



Working Together for Better Services Scrutiny in Aberdeen City Council

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So Today

- Where it all started
- How we did it
- Structure
- Our Reviews
- The Reports
- The Launches
- When things go wrong!
- Getting back on track 😊😊😊



Where it all started

- Started in 2004
- Changed in 2008
- 2010 Owners were allowed
- Provided training
- Study Visits



The Structure

- Housing Service Review Group



- Housing Performance & Budget Group



Our Reviews

Housing Repairs

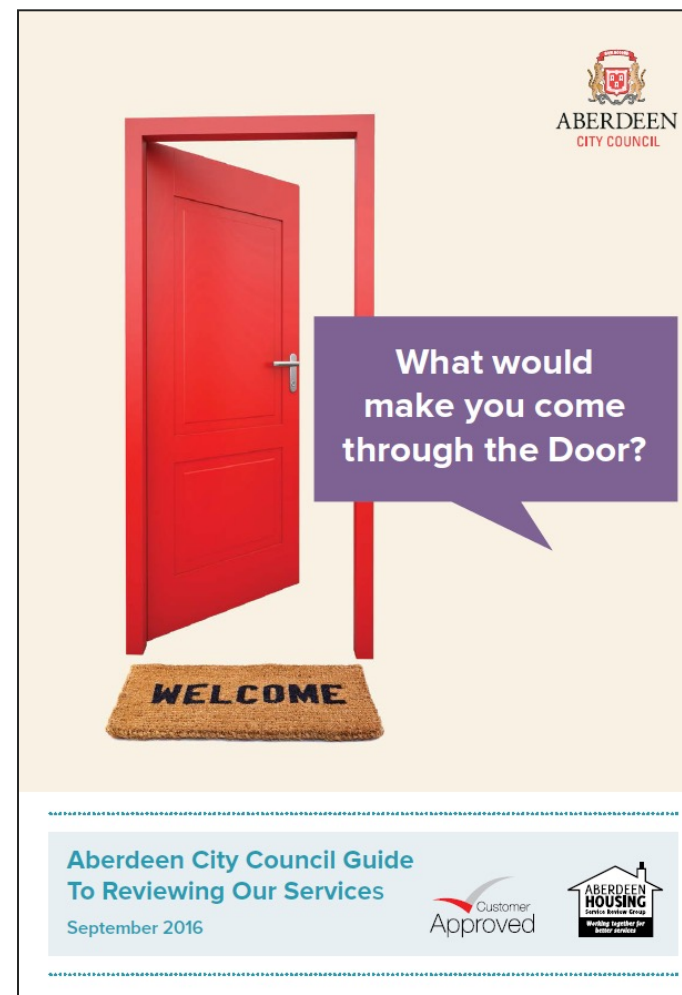
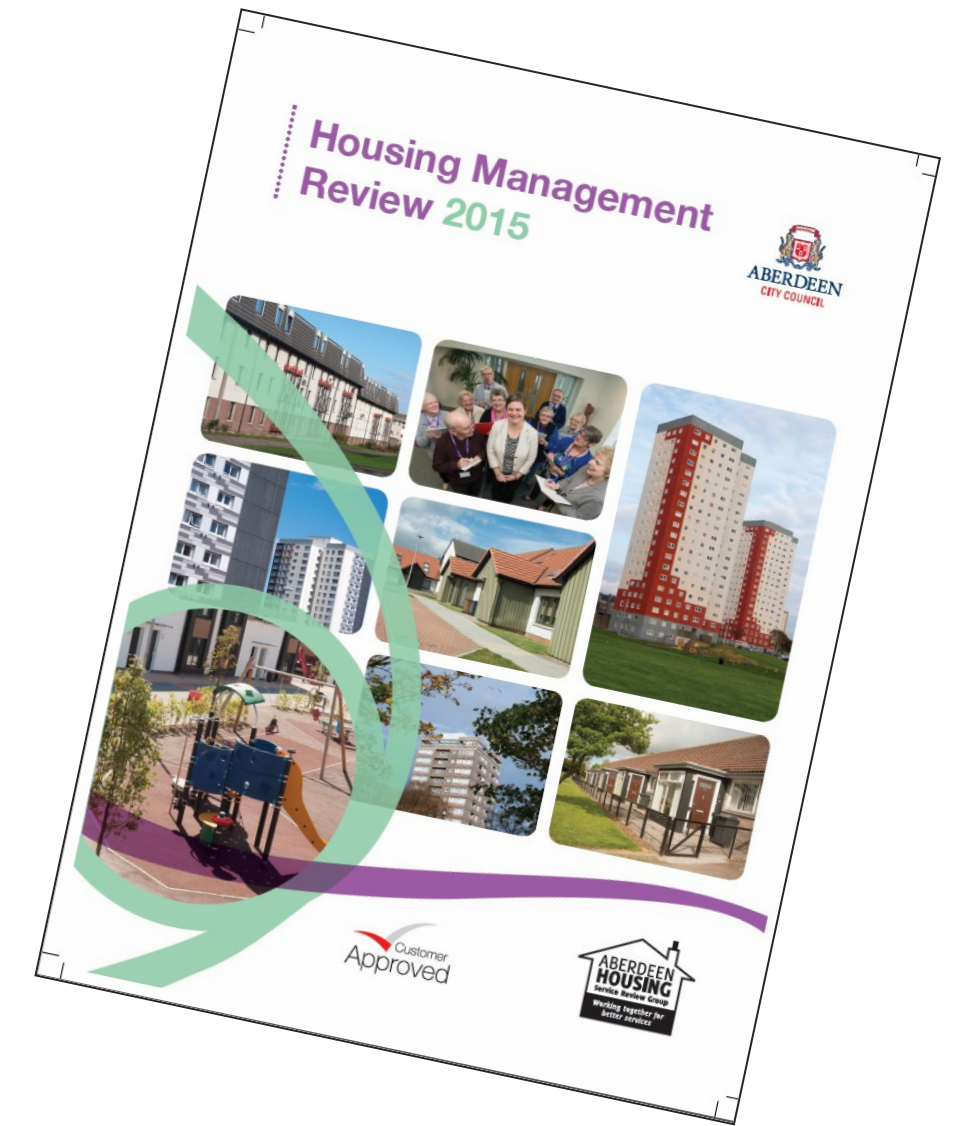
Community Safety

Housing Management

Re Review of Repairs

Feedback – Complaints and Compliments

When it all went wrong! Asset Management



The Launches



When Things went Wrong

Massive impact on the Group as this was the first time, they had a negative service

Covid

First review on
Teams

Members only
on Telephone

Training online

Bye in from staff
online

Service short
staffed

Did not answer
emails

Chief Officer got
covid

Staff working
from home

No answer to
emails and
invitations

Action plan

One staff
member turned
up to launch

Getting back on Track

Massive impact on the Group moral as reviews had been seen as positive

New Chief Officer
for Customer
Experience

Chief Officer for
Landlord

Service Manager
for Landlord
Services

Lunch with the
Group

Said sorry

Transformation of
Asset Management
Service

Commitment to
support the Group

Next Review has
begun

The Successes

What would make you Come through the door?



Buy in from the top and our services



Reviews seen as positive in the organisation



Recommendations of the Group built into service plans – 2way process



Services communicate with each other more



“What would make you come through the door”



Recognition for the Group & the Council



Reviews promoted by Group all over Scotland



Know how to deal with no buy in - negativity



Thank you from Carol & Fay

