

About inspection: important information for governing bodies of registered social landlords

What is this factsheet for?

This factsheet outlines how governing body members of registered social landlords (RSLs) will be involved in the inspection process.

Why does the Scottish Housing Regulator carry out inspections?

The Housing (Scotland) Act 2001 gives us responsibility for inspecting RSLs and the housing and homelessness functions of local authorities. Through our system of regulation, all social landlords will be inspected against the same set of standards to ensure that tenants and other service users get the highest possible levels of service, regardless of who their landlord is.

What are our inspection objectives?

We want to encourage RSLs to improve their housing services and to ensure they are well run

and accountable to their tenants and other users of their services.

Our inspections seek to answer two questions:

- How good are the services?
- How well are they managed for improvement?

The answers to these two questions will be the basis for our inspection team's conclusions and the grade we award. We focus on the quality of services being provided, and our inspections will take account of tenants' and other users' experiences of these services. We want to get behind the paperwork to find out how well the RSL is performing with regard to its:

- housing management services
- property maintenance and asset management
- governance and financial management



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We will assess performance in other areas through our other regulatory processes, including thematic inspections and regular information collection.

The inspection will provide governing body members with an informed, external assessment of their organisation's performance which they can use when setting future priorities.

What is the scope of our inspections?

Our inspections of RSLs may focus on the management and effectiveness of housing services and their contribution to preventing homelessness.

As regulator, we also have a duty to protect tenants' interests and to ensure the proper use of public money. As such, our inspections of RSLs may also assess the ability of RSLs to operate a financially viable business, manage risk effectively,

be properly governed and maintain ethical standards.

We will work with other regulators (eg the Care Commission) to ensure that we minimise any overlaps in our respective work.

How does the inspection process work?

There are three stages:

Stage one: preparation The first stage of the inspection involves us gathering and examining information about the RSL from a range of sources, including the organisation's own assessment of its performance and the views of tenant organisations and partners. Once we have examined this information we will decide the things we need to look at in more detail. We allow up to 10 weeks for this stage, with the actual timescale being dependent on the size of the RSL.

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Stage two: on-site The second stage involves our inspectors spending time in landlords' offices to gather the evidence we need to make our assessments. We will use a range of techniques to collect this evidence. We will usually allow up to two weeks for this stage. The timescale may be extended for the largest RSLs and will be reduced for the smallest RSLs.

Stage three: reporting Within three months of our last day on site we produce an inspection report giving our findings and recommendations. A couple of weeks later we will publish the report on our website. Where we receive a request for a review, the report will not be published until the review process has been completed.

Before our report is finalised we will give RSLs the chance to consider and discuss our findings, recommendations and grades. Once our report has been finalised you will have a chance to

request a review if you are unhappy about the grades we have awarded.

We will award a single grade for RSL inspections in line with our move towards risk based and proportionate inspections

Where we make recommendations as a result of the inspection, we will expect all landlords to address these. Where we have assessed an area of an organisation's work as fair or poor, we will expect it to produce an improvement plan. In exceptional circumstances, if improvements don't happen and services and organisations remain poor, we have a range of direct intervention powers we can use (such as putting people onto your committees or appointing special managers to your organisations).

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What part do governing body members play in our inspections?

As governing body members you will be involved in preparation of the submission to us of your organisation's own assessment of its performance. In addition, during our inspections we will want to meet you to discuss in more detail your views of the organisation's major strengths and weaknesses and the priorities for action and improvement. We will usually get your views through attending meetings of the governing body and/or committees – this will be particularly useful in enabling us to consider how you manage the organisation. There may also be instances where it is more appropriate for us to speak to individual members about particular issues. For each inspection we will ask for a member of staff to be appointed as the RSL's co-ordinating officer. We talk to the co-ordinating officer about meetings with governing body members. Once our final report has been

made available to the organisation your role in developing and monitoring plans to improve services will be crucial.

When will we visit?

We will be visiting your organisation's offices in the next couple of months. Before starting the on-site period of our inspection we can provide a briefing session for governing body members. This will give you the opportunity to raise any specific queries or concerns you have with us. If you would like us to provide a briefing session, you should contact the co-ordinating officer for the inspection.

Want to know more?

For more information about our inspections visit our website www.scottishhousingregulator.gov.uk, where you can download a copy of our Guide to Inspection.

Availability in other formats

This document can be translated, on request, into your community language. Please phone 0141 271 3810 or email shr@scottishhousingregulator.gsi.gov.uk.

يمكن ترجمة هذا المستند، لدى الطلب، إلى لغتك. يرجى الاتصال بالهاتف على رقم ٠١٤١ ٢٧١ ٣٨١٠ أو بالبريد الإلكتروني بالعنوان shr@scottishhousingregulator.gsi.gov.uk

এই দলিলটা আপনি চাইলে আপনার কমিউনিটির ভাষায় অনুবাদ করা যেতে পারে। দয়া করে এখানে ফোন করুনঃ 0141 271 3810 অথবা এই ঠিকানায় ই-মেইল করুনঃ shr@scottishhousingregulator.gsi.gov.uk

這份資料可以為你翻譯成中文。請致電 0141 271 3810 或發送電子郵件至：shr@scottishhousingregulator.gsi.gov.uk，要求獲得中文譯本。

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Możemy zapewnić tłumaczenie niniejszego dokumentu na Państwa język ojczysty, proszę zadzwonić pod 0141 271 3810 lub wysłać e-mail do shr@scottishhousingregulator.gsi.gov.uk

