvements. Minutes, action logs and progress updates should be shared promptly and kept up to date. The same issues should not return meeting after meeting without action or explanation, and residents need clear delivery dates for promised changes.

SERVICE OWNERSHIP AND ANTI-SOCIAL BEHAVIOUR

Service leads must attend when needed, take ownership of actions and report back within agreed timescales. Anti-social behaviour remains a major concern because residents reported missing performance information, limited follow-up and delays in responding to actions. Residents requested urgent involvement from the responsible service manager and clearer arrangements for future updates.

ACCESS TO ADVICE AND INFORMATION

Residents want the right staff available after meetings for short advice sessions, similar to the Repairs SIG surgery. Contacting the council remains difficult, and residents need clear contact details, including information about their neighbourhood officer.

The website also needs clearer navigation, a useful service directory and more meaningful repairs information than a job number alone.

ACCESSIBLE AND INCLUSIVE ENGAGEMENT

More engagement should take place in community venues rather than only at the Civic Centre. Residents who have experienced poor services should also help design improvements, particularly for complaints, responsive repairs and accessibility.

SCRUTINY PANEL DEVELOPMENT

MEMBERSHIP AND TRAINING

Resident-led recruitment should be completed to increase membership and improve representation. New recruits will need full scrutiny training, while existing members should continue building their skills through practical scrutiny activity.

INDEPENDENT RESIDENT-LED SCRUTINY

The Panel should remain independent and resident-led, with officer support that is clear and reliable. Monthly meetings will help maintain momentum and reduce delays.

REPORTING AND ACCOUNTABILITY

Reporting from every Special Interest Group and resident panel to the Scrutiny Panel should be formalised. A simple, shared format should record key issues, performance, actions, named owners and deadlines.

FORMAL SCRUTINY AND RESIDENT ASSURANCE

The first formal scrutiny review should be agreed and started in Q3. Recommendations should be tracked through to delivery, with residents checking whether the changes have made a difference. Performance information should be clear and explain what the figures mean for residents.

WIDER GOVERNANCE INVOLVEMENT

Panel members should be prepared for future involvement in HRA Operations Group, including any training and equipment needed.

A CASE STUDY OF RESIDENT EMPOWERMENT: BERTILDA FRANCOIS

In July, Bertilda was considering leaving the Scrutiny Panel. Progress felt slow, and she did not feel that her concerns about support, training and action tracking were being heard.

Since Shaheen and Liam took over support for the Panel, the response has been quicker and more personal. Bertilda's dietary needs were met, she completed the scrutiny refresher training and presentation skills training, which was arranged promptly when she asked for it.

With encouragement from other Panel members and senior service leads, Bertilda went on to co-chair a Special Interest Group. She now feels more confident, listened to and ready to take on greater responsibility.

Bertilda's experience shows how timely support, accessible training and opportunities to lead can build resident confidence. The aim is for all residents involved in engagement and scrutiny to feel heard, respected and able to make a difference.

PRIORITIES FOR Q3

The Scrutiny Panel has agreed the following priorities for Q3, reflecting the issues residents want to see progressed:

1. Begin the first formal scrutiny review.
2. Examine repairs performance, contractor quality, procurement and contract management, including how social value can be built into future contracts to deliver wider benefits for residents and communities.
3. Use complaints learning and quarterly performance reports across key service areas to identify areas needing further scrutiny and improve services.
4. Strengthen resident involvement in service design, delivery plans and improvement work.
5. Widen participation so more residents and communities can take part.
6. Prepare Panel members for involvement in HRA Operations Group.
7. Support resident engagement with the Regulator of Social Housing.
8. Co-produce recruitment communications, involve residents in interview panels for the Scrutiny Panel, and track recruitment performance across other engagement activities through quarterly performance reports.
9. Monitor anti-social behaviour information and follow-up, formal reporting from Special Interest Groups and panels, and publication of outstanding performance information through the action tracker.

RISKS OR CONCERNS FOR HOUSING LEADERSHIP

Risk	Rating	Potential consequence
Limited evidence of visible results	High	Reduced resident confidence and participation
Weak communication and unclear action ownership	High	Actions may be delayed, missed or repeated
No formal reporting from Special Interest Groups and panels	High	Important issues may not reach the Scrutiny Panel or senior leaders
Poor meeting preparation, missing data or weak chairing	Medium	Meetings may not focus on or resolve resident concerns
Recruitment, succession and capacity pressures	Medium	Resident scrutiny may become less sustainable or representative

The Panel considers these risks manageable but believes they require continued monitoring, clear ownership and timely action.

RECOMMENDED "ASKS" OF HRA OPERATIONS GROUP

ACTION TRACKING AND REPORTING

Keep the Scrutiny Panel action tracker current, with named owners, clear deadlines and regular progress reviews. Require every Special Interest Group and resident panel to report formally to the Scrutiny Panel. Publish regular “You Said, We Did” updates showing what changed because residents spoke up.

SERVICE LEAD ACCOUNTABILITY

Ensure service leads attend resident meetings, provide the information requested and take responsibility for agreed actions. Give urgent attention to anti-social behaviour performance, follow-up and accountability, and explain any delays in delivering scrutiny recommendations.

RECRUITMENT AND RESIDENT LEADERSHIP

Complete the resident-led recruitment campaign and support wider participation. Provide the training, information and practical support residents need to take on leadership and governance roles.

ACCESS AND COMMUNITY ENGAGEMENT

Improve contact information, website navigation and access to neighbourhood officers. Support community-based meetings and short advice sessions after relevant Special Interest Groups.

RESIDENT-LED SERVICE IMPROVEMENT

Involve residents with direct experience in service improvement work and check whether changes improve their experience.

HRA Operations Group is asked to confirm a named lead and delivery date for each agreed action, with progress reported through the Scrutiny Panel action tracker.

SCRUTINY PANEL STATEMENT

The Scrutiny Panel welcomes the stronger support, quicker responses and increased opportunities for residents to lead during Q2. The Panel remains committed to constructive, independent and resident-led scrutiny and to working with officers and HRA Operations Group to improve outcomes for tenants and leaseholders.