

North Devon Homes Customer Scrutiny Panel Constitution and Rules



NDH
Scrutiny Panel



north devon homes

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About Scrutiny

North Devon Homes (NDH) value consulting with customers. Our Scrutiny Panel plays an important role within our governance and internal control mechanisms undertaking in-depth internal reviews and making recommendations to our Board that positively influence the services we provide.

Through Scrutiny, customers (and other involved customers who work with Scrutiny) make a substantial and central contribution to the assessment of our performance. Scrutiny is a critical examination of services, underpinned by good, quality, up-to-date performance data and information. This examination leads to customer recommendations that result in opportunities for co-design and service improvements.

Uniquely, NDH have a mechanism within C90, to bring Scrutiny Panel members, other engaged customer volunteers, NDH Board Members, NDH Executives, managers and staff together every 90 days where Scrutiny's review findings and recommendations can be discussed in depth.

The NDH three principles for an effective Scrutiny are:

1. Independence - Scrutiny activities have a formal recognised status with support from NDH, with reports and findings being reviewed and/or actioned within our C90 group that has clear links with our governance management structure.
2. Formality - Scrutiny activities include clear roles, remit, terms of reference and lines of reporting for those customers taking part.
3. Authority - Scrutiny customers, and other customers involved in Scrutiny activities, are able to examine services and standards and make recommendations for service improvement. NDH respond to these by agreeing which recommendations can be implemented and, where they can't be implemented, we explain why.

What do Scrutiny Panel Members typically undertake

C90	Scrutiny is represented at the quarterly C90 meetings where they present their reviews, findings and recommendations. These are discussed with NDH board members, executives and staff.
Customer satisfaction	Real time customer satisfaction is a key consideration, Scrutiny review a variety of satisfaction figures.
Policy reviews and local offer (service standards)	Scrutiny activities can include service-specific scrutiny, where a particular policy is scrutinised; or scrutiny of a range of activities, where performance is scrutinised on a regular and systematic basis. This can include comparing performance against the previous quarter and looking at trends, improvements and dips to identify areas where improvements could be recommended and co-designed with customers.
Customer consultation	Scrutiny activities often include gathering data and information from other customers to help them make informed recommendations and can commission consultation activities to take place.
Co-design	Customer scrutiny involves adopting a customer-centred approach, by delivering benefits to customers, NDH and our communities alike. The collaborative approach NDH have with Scrutiny allows for the development of co-design opportunities in our service delivery.
Communication and customer information	Reviewing how we communicate our policy decisions is a key area where our customers co-design leaflets and letters to ensure our message lands well as is seen to be fair. Scrutiny and involved customers are central in designing and redesigning our communication so that it is clear and in a language customers can understand, this includes all our correspondence, website, handbook and information leaflets.
Newsletters and ART	As part of our digital transformation Scrutiny review and co-design our newsletters and customer facing digital offer alongside other involved customer groups
Impact assessment	Scrutiny regularly review the outcomes from their reviews to ensure actions agreed have been undertaken and to track the savings and VfM from these outcomes. In terms of delivering outcomes, our Scrutiny Panel have a wide ranging impact across the organisation, from ensuring effective governance (in partnership with C90) and delivering services to supporting individual and community empowerment.



Michelle Riger
Scrutiny Panel Chair

“The close partnership between NDH and the Scrutiny Panel allows us to look in depth at various aspects of the business and this has led to changes which have had a positive impact for all customers.

Our recommendations and service review reports feed into NDH at a strategic and governance level”



Tracey Hearn
Scrutiny Panel Vice Chair

“C90 enhances our longstanding commitment of engagement with customers and is vital in helping us shape the organisation to meet the needs, views and aspirations of those who live in our homes today and tomorrow. No-one else is better placed to have a view on our homes and services than the community we work with.”

Scrutiny Panel Membership guidelines and expectations

Customer members:

- Will follow the Rules and Guidelines, Risk Assessments and Code of conduct
- Will take time to prepare for meetings to gain an understanding of the area of review
- Will sign up to the NDH Scrutiny Confidentiality, Data Protection and Code of Conduct, Equality & Diversity Policy, and Customer Volunteer Job Descriptions

NDH staff:

- Will ensure Scrutiny is fully supported
- Will prepare appropriate information, and data around the Scrutiny reviews and requests
- Will ensure Scrutiny Panel members have been issued with and/or sign all the relevant governing documents

Exceptions:

Scrutiny Panel members may not be eligible to join and/or may have membership revoked if:

- A member has been found to breach any of the Scrutiny Rules and Guidelines
- Any member breaching the GDPR, Confidentiality or Code of Conduct Agreement will be asked to resign
- Customers with a possession order against their tenancy, or on a starter tenancy or have breached the NDH Reasonable Behaviour policy are not eligible to join the Scrutiny Panel or remain on the panel.
- Any member who has not declared any conflict of interest when joining Scrutiny.



