

## **Resident Scrutiny Panel Member**

### **ROLE DESCRIPTION**

#### **Purpose**

The Resident Scrutiny Panel will challenge the performance of the organisation, influence change in strategies, policies and services and drive improvement through having clear routes of access to the business, its officers and the Board.

#### **Key areas**

To challenge the Management team where it is identified that performance falls below expected standards by monitoring and reviewing the Company's performance in relation to service delivery against service commitments and local and national service standards.

To make recommendations to the Board where the panel find performance has fallen below expected levels.

To facilitate these aims the Scrutiny Panel will be given access to strategic and performance management information.

To develop best practice models through benchmarking.

This role is unpaid but expenses will be paid in accordance with our Resident Involvement Expenses policy.

To support the achievement of the Company's Vision, Mission and objectives through constructive challenge and uphold the values of the organisation observing all codes of conduct relevant to the role.

Develop a good working relationship with colleagues on the panel, the staff of Futures Homescape and the Board.

To contribute constructively to panel discussions and debate.

To prepare and agree an annual work plan based on tenant, business and board priorities and utilising such information as the Corporate Plan, annual reports, performance out-turn reports and operational risk registers.

The Panel will commission a review of performance and make representations or recommendations to either Senior Management Team (SMT) or the board as appropriate on topics chosen for scrutiny.

The Panel will produce a quarterly report to the Board on activities of the Scrutiny Panel.

The Panel will produce an annual report on scrutiny for the housing organisation in line with the company's annual report cycle.

To review performance against standards and compare the organisation's performance against other similar organisations.

Additional areas of scrutiny may be agreed during the year which may be suggested by the Panel or the Board where it is considered a priority.

Commission the tenant quality inspector/mystery shopper or other resident groups to review a core service area or analyse/extract key performance information.

In conjunction with the Chair and Panel's support staff, ensure the panel complies with its own terms of reference.

Participate in annual reviews of the Scrutiny Panel's performance and effectiveness in order to inform a training and development plan.

Keep up to date with developments in social housing, especially those that relate to resident scrutiny.

Assist with the recruitment of new Panel members.

To consider all professional advice, requesting additional support and clarification whenever necessary, in order to conduct enquiries effectively and make informed decisions and recommendations.

### **Training and Development**

All members will go through an induction programme and training needs will be assessed.

The resident scrutiny panel will identify training and development needs of individual members in order to effectively carry out their role.

### **Responsibilities**

To understand and adhere to policies and procedures including the Terms of Reference, Code of Conduct, Grievance, Confidentiality, Health and Safety, Equality and Diversity and Expenses policies including Data Protection.

Participate actively in regular training and development in relation to the role.

To prepare for and regularly attend meetings of the Scrutiny panel.

To declare any conflicts of interest and follow the rules laid down in the Company's Terms of Reference and Code of Conduct.

The Panel will be supported by an allocated Futures Homescape officer and assisted by service managers as appropriate.