



# CUSTOMER SCRUTINY PANEL

Holding us to account on behalf of our citizens

APPLICATION PACK

# YOUR CHANCE TO MAKE A DIFFERENCE FOR THOUSANDS OF PEOPLE.

We want our services to meet the needs and expectations of the people who live in our homes and we understand to do this we need to consult our customers.

Our Customer Scrutiny Panel plays a crucial role in overseeing the standard of our services and holding us to account as we strive to meet our purpose of providing homes that are a foundation for life.

As a member you will take part in a series of scrutiny reviews looking at different aspects of our service. You will work together with your fellow panel members to assess these services and report back your findings and recommendations about how we can improve.

The panel reports into our Customer Assurance Committee, which is part of our formal board structure. This means your work will feed directly into the highest levels of our organisation and exert real influence over our services.

This is a chance for you to use your experience as a Citizen customer to make a very real difference for tens of thousands of people.

In these pages you will find more information about the role of the Customer Scrutiny Panel, what we expect from you and more about our organisation.

Thank you for your interest and good luck with your application.



Kevin Rodgers, chief executive of Citizen



Colin Dennis, chair of Citizen Board

# WHO WE ARE AND WHAT WE DO

Home is where we feel safe. It's where we can be ourselves. It's where we feel comfortable, where we recharge our batteries and make future plans. It's where we grow up and grow old.

## Home is our foundation for life.

As one of the UK's most trusted social housing providers, we own and manage 30,000 homes for diverse communities across the West Midlands, from urban tower blocks to rural villages and towns.

# OUR SOCIAL PURPOSE

We are proud to be an organisation which deals directly with the consequences of our housing crisis by providing homes for people who can't access them on the market.

We are a not-for-profit organisation and a registered charity. All of our profit goes back into improving our homes and services and building new homes so that we can help more people.

# OUR VALUES

## WE ARE BRAVE

We are willing to take on the tough stuff

We challenge ourselves

We don't give up

## WE ARE AMBITIOUS

We find solutions

We aren't afraid to try things out

We keep learning and improving

## WE ARE HONEST

We take responsibility

We are realistic

People trust us to do what we say we will do

## WE ARE CITIZENS

We are committed to our people and places

We believe everyone has something to give

We encourage every person to be the best they can be





# ABOUT THE CUSTOMER SCRUTINY PANEL

## Why do we have a Scrutiny panel?

We want to make sure that the work we do reflects what our customers want and need.

Our purpose is to ‘to provide homes that are a foundation for life.’ To achieve this, we are committed to working with our customers by creating opportunities for them to be involved and influence our service offer and strategic direction.

The Customer Scrutiny Panel gives customers a formal route through which to hold us to account. It will review services and provide challenge that will help us improve our services and service standards.

## What powers does the Scrutiny Panel have?

The panel reports directly into our Customer Assurance Committee, which directly influences the decisions we make and the work that we do alongside our other committees.

The work of the panel will therefore feed directly into our high-level decision making.

## What does the Scrutiny Panel do?

The Citizen Scrutiny Panel will complete at least three scrutiny reviews each financial year and will use a structured evidence based investigative approach to every scrutiny project. The panel will be supported by Citizen teams, who will provide information, facilitate access to staff and customers and help create written reports.

The panel will report its findings to the Customer Assurance Committee and will, in the report:

- Assess what is working well
- Alert the committee about standards that fall below the expected levels
- Provide evidence-based recommendations
- Develop a high-level action plan response from the relevant director

Every year the panel will meet to review the progress and effectiveness of scrutiny reports and activities. It will report, on an annual basis, the outcomes scrutiny has achieved on behalf of customers and the organisation.

## What will I get out of joining?

You will have the opportunity to make a real difference and influence the crucial services that tens of thousands of Citizen customers receive.

You will also be given opportunities to develop your skills and knowledge through training opportunities. This, and the experience you gain on the panel, will look very good to prospective employers on your CV.

We are offering £2,500 a year to Scrutiny Panel members and the option to join on a voluntary basis if this would affect your benefit entitlement.

We will also cover the expenses associated with your work on the panel.

## How much time will I have to give up?

We want committed people on the Customer Scrutiny Panel, but we also recognise our customers have busy lives.

We want the panel to be representative and we will work with members to make sure they can balance their work on the panel with their other commitments.

You will be expected to attend:

- A minimum of three formal meetings per annum
- A minimum of three scrutiny reviews per annum
- Two away days per annum
- One whole board away day per annum

We estimate that the overall time commitment is around 24 days per year (two days a month). This figure includes attending

meetings and events as detailed above, plus time to undertake scrutiny activities such as customer and staff interviews, reviewing detailed performance information, training and other activities.

## Who can apply?

All Citizen tenants, leaseholders, shared owners and leaseholders can apply.

