

Medway Council Scoping Framework

Component	Element	Assessment focus	Suggested documents (latest versions)
1. Service Outcomes	1.1 Stock quality, decency, repairs & maintenance, and adaptations	<ul style="list-style-type: none"> • The Council's understanding of the condition of its homes and how this informs the provision of good quality, well-maintained and safe homes. • Compliance with the Decent Homes Standard • The effectiveness of the Council's repairs, maintenance and planned improvements service 	<ul style="list-style-type: none"> • Reports setting out the Council's methodology for assessing and recording the condition of individual homes and for keeping this information up to date, including the extent and scope of physical surveys • Reporting to councillors/senior officers on the progress and current performance against this methodology. • Examples of how stock condition information has informed the Council's approach to investment. • Reporting to councillors/senior officers setting out the Council's assurance on the robustness of the data and processes underpinning its reported repairs performance. • Performance reporting against repairs standards.
	1.2 Health and safety	<ul style="list-style-type: none"> • The Council's approach to ensure the safety of tenants in their homes and associated communal areas. 	<ul style="list-style-type: none"> • Reports to councillors/senior officers on compliance picture on statutory health and safety areas, including outstanding

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			<p>remedial actions (numbers and duration)</p> <ul style="list-style-type: none"> • Reports to councillors/senior officers on the identification and management of damp and mould in tenants' homes • Reports to councillors/ senior officers regarding the robustness of the data and processes underpinning reported levels of compliance • Reports to councillors/senior officers on official disrepair claims, Ombudsman Reviews / lessons learnt reports to councillors/senior officers, including where appropriate investigation reports (e.g. into major safety failures).
	1.3 Maintenance of shared spaces	<ul style="list-style-type: none"> • The Council's work with tenants, other landlords and relevant organisation to contribute to the upkeep and safety of shared spaces associated with its homes (no documents required at this stage). 	This is not an area of focus, and we are therefore not asking for documents at this stage.
	1.4 Local co-operation and	<ul style="list-style-type: none"> • The effectiveness of the Council's approach to dealing with ASB and hate 	<ul style="list-style-type: none"> • Performance reports to councillors/senior officers on

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	anti-social behaviour (ASB)	<p>incidents including through partnership working.</p> <ul style="list-style-type: none"> The Council's co-operation with partners to promote the environmental, social, and economic well-being of the areas in which it operates (no documents required at this stage). 	<p>performance on ASB and hate incidents.</p> <ul style="list-style-type: none"> Reports to councillors/senior officers on lessons learnt and improvements in the approach taken. <p>Only ASB is an area of focus, and we are therefore not asking for documents in relation to local cooperation at this stage.</p>
	1.5 Management of domestic abuse	<ul style="list-style-type: none"> The Council's co-operative working with other agencies tackling domestic abuse and enabling tenants to access appropriate support and advice (no documents required at this stage) Effectiveness of the Council's arrangements to protect the safety of residents with additional needs and regarding the adaptation of services to support such residents (no documents required at this stage) 	<p>This is not an area of focus, and we are therefore not asking for documents at this stage.</p>
	1.6 Tenancy	<ul style="list-style-type: none"> The fairness and transparency of the Council's approach to allocating and 	<ul style="list-style-type: none"> Report to councillors/ senior officers which demonstrates how the

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		<p>letting homes, including how that takes the needs of tenants and prospective tenants into account. (no documents requested at this stage)</p> <ul style="list-style-type: none"> • The Council's support for tenants to maintain their tenancy. (no documents requested at this stage) • The Council's support to relevant tenants in eligible housing to access mutually exchange their homes. (no documents requested at this stage) • How the Council ensures that tenancies and terms of occupation granted are appropriate, meeting all relevant requirements. 	<p>Council ensures tenancies and terms of occupation are appropriate and meet all relevant legal requirements.</p>
<p>2. Transparency, Influence & Accountability</p>	<p>2.1 Fairness and respect</p>	<ul style="list-style-type: none"> • Extent to which the Council treats all tenants and prospective tenants with fairness and respect 	<ul style="list-style-type: none"> • Reports to councillors/senior officers that contain relevant consideration and evidence of the extent to which there is equitable access to and delivery of service.
	<p>2.2 Diverse needs</p>	<ul style="list-style-type: none"> • Extent to which the Council takes action to deliver fair access to, and equitable 	<ul style="list-style-type: none"> • Performance reports to councillors/senior officers showing

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		outcomes of, housing and landlord services for all tenants.	monitoring by service users' protected characteristics and any available evidence that the Council takes account of this information when delivering services.
	2.3 Engagement with tenants	<ul style="list-style-type: none"> • The Council's approach to giving its tenants a wide range of meaningful opportunities to influence and scrutinise strategies, policies and services. • Extent to which the Council ensures that it takes tenants' views into account in its decision-making about how landlord services are delivered and communicates how tenants' views have been considered. 	<ul style="list-style-type: none"> • Reports to councillors/senior officers on tenant engagement activities, the extent to which these are successful in facilitating tenant influence and scrutiny and whether there is sufficient accessible support that meets the diverse needs of tenants. • Reports to councillors/senior officers and other communication that sets out the impact of tenant views on service delivery. • A list of tenant scrutiny activities undertaken in the previous two years and the forward programme. • Papers for the HRA Governance Board and Tenant and Leaseholder Panel meetings being observed.

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	2.4 Service and performance information	<ul style="list-style-type: none"> • Extent to which the Council communicates with tenants and provides information so that they can use its services, understand what to expect from the Council and hold it to account. • How the Council collects and provides information to support effective scrutiny by tenants of its performance in delivering landlord services. • Whether the Council meets the requirements in relation to the tenant satisfaction measures (TSMs). 	<ul style="list-style-type: none"> • Report to councillors/senior officers providing assurance that the information given to tenants is available in a form that ensures they can access services and essential information about their homes. • Publicly available performance information that supports effective scrutiny by tenants • Reports to councillors/senior officers setting out the Council’s approach to conducting tenant surveys and assurance regarding the accuracy and robustness of the methodology underpinning survey data and that the information is an accurate, valid and transparent reflection of their performance against the TSMs. • Evidence of compliance with applicable access to information schemes/requirements
	2.5 Complaints handling	<ul style="list-style-type: none"> • Extent to which complaints are addressed fairly, effectively and promptly. 	<ul style="list-style-type: none"> • Reporting to councillors/senior officers on complaints handling performance and its self-assessment against the

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			<p>Housing Ombudsman complaints handling code</p> <ul style="list-style-type: none"> • Annual reports on complaints handling • Internal audits on complaints • Evidence of themes and learning from complaints and improvements or changes to service delivery • Evidence of monitoring complaints data and whether this includes protected characteristics.