

Scrutiny Panel Role Profile

Responsible To: Scrutiny Champion and / or Chair of Audit Committee

Reports To: Westward Audit Committee

Key Task: To achieve the Scrutiny Panel's vision through scrutinising services, business decisions, governance and constitutional decision making, thereby acting as a critical friend to the Group.

Purpose

- Operate on behalf of Westward Housing Group residents, ensuring that they receive resident-centred services of the highest standard
- Take an independent view of Westward Group performance
- Establish priorities for reviewing Westward Group performance
- Commission performance reviews/inspections to enable the Scrutiny Panel to carry out its duties
- Assess performance against expected standards. These include Westward/Westcountry/Tarka agreed Service Standards, Audit Commission Key Lines of Enquiry, Tenant Services Authority Service Standards and other good practice identified through benchmarking (for example)
- Hold the Board(s) and Group/Senior Management Team(s) to account where performance falls below expected standards

Key activities

- Attend meetings, training and planning sessions
- Read documents in preparation for meetings
- Review performance information provided by Westward/Westcountry/Tarka and other sources
- Prioritise service/business areas for review
- Compare performance with other comparable organisations
- Identify the need for further information to enable the Scrutiny Panel to carry out its duties. To liaise with the Resident Involvement Team (of the respective organisation) to consider the most appropriate source of that information. For

example, to commission the Resident Auditor Team/Mystery Shoppers on a specific topic or to commission reports or other activity from Westward/Westcountry/Tarka

What sort of person are we looking for?

We are looking for enthusiastic residents from all backgrounds to scrutinise business decisions, governance and constitutional decision making.

You will need to be a team player and be willing to put in the work to help improve services for residents and the people who provide the services.

Training will be offered in all aspects of the work you will undertake, so you don't need to worry if you don't have many of the skills required at the moment - willingness and ability to learn is more important. As part of the team everyone will have different skills. The skills that you have may be the crucial ones needed for the team to be effective.

Qualities needed by members of the Scrutiny Panel

- Commitment to:
 - Participate in training and personal development
 - Prepare for and regularly attend Scrutiny Panel meetings
 - Make appropriate contributions at meetings
- Ability to:
 - Analyse and question
 - Interpret and challenge
 - Weigh up issues and make balanced, reasonable and proportionate judgements
 - Compromise
- Have views that are:
 - Focussed on the best interests of Westward residents
 - Go beyond their own interests
- Is a good:

- Communicator
 - Listener
- And
 - Respects others and their views
 - Recognises diversity and equal opportunities
 - Has high standards of behaviour, probity and integrity
- Ability to:
 - Work as part of a team
 - Apply and share skills and knowledge
- And is:
 - Enthusiastic
 - Conscientious