

Continuous Learning Scrutiny Review Report

2025/26



Our approach to scrutiny

Why do we complete scrutiny reviews?

At MTVH, scrutiny plays a key role in meeting the Transparency, Influence and Accountability Standard. It shows residents that we are open, accountable, and committed to acting in their best interests. Through this process, we build trust, respond to concerns, and use resident insight to improve services and experiences.



How was the approach developed?

At MTVH, scrutiny helps us meet the Transparency, Influence and Accountability Standard by ensuring services and decisions are open to challenge and informed by residents' views. It builds trust, strengthens accountability, and supports service improvement.

This review is the final time scrutiny will be delivered in this way. Following the refresh of our Customer Voice Framework, scrutiny will move to a new model. A National Scrutiny Council will agree priority topics and hold MTVH to account, while each topic will be reviewed by a new group of residents, bringing fresh perspectives and wider lived experience to every review.

What did the previous cycle look like?



Previous topics in our 2024/25 cycle included reviewing our reporting communal repairs process, how MTVH handle anti-social behaviour and reviewing our Annual Complaints Performance Report. These reviews enabled residents to share real-life experiences, helping us identify meaningful ways to improve services and enhance the resident experience.

Our approach to scrutiny



PLAN

The Customer Council vote on and decide the scrutiny topics for the next cycle by voting on the topics from the long list that matter most to them. The Customer Voice Team then recruit new residents to each review, provide training and issue information packs about the topic.

DO

Workshop sessions then take place where a colleague expert will explain the current process and residents participating have chance to ask questions to thoroughly understand the topic. The group then work together to make improvement recommendations.



CHECK

The Customer Voice Team collate and draft the recommendations, feeding these back to senior management. The recommendations are then assessed against budgetary, operational and regulatory restrictions before implementation.



ACT

After passing checks, MTVH colleagues implement the report recommendations. The Customer Voice Team monitors and provides updates on service improvement progress to the Customer Council.



Our Customer Voice Framework Principles

Accountable & Robust

Supporting our customers to work in partnership with MTVH to scrutinise our services and hold us to account for decisions affecting the quality of their homes or services they receive from us.



Influential & Embedded

This approach to scrutiny directly uses the voice of customers to improve services in ways that will make the most impact. The topics can range from projects, processes, policies or services which offers the opportunity to thoroughly embed resident voice into multiple areas in MTVH.



Respectful & Inclusive

Our CLS Reviews are completed by residents and colleagues alike, making sure we treat customers and their voice with the same respect as colleagues, embedding a culture of listening. We recruit a new group of customers to each review, allowing a wider and more diverse range of customer voices to be heard.



Open & Honest

The overall CLS process increases accountability from MTVH towards our residents, it is a clear demonstration of our Customer Voice Model - supporting our improved approach to communication and increasing collaboration between residents and colleagues.



CLS Review Cycle 2025/26

The CLS topic long-list for 25/26 cycle was presented to Customer Council at their meeting on 7th June 2025. This list was formulated solely by suggestions from Customer Council members.

The longlist included the following topics:

- 01**  Making calling MTVH easier
- 02**  Mutual Exchanges
- 03**  Void property management review
- 04**  Regeneration of housing stock - planned works
- 05**  Violence against women and girls
- 06**  CCTV in MTVH Communities
- 07**  Training MTVH operatives
- 08**  Procurement of communal garden contracts

How the topics are decided



Over the past three cycles, the Customer Council has ranked topics by significance, awarding 8 points to the topic they deem as most important and 1 point to the least. However, this scoring method often results in narrow margins between topics that differ significantly; for example, in the 2022/23 cycle, the top-ranked topic only received 40% of first-choice votes.

To improve fairness in topic selection, the Customer Voice Team introduced a new approach: grouping topics into pairs for members to choose between. This method also helps clarify priorities and reduces pressure on certain business areas.

In previous scrutiny cycles, we typically reviewed three topics. However, following the refresh of our Customer Voice Framework, we made the decision to focus on two topics this year to allow for deeper, more meaningful scrutiny. As a result, we were unable to carry out a full review of housing regeneration.

Despite this, we recognised the importance of planned works to residents and were keen to retain a focus on this area. Feedback from residents highlighted a clear appetite for improved communication, so we chose to review our planned works letters to better understand how information is shared and how the resident experience could be improved.

The diagram below illustrates how the top three topics were selected for this years cycle:

Mutual exchanges

Making calling MTVH easier



Regeneration of housing stock - Planned works

Void Property Management Review



CCTV in MTVH Communities

Violence against women and girls



Training MTVH Operatives

Procurement of Communal Gardens



Review 1

Reviewing our Planned Works Letters

Participating residents were asked to attend one online session, taking place via Microsoft Teams, 10 residents were invited to attend these sessions. Due to the session being held online, we were able to recruit for this review nationally.

The group was primarily composed of general needs residents, with some homeowners also taking part - this is to ensure we get as much diverse feedback as possible.



The review timeline is as follows:

- The meeting took place online on Tuesday 28th October. The Senior Head of Planned Works attended and explained the planned works process. Our Customer Improvement Manager was also present because they will be changing these letters.
- The letters were audited using a behavioural science method called SLICE which looks at five key elements of a communication:
 - Salience – Is the main message and call to action clear and easy to spot straight away?
 - Layout – Is the content easy to scan, with clear structure, short paragraphs, and logical flow?
 - Imagery – Are visuals, icons, or formatting used in a helpful way (and not adding clutter)?
 - Colour – Are colours used accessibly and effectively to highlight important information?
 - End-goal – Is it obvious what the customer needs to do, by when, and how to get help if needed?

A SLICE audit is a practical way of checking whether our letters make sense to residents, clearly explain what's happening, and make it easy for people to take the right action.



Our current planned works letters

We reviewed our planned works letters following on from feedback from residents that our previous letters lacked a welcoming tone, and the information included in the letter was not easy to interpret for many of our customers. This scrutiny review provided us with an opportunity to co-produce these letters along side our residents.

Recommendations

The group worked together to establish the following recommendations. These will be reviewed under the 'checking' stage of the CLS process.



Remove jargon and bullet points, a lot of the time it is hard for residents to understand technical language used in such reports. Remove bullet points in the letters and replace with icons or imagery.



Use bold to highlight essential actions and key information so residents can quickly understand the purpose of the letter and what they need to do. This helps important details stand out and supports clear, timely responses.



Arrange paragraphs in a logical order that reflects the steps residents need to take, starting with the most important information first and then guiding them through each action. This makes the message easier to follow and helps residents understand what to do without confusion or unnecessary rereading.



Use clearly labelled sections such as "What," "When," "Who," and "How" to structure letters in a way that is easy to scan and understand. Clear headings help residents quickly find the information that matters to them and understand what is happening, when it affects them, and what action (if any) they need to take.



Replace vague statements like "a contractor will be carrying out works" with specifics, e.g., "Metworks will carry out planned window replacement work."



Include a clear timeframe for when residents can expect to be contacted, and explain how this will happen, for example by phone, email, or text message. This helps manage expectations, reduces uncertainty, and reassures residents that they will be contacted in a clear and predictable way.

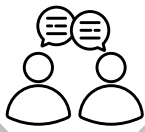
Recommendations



Clearly explain why the survey is being carried out, what it will involve, who will attend, how long it is expected to take, and whether residents need to do anything to prepare in advance. This helps residents understand what to expect and feel more confident about taking part.



Ensure letters are sent using residents' preferred communication method (for example, email only) so important information is received and not missed. Respecting communication preferences helps avoid duplication, reduces confusion, and ensures residents can access and respond to information in the way that works best for them.



Make letters more conversational and empathetic by using plain, friendly language and acknowledging residents' experiences or concerns. Avoid overly formal or procedural wording, and aim for a tone that feels human, supportive, and respectful. This helps build trust, makes information easier to understand, and encourages residents to engage rather than feel talked at or overwhelmed.



Start letters with a friendly thank you or acknowledgement that recognises the resident, their time, or their involvement. This helps set a positive and respectful tone from the beginning, shows appreciation, and makes the communication feel more human and considerate rather than purely transactional.



For cancelled works, clearly explain that the cancellation is not permanent and that the work will be rescheduled. Include details of how many attempts were made to contact the resident and the methods used, such as phone, email, or text. This helps provide transparency, reassures residents that reasonable efforts were made, and reduces confusion or concern about what will happen next.



Provide reassuring explanations and links to trusted information sources to help reduce anxiety, alongside clear details of any support available for vulnerable residents, such as those with disabilities or language barriers. This helps residents feel informed, supported, and confident about where to seek additional help if needed.

Review 2

CCTV in MTVH Communities

Residents were invited to participate in an online session which was held via Microsoft Teams, with 10 residents invited to take part. Hosting the sessions online enabled national recruitment, ensuring broad representation.

The group included residents from a range of tenures - key worker tenants, general needs residents, homeowners, and leaseholders - highlighting the importance of CCTV and community safety.



The review was broken down into two overall sessions:

- Our session for this was held on Tuesday 18th November, and was attended by the Head of Mechanical and Electrical, and our Housing Operations Lead Manager for Lambeth. They provided an overview of the current processes surrounding CCTV, specifically how we prioritise what CCTV is placed where, and what other safety measures are in place to protect our residents.
- This review gave residents the opportunity to hear from subject matter experts on the topic of resident safety, and CCTV in MTVH communities. It also allowed residents to share their lived experience on day-to-day life being an MTVH resident, and also shared suggestions for alternative measures to keep our residents safe.



CCTV in MTVH Communities - Current Process

MTVH has CCTV in some shared areas to help keep people safe. The cameras are not watched live. Footage is only looked at if something happens or if the police ask for it. CCTV is not everywhere and is only used where it is really needed. It is just one way MTVH helps with safety.

Recommendations

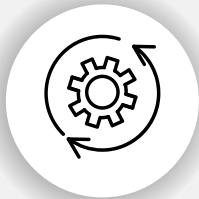
The group worked together to establish the following recommendations. These will be reviewed under the 'checking' stage of the CLS process.



CCTV policies need to be tailored to address the unique requirements and specific circumstances of each block or estate. Residents feel this is more effective than adopting a generic national strategy that might not consider local nuances. By focusing on the distinct needs of individual areas, policies can be designed to provide more effective surveillance and security solutions.



Regularly review CCTV camera locations to check whether they are still in the right place or need to be moved. This helps ensure key areas remain well covered and that cameras are used where they are most effective. Reviews should also consider changes in how areas are used, emerging risks, and developments in technology to make sure security arrangements remain appropriate.



CCTV should not be used on its own. It works best when combined with other measures such as good lighting, secure entry systems, and community involvement, helping to improve safety and make spaces feel more secure for residents.



When using temporary CCTV, there should be clear rules in place for how long it will be used. Regular checks should be carried out to make sure the cameras are still needed and removed once they are no longer necessary.



Involve residents in decisions about where CCTV is placed and how it is used, drawing on their local knowledge and feedback. This helps ensure cameras are positioned in the right places and that decisions reflect the issues residents experience in their communities.



Encourage closer working with local authorities and the police, particularly in areas with higher levels of crime. This can help improve monitoring, information sharing, and coordinated responses to community safety concerns.

Recommendations

The group worked together to establish the following recommendations. These will be reviewed under the 'checking' stage of the CLS process.



Provide clear guidance and support for residents who want to install personal security devices, such as Ring doorbells. This helps ensure devices are used appropriately and comply with privacy and data protection requirements, while giving residents clarity about what is and isn't permitted.



Permanent CCTV installations should focus on high-risk communal areas, such as underground car parks and bin or refuse areas. Prioritising these spaces helps target CCTV where safety risks are highest and where it is most likely to deter crime and antisocial behaviour.



CCTV should be used as a preventative measure to help deter crime and antisocial behaviour, rather than only being relied on after incidents have happened. Using CCTV in this way can support early intervention and help create safer communal spaces for residents.



Consider working with local councils to explore a more centralised approach to CCTV monitoring. Where this has worked well elsewhere, it can help provide more consistent oversight and enable quicker, more coordinated responses to incidents.



Where there is clear evidence of serious issues, such as county lines activity or persistent antisocial behaviour, MTVH should prioritise investment in robust CCTV systems. Focusing resources in these situations can help improve safety, support prevention, and respond more effectively to ongoing risks in communities.

Customer Voice Model

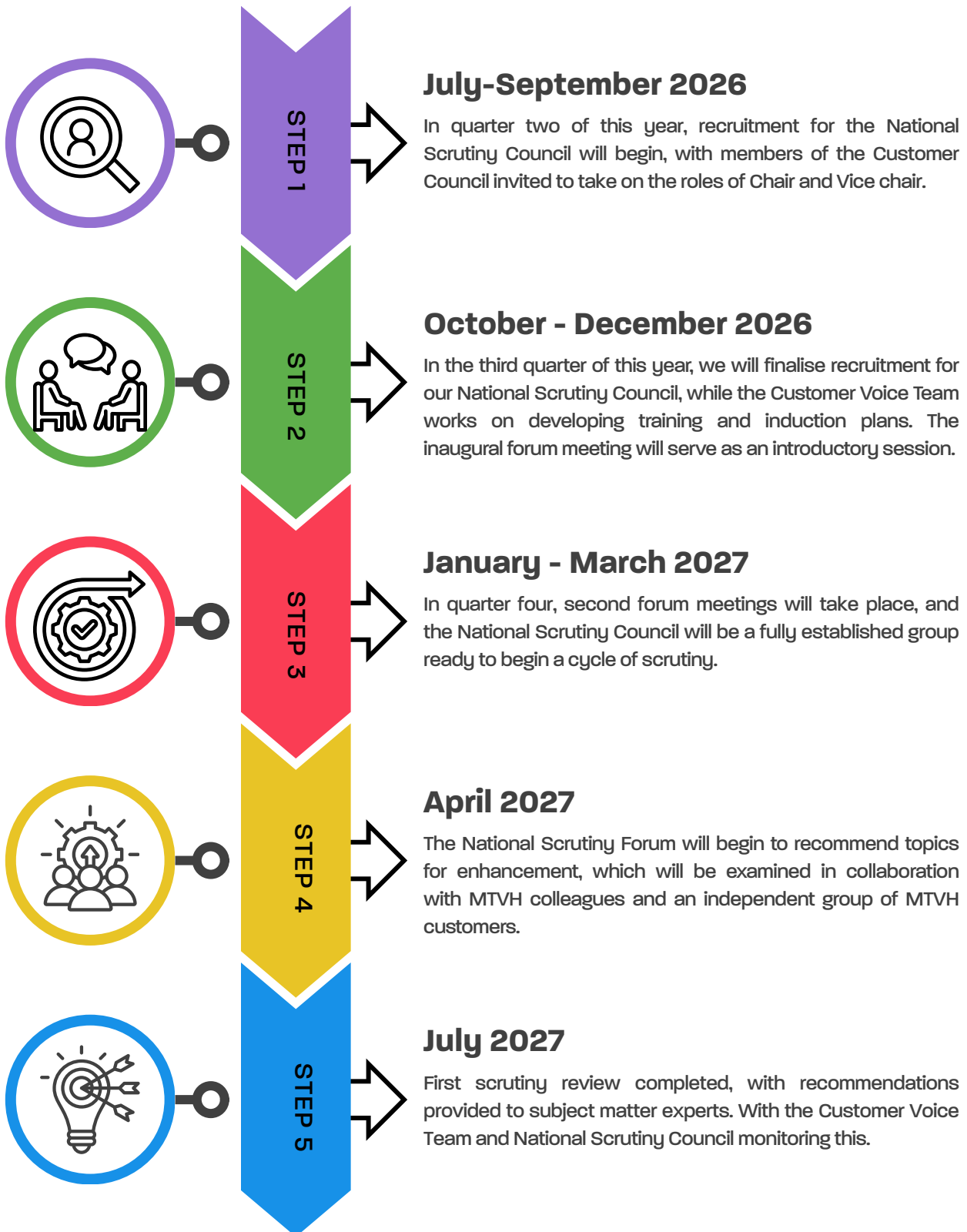


“It’s been genuinely reassuring and uplifting to see how committed MTVH is to listening to residents and making a real, meaningful difference. Being part of these sessions has made it clear that our views are taken seriously, and it’s encouraging to see the care and effort that goes into turning feedback into positive change.”

- a 2026 scrutiny participant

CLS Review Cycle

26/27





MTVH



If you're an MTVH resident and want to get involved in paid opportunities, please click on the link below:

<https://www.mtvh.co.uk/contact-us/share-your-voice/>