

Appendix E

Schedule 9, Part 8, Resident Services Specification

7 Independent Audit Agency

7.1 Scope

7.1.1 The Contract Administrator will commission as part of this contract, an external third party known as the **Independent Audit Agency (IAA)** to undertake independent testing, validation, scrutiny, audit provision and service improvement requirements of any of the services provided under the agreement or as otherwise directed.

7.1.2 For the period of mobilisation and for the first two years of the contract, the Client will allocate a budget sum sufficient to resource the equivalent of two persons and associated on costs to facilitate the commissioning, implementation, and services of the IAA.

7.1.3 The IAA will seek to engage residents in the delivery of its function and establish a mechanism for resident members to perform market testing and sampling of data. A minimum of two residents will be commissioned in support of meeting the IAA objectives.

7.1.4 The IAA implements appropriate governance to promoting partnerships, social enterprise, principles of the SROI and service delivery. It will be constituted in equal measure of Tenants, Leaseholders, Client and Service Partner.

7.1.5 After the initial period as described above, the funding objectives and scope of the IAA will be reviewed annually by the Contract Administrator in consultation with the Service Partner and the IAA.

7.1.6 The services of the IAA, will report to the Contract Administrator and provide a performance update at each Neighbourhood Forum.

7.1.7 The IAA will continuously sample data and information, and provide scrutiny activities to provide recommendations to the Contract Administrator. Such areas of activity include but are not limited to:

- i. Market testing
- ii. Promote SROI
- iii. Champion resident engagement
- iv. Customer satisfaction survey results against services received
- v. The complaints process and the review of progress as a result of outcomes, agreed resolutions, or identified lessons learnt
- vi. Annual Service and performance reviews
- vii. Scrutiny of surveys on agreed Resident Board plans and strategies
- viii. Quality and post inspections of services
- ix. Members enquiries
- x. Near misses (health and safety and serious detriment)
- xi. Resident Board and Neighbourhood Forums requests
- xii. Consultation of Capital Investment works or other programmes that affect Residents

xiii. Alerts and responses in relation to safeguarding

7.1.8 The IAA will review the provision of service against all current policies and procedures and agreed processes and against any relevant regulatory or legislative framework relevant to the service area. The IAA will respond to requests from the Residents' Board and Neighbourhood Forums to research and assess a service that the Residents Board or Area Panel feel is failing, needs further detailed scrutiny beyond their capabilities, or to provide other reviews of service areas to seek improvement options.

7.1.9 The Service Partner will be required to cooperate fully with the IAA and provide all information and data as requested to enable the IAA to carry out its business.

7.1.10 The IAA will validate and scrutinise performance information and data as required, in order to provide recommendations that the Client, Residents Board, or Neighbourhood Forums can then choose to apply to the service.

7.1.11 It is anticipated the IAA activities, focus, and areas of scrutiny will be flexible and change according to need and other indicators or triggers such as complaints or member enquiries. Direction of focus can change at any time by instruction of the Contract Administrator, or where in consultation with the Client Administrator, the Residents Board.

7.1.12 The IAA will make recommendations to the Client that may arise from complaints, surveys or any other work they are conducting as part of a monthly report.

7.1.13 Any issue that in the opinion of the IAA presents a risk of serious detriment or breach will be raised with the Client and the Service Partner immediately.

7.1.14 The IAA will produce information as part of any Annual Review of services delivered so that the Residents Board and Neighbourhood Forums can receive a critique of the year's performance, have certainty in the information presented by the Service Partner, and that performance data is reliable. The IAA will work with the Contract Monitoring team and assist in providing (any) recommendations to return Services to the specified standard.

7.1.15 The IAA will act, therefore, as a virtual member of Neighbourhood Forums and Boards. Where required an IAA member can be required to attend resident meetings.

7.1.16 Copies of any surveys received will also be shared with the IAA so that they can carry out their duties as required and they may at any time assess the responses by completing further investigations and calls.

7.1.17 The IAA will also be instrumental in:

- i. designing and creating surveys in a range of formats to establish service feedback
- ii. establishing resident involvement and consultation on services
- iii. seeking new ways of working and challenging existing processes
- iv. evaluating service commitments to monitor implementation and delivery of promises.