

## **Report on workshop on Scrutiny**

Jennifer Holmes led the workshop, which began with an introductory presentation on the brief history of resident led scrutiny. This included brief information on important reports like the Cave Review.

Kevin Lovatt, ARCH Tenants' Group representative from Stoke City Council provided an interesting update on how the authority makes best use of residents in the scrutiny process. The Housing Services Review Group which helps ensure tenants and leaseholders are able to monitor delivery by the council on decent homes investment and other HRA related works. The council also has Service Improvement Teams, which actively involve customers in processes which have an impact on the services they receive.

Terry Sweeney, the ARCH Tenants' Group representative from Cambridge City Council, who had professional experience of working with the Audit Commission as a tenant inspector, then gave his perspective. He provided information on his role as a tenant inspector whilst working for the audit commission. Training was highlighted as a key aspect that needs to be effectively addressed when enabling residents to play an important role in scrutiny. He advised that without appropriate training residents will not be in a position to play a useful role in scrutiny.