

# CITIZEN CUSTOMER SCRUTINY PANEL

## ROLE PROFILE

### Introduction

The Citizen Customer Scrutiny Panel will carry out evidence-based investigations about Citizen's service to customers.

It will support the Citizen Customer Assurance Committee in its role of providing assurance of compliance with the consumer standards of the 'Regulatory Framework for Social Housing in England'; that value for money is being achieved in service delivery to Citizen customers and are in line with Citizen's vision 'to provide homes that are a foundation for life'.

### Role Requirements

The role requires Scrutiny Panel Members to work together to:

- Identify ways to improve services for all Citizen customers in all areas of its operation
- Interpret insight and data about Citizen's services to investigate and test those services
- Use information to develop evidence-based recommendations on ways in which services can be changed or improved
- Listen to and understand the experiences of other Citizen customers, to see beyond their own experiences
- Maintain objectivity in their approach when reviewing and monitