

Scrutiny Panel



Our Scrutiny Panel works with staff and other customers to carry out in depth reviews of our services. You will work as a critical friend to Platform Housing Group, reviewing policies, procedures, and working practices, and as a group report your findings to our Customer Experience Panel.

As a member of the Scrutiny Panel you will be invited to put forward ideas of service areas to be reviewed. Once an area has been agreed you will work with other panel members to carry out a review and present your recommendations to the Customer Experience Panel, which includes Customers alongside members of our Board and Executive Team.

What you'll be doing

- Reviewing and challenging Platform Housing Group's performance to ensure it is in line with our service standards
- Using a range of data, customer feedback and performance information to put forward ideas of areas for further investigation
- Working with other customers to carry out reviews of service areas using a range of methods and techniques
- Pulling together findings to create a report and set of recommendations to be put forward to our Customer Experience Panel

What we're looking for:

A panel of customers that have:

- A positive and neutral outlook
- Ability to look at things from a different point of view
- Confidence working in a group and putting your ideas forward

- Ability to understand and analyse reports including performance, financial information, survey data etc.
- Basic IT skills, including communicating via email and participating in online meetings
- An understanding of, and commitment towards, equality and diversity

Training and support

You will work with our Customer Engagement Officers who will ensure that you have the available documents and other materials required to complete each review and will assist with communicating with internal colleagues.

In addition to this you will receive training relevant to the role including:

- An introduction to Social Housing
- How to carry out effective Scrutiny

You will also be given access to further training through our online resources.

Level of commitment

There will be regular projects as well as one day 'mini-reviews' carried out throughout the year for Panel members to choose to participate in. Once involved in a project you may be asked to commit to regular meetings and/or carrying out additional research and reading. We will work with our panels to try and ensure that we accommodate those who may have less time to commit but still want to be involved.

CUSTOMER



FOCUS ON DELIVERING RESULTS

platform
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What's in it for you:

- Help us improve and deliver excellent services
- Have a direct input in the decision-making process
- Meet new people and increase your confidence
- Gain knowledge, learn new skills and more about Platform Housing Group

Our commitment to you:

- We will listen to all your suggestions and comments
- We will ensure that all reviews and recommendations are considered by our Customer Experience Panel and that feedback and outcomes are provided
- We will let you know how your involvement has influenced what we do

We'd love you to get involved, so please complete the form on the Get Involved page

www.platformhg.com/get-involved to register your interest or head to the Platform Housing Facebook page [@platformhousing](https://www.facebook.com/platformhousing) and drop us a message.

We are committed to recognising the contribution made by our involved customers and there is an incentive scheme in place for your involvement as a Scrutiny Panel Member.

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