

Platform Scrutiny Panel Review 2026

CUSTOMER VOICES MAKING A DIFFERENCE

Listening to customers • Influencing decisions • Improving services

IMPACT AT A GLANCE



3

Investigations Completed



2

Reviews Revisited



150+

Volunteer Hours Contributed



Ongoing

Independent Customer Challenge

GIVING CUSTOMERS A STRONGER VOICE

Over the past year, Scrutiny Panel members have dedicated more than 150 volunteer hours to reviewing services, providing independent challenge and helping improve outcomes for customers. Through investigations, review activities and engagement with senior leaders, members have continued to strengthen accountability and customer influence across Platform.

KEY REVIEWS



Anti-Social Behaviour

Reviewed customer experiences and identified opportunities to improve service delivery.



Recruitment to Customer Involvement Activities

Assessed recruitment processes to help strengthen customer involvement.



Leaseholder Service Charges

Provided customer-led challenge and recommendations to improve transparency and understanding.

Additional Contributions

- ✓ Revisited Final Complaints and Hub Call Backs to assess progress.
- ✓ Met with external auditors and directors to provide independent customer challenge.
- ✓ Shared ideas to support future scrutiny activity and member retention.

CHAIR'S MESSAGE

A Year of Positive Influence

This year has demonstrated the value of customer scrutiny. Despite challenges affecting participation, where panel members retired. The Scrutiny Panel have continued to contribute their time, experience and insight to help improve services and keep customer voices at the heart of decision-making.

I would like to thank every member for their commitment and contribution throughout the year. Together we have helped strengthen accountability, influence service improvements and make a positive difference for customers and communities.

Chair, Scrutiny Panel

LOOKING AHEAD



Grow Membership



Increase Participation



Review Key Services



Drive Improvements



CUSTOMER VOICES. REAL INFLUENCE. POSITIVE CHANGE.

The Scrutiny Panel will continue to champion customer voices, provide independent challenge and support service improvement across Platform Housing Group.