

Scrutiny Panel Member



Housing services work best when tenants help shape them.

As a Scrutiny Panel Member, you will help us understand how services are working for tenants. Your views and experiences will help us identify what is working well, where improvements are needed and what matters most to tenants.

You do not need qualifications, specialist knowledge or previous experience. The most important thing you can bring is your experience as a tenant.

How You Can Make a Difference

Your feedback will help us:

- Understand how services affect tenants.
- Identify where improvements are needed.
- Highlight what is working well.
- Explore the reasons behind ongoing issues.
- Suggest practical ways to improve services.



Your recommendations will be shared with housing teams and decision-makers. We will let you know what action has been taken, so you can see how your involvement has helped shape improvements.

How You Can Get Involved

You will work with other tenants to look at how housing services are performing and what this means for tenants

For example, you may be asked to:

- Review information about a service.
- Look at feedback from tenants.
- Discuss whether a service is meeting tenants' needs.
- Explore why certain issues keep happening.
- Suggest ways services could work better.

You might be asked:

- Does this reflect tenants' experiences?
- What is working well?
- What concerns you?
- What could be improved?

Information will be presented in a clear and accessible way, and support will always be available.



What You Will Not Be Expected to Do

You will not need to:

- Have expert knowledge of housing services.
- Be a specialist in data or reports.
- Make decisions on behalf of the Council.
- Deal directly with complaints.
- Training and guidance will be provided throughout.

Time Commitment

The Panel usually meets every month.

You may spend some time reading information before meetings and occasionally take part in workshops or focused reviews.

Most members spend a few hours each month on the role. Participation is flexible, and there is no expectation that everyone contributes in the same way.

Support Available

You will receive:

- An introduction to the role.
- Training and guidance.
- Clear and accessible information.
- Ongoing support from housing staff.
- Opportunities to ask questions.
- Reasonable adjustments if needed.
- A welcoming environment where your views are valued.

Who Can Apply?

Any tenant can apply.

Every tenant's experience is different, and every perspective helps us improve services. You do not need qualifications, previous experience or knowledge of complaints processes. The most important thing you can bring is your experience as a tenant and a willingness to get involved. **Your experience matters. You can help us understand how services are working for tenants and shape improvements where they are needed most.**