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General C90 meetings:

- The activities and findings of Scrutiny will be reviewed every 90 days through C90 meetings



Other Involved Customers:

- The activities and findings of Customer 2gether and/or other involved customers will be reviewed within Scrutiny meetings where data relates and/or is relevant to the work they are undertaking

Members Resignations:

- Members may resign at any time in writing to the Customer and Housing Manager and/or Community Involvement Manager
- In the event of the Scrutiny Panel Chair resignation the panel will collectively elect a new Chair

Review and amendments to these rules and guidelines:

- The C90 group will review these Scrutiny Panel rules and guidelines every three years or following any changes to Government Policy, regulation or legislation
- Any proposal to amend these rules and guidelines must be considered by the C90 members and noted in the minutes

Dissolution:

- In the event that C90 deem it necessary to or advisable to dissolve the Scrutiny Panel it will be an agenda item for a scheduled C90 meeting of all elected members.
- A minimum of 28 days notice for this meeting shall be given to Scrutiny Panel members along with the terms of resolution to be proposed.

For more information on our
Customer Engagement Strategy
visit our website
www.ndh-ltd.co.uk

Recruitment of customer Scrutiny Panel Members

Scrutiny Panel Customer Members

Customer membership is open to any customer who holds a residential tenancy with North Devon Homes, is a company member and/or actively involved in other customer involvement activities.

However there are instances where some customers may not become a Scrutiny Panel customer member and/or volunteer, see 'Exceptions' set out in this document.

Scrutiny Panel customer engagement activities are part of our NDH Customer Engagement Strategy, accountability for this strategy being delivered sits with the C90 group

Recruitment Process

Customers would normally express a wish to join this group through working within our other Customer Engagement activities.

For example:

- Customers 2gether
- Fresh Ideas
- Journey Mapping
- C90

The group is currently limited to ten members, when vacancies for customers arise all engaged customers are able to submit expressions of interest to be reviewed by the Community Involvement Team along with the Scrutiny Panel Chair.

Candidates selected for will be notified of meeting dates and will be asked to sign confidentiality and code of conduct agreements.

These volunteer roles are not everyone's cup of tea, normally individuals know early on if this is something they wish to take on.

Prospective candidates are invited to attend and participate within three consecutive meetings after which the panel collectively agree to new membership being accepted.

During this trial period candidates can elect not to join the panel.

C90 Scrutiny Panel Member Taster Days

Opportunities for Scrutiny Panel members to shadow C90 meetings are designed to enable succession planning, recruitment of new members and/or allow for sabbaticals where members find their personal circumstances require more time.

Training

NDH prides itself on the trusting relationships built with our Scrutiny Panel customers as part of the co-design of services and as such it is important to us that they are empowered to share their ideas and solutions for improvement.

Building confidence, learning new skills and understanding our business, whilst we understand through them their experiences of living in one of our homes, is central to keeping customers at the heart of everything we do and co-creating the future together.

NDH provide support for Scrutiny Panel customer members and/or volunteers:

- Tools and technology to undertake this role
- Access to networking opportunities with other social housing customers
- Access to consult and work with NDH staff across the business
- Access to sector and government changes/legislation and what that means for our customers in North Devon
- Access to on-line forums, webinars, conferences or sector training sessions for customers (where they are able to attend)
- Membership to TPAS



C90 agreement to Scrutiny Panel Members Rules and Guidelines

Appendix:

Scrutiny Panel Members Job Descriptions

Scrutiny Panel Members Code of Conduct

Scrutiny Panel Members Confidentiality and Data Protection Agreement

Scrutiny Panel Risk Assessment

Equality & Diversity Policy

Financial Regulations

Approval of Scrutiny Panel Rules and Guidelines through C90 Constitution

These rules and guidelines were reviewed and approved by the C90 Group on __/__/__

Signed and dated on behalf of C90

Chair: _____ Date: _____

NDH Director of Neighbourhoods (DON)

The DON agrees to the obligations stated within these rules and guidelines and associated documents.

Signed and dated on behalf of the board

DON Manager: _____ Date: _____