

About inspection: important information for staff of social landlords

What is this factsheet for?

This factsheet outlines the involvement of registered social landlord (RSL) and local authority staff 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. We will inspect all social landlords against the same set of standards to ensure tenants and other service users are getting the best quality of service, regardless of who their landlord is.

What are our inspection objectives?

We want to encourage social landlords to improve their 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 key questions:

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

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 good services actually are

Depending on the nature of your organisation and the focus of the inspection, in making our assessment of performance we will award a grade or grades for key areas. We will assess performance in other areas through our other regulatory processes, including thematic inspections and regular information collection.



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How does the inspection process work?

There are three stages:

Stage one: preparation During this stage, which can take up to 10 weeks, we will gather information about the organisation from a range of sources, including the organisation's own assessment of its performance and the views of tenant organisations and partners. From this we will decide what we need to look at in more detail.

Stage two: on-site This will involve our inspectors spending time in landlords' offices to gather evidence. The length of time we spend on-site will depend on the size and structure of the landlord and the scope of the inspection.

Stage three: reporting Within three months of our last day on site we will produce an inspection report giving our findings and

recommendations. Two 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 Where we receive a request for a review, the report will not be published until the review process has been completed.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 landlords the chance to consider and discuss our findings and recommendations. We will expect landlords to address any recommendations we make. Where we have assessed an area of an organisation's work as fair or poor, we will require it to produce an improvement plan showing how and when it will tackle our recommendations.

What part do you play in inspections?

Staff at all levels within the organisation will be included in the inspection process, particularly during the on-site stage of the inspection. In assessing the quality of services, we place

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importance on involving relevant staff delivering these services. This allows us to discuss what happens on a day-to-day basis and gives you an opportunity to explain how your organisation works. The ways in which we may involve you in the inspection include:

- discussions about the way services are delivered
- finding out how you might respond to possible situations
- observing interviews with tenants and other service users
- shadowing staff carrying out specific tasks, such as visits.

We will be flexible and accommodating in the way we work with you. Our inspections are not an appraisal of you as an individual member of staff. We do not assess the ability of individuals to do their job. Our assessment is of the organisation and the support it provides to allow you to deliver services.

When will we visit?

We will be visiting the offices of your organisation within the next few months. Our inspectors will be happy to explain what they will be doing during the on-site stage and how this will involve you.

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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