We are not able to accept your application if:

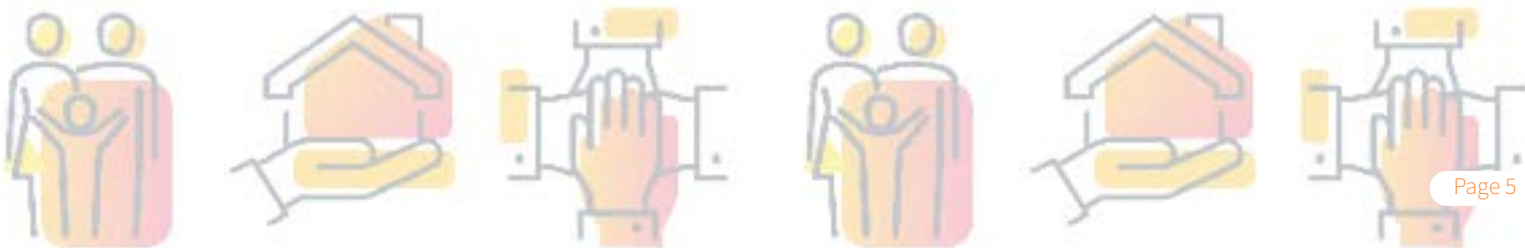
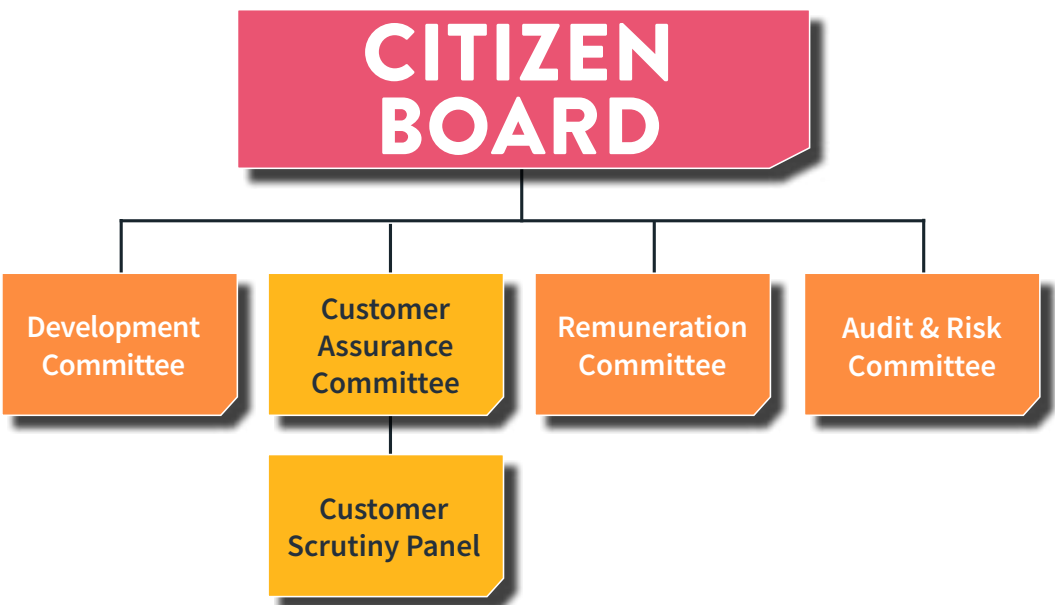
- We have started legal action against you or a member of your household. This means you are not eligible if you have breached your tenancy and have a current Notice of Seeking Possession served against you, or a court order for breach of tenancy. This includes a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy, or closure order) or any other judicial order which has an equivalent effect
- We have a court order for recovery of money against you
- You are in a legal dispute with us.

## What skills and experience do I need?

We don't need you to have experience of being on a customer board or even a huge amount of working experience.

We need people who are passionate about shaping the services we provide for people, a commitment to our values and the ability to be fair and impartial.

For a full list of qualities, skills and experience we will look for [Download our role profile.](#)



# OUR AMBITIOUS PLANS

Our 2023-26 business strategy focuses on the three key areas we need to invest in to meet our five objectives and achieve our vision.

We have taken three years of customer perception and transaction surveys and insights from staff roadshows, surveys and workshops to set the priorities of this strategy.

## OUR PURPOSE

To provide homes that are a foundation for life.

## HOMES



We will make sure our homes are safe, comfortable and sustainable for our customers.

We will build homes to meet the needs of our region.



## PEOPLE



We will listen to our customers and focus on the things that matter the most.

We will be an employer of choice and invest in our people.



## PARTNERS



We will work with our partners to make a positive difference to our customers and communities.



# READ OUR 2023-26 BUSINESS STRATEGY HERE



## HOW TO APPLY

You can fill in our [online form](#) or [download](#) it. If for any reason you are finding it difficult to apply, get in touch with our [customer engagement team](#) for help.

### BEFORE YOU APPLY

- Read the [role profile](#) for the panel member position – which sets out what we are looking for from applicants in more detail.
- If you complete the downloadable application form please return it to Engagement Team, Citizen, 4040 Lakeside, Solihull Parkway, Birmingham Business Park, B37 7YN
- **The deadline for applications is Friday 22 March 2024**

### ANY QUESTIONS?

Contact the customer engagement team,  
[engagement@citizenhousing.org.uk](mailto:engagement@citizenhousing.org.uk)

**Good luck with your application**

Citizen  
4040 Lakeside  
Solihull Parkway  
Birmingham Business Park  
B37 7YN

**Tel: 0300 790 6555**  
**[citizenhousing.org.uk](https://citizenhousing.org.uk)**

