



## **North Lincolnshire Homes Resident Scrutiny Panel**

### **Tenants Trigger for a Scrutiny Review**

One formal route for North Lincolnshire Homes' tenants and residents to bring matters to the attention of the Resident Scrutiny Panel is by raising a 'Request for a Scrutiny Review'. The Resident Scrutiny Panel will consider if an existing programme of work should be revised to take account of this request.

- The request for a scrutiny review needs to come to the Resident Scrutiny Panel via completion of the 'Scrutiny Request Template'.
- This request for a scrutiny review needs to be 'evidenced based', e.g. a local service has continuously shown poor performance and subsequent actions have not been taken by North Lincolnshire Homes (NLH).
- The request needs to come through a group of tenants and residents or through a registered recognised group from the NLH menu of involvement, e.g. Community Voice, Sheltered Housing Panel or local Resident Associations.
- The group will then send this request to the Resident Scrutiny Panel who will make a decision whether it needs to be included within their programme of work for a scrutiny review or whether there are other mechanisms within NLH that are better placed to deal with the issue.
- If the 'request for scrutiny' is going to be taken on by the Resident Scrutiny Panel then the scrutiny panel will contact the group to let them know this and their timescales for carrying out the different stages of the review.
- Representatives from the group maybe asked to give evidence to the Resident Scrutiny Panel.
- If the 'request for scrutiny' is not going to be taken on as a scrutiny review, the Resident Scrutiny Panel will formally let the group know this, together with the reasons why it is not being taken on / and or if it is going to be dealt with by other parts of NLH.
- If this 'request for scrutiny' is approved, then the programme of work will be amended by the scrutiny panel to reflect the new review addition.
- Once the scrutiny review is complete, the scrutiny panel will provide a copy of the final report and recommendations of the review to the group who raised the request.

## Request for a Scrutiny Review – Tenants and Residents

<b>Name of Group</b>	
<b>Main contact details Including telephone number and e-mail address</b>	
<b>Date of request</b>	
<p><b>Please give details of the scrutiny review required and why you think it needs to happen.</b></p> <p><b>(Evidence required).</b></p> <p><b>Please attach any additional evidence to the back of this form</b></p>	<p>What topic of North Lincolnshire Homes' services will the review cover?</p> <p>What evidence is there to support the request for this review?</p> <p>Why is this review required (what action have you already taken)?</p>
<b>Action taken by the Resident Scrutiny Panel</b>	
<b>If Review undertaken date review will start and finish</b>	

<b>Date report sent to Group</b>	
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