

## **SCRUTINY PANEL 11 STEP PLAN**

The emh homes Scrutiny Panel is an independent, resident-led body that holds emh homes to account for its performance and value for money through a programme of scrutiny investigations.

The Scrutiny Panel report their investigation findings directly to the emh homes board and also make recommendation to improve performance and achieve excellence.

The Scrutiny Panel follows the below 11 step plan in conducting investigations

### **1. Identify and prioritise service areas for scrutiny**

The Scrutiny Panel identify areas by considering:

- performance and satisfaction information
- suggestions from staff, board members and residents
- significant changes to how emh homes operates (e.g. mobile working)

In considering this information, the Panel looks for:

- low or falling levels of satisfaction or performance
- high or increasing level of complaints
- number of residents impacted
- inconsistencies or discrepancies on performance data
- non-compliance with regulatory standards
- poor value for money

### **2. Complete a diagnostic test**

The purpose of this test is determine:

- whether and when further scrutiny is required
- which component(s) of the service should be scrutinised
- the Areas of Challenge that should be applied

This is done by considering if emh homes displays an understanding of the current level of performance, the value for money of the service, the impact on tenants, the causes of the current level of performance and the remedial action required. The Panel will also consider if emh homes has a plan to improve the performance, which is set around appropriate timescales and has had sufficient resident input.

This test is conducted in collaboration with investigation sponsor; this must be either an executive director or director for the relevant service area.

During this test, the Panel will also:

- discuss with the sponsor target milestones to conduct the investigation and prepare an action plan

- complete an equality and diversity assessment to ensure the investigation represents the resident base
- complete any required training to prepare the Panel for the investigation
- receive any required presentations from the service area to be investigated to prepare the Panel for the investigation
- identify how other co-regulation groups can support the investigation, e.g. completing inspections, surveys, etc.

### **3. Identify the Areas of Challenge for the investigation**

The Scrutiny Panel completes the Areas of Challenge matrix; this forms the basis of the investigation.

Areas of Challenge can include:

- Performance and value for money compared to corporate objectives and benchmarking data
- how the service is delivered, including efficiency and effectiveness
- effectiveness of internal performance and quality management systems
- levels of resident influence over objectives, standards, policy and strategy

### **4. Gather and consider the evidence**

The Scrutiny Panel is granted unrestricted access (subject to data protection and confidentiality) to information and data needed to support their investigation. The Panel may also gather their own evidence through inspections, surveys, interviews, expert witnesses, etc.

### **5. Compile draft report**

Using a standard report template, the Scrutiny Panel now compile a draft report that includes:

- details of the service area, failing components and areas of challenge
- the investigation methodology applied
- the investigation findings with reference to the evidence collected
- any areas of good performance
- recommendations for improvement

### **6. Agree the action plan to improve**

At this stage, the draft report is shared with the investigation sponsor, who is required to meet with the Panel to propose and agree an action plan to improve the area investigated. The action plan must include SMART action and detail if any other co-regulation groups will be involved.

## **7. Present the report to the emh homes board**

The investigation sponsor must now arrange for the finalised report and action plan to be presented to the emh homes board by the Panel

## **8. Publicise the report**

The final report and action plan should now be shared with staff, other co-regulation groups and the wider resident population. This can be done by:

- presenting the report at co-regulation group meetings
- uploading the report to the emh homes website
- uploading the report to the emh homes intranet (ibrowse)
- including a story in the next echo
- including a story in the next co-regulation newsletter

## **9. Monitor the action plan**

The Panel will monitor the action plan on a quarterly basis for the first 12 months following an investigation by requesting the investigation sponsor attends a meeting each quarter to provide an update. This update must include the outcomes delivered as a result of implementing the Panel's recommendations, e.g. improved performance, satisfaction, value for money, etc.

The Panel may request that another co-regulation group undertakes this monitoring as appropriate. An agreement will be made regarding the monitoring to be undertaken and keeping the Panel updated on progress.

If the Panel is not satisfied with the progress of the action plan, the matter may be escalated to an executive director.

## **10. Signing off the action plan**

12 months after the action plan is first agreed, the Panel will meet with the investigation sponsor with a view to sign off the action plan as complete. If the Panel is not satisfied with the progress of the action plan, the monitoring period may be extended and the matter may be escalated to an executive director.

## **11. Review the investigation**

The Panel will conduct a review of their investigation to identify what went well and what could be improved. The Panel will also consider the outcomes of the investigation, such as e.g. improved performance, satisfaction, value for money, etc.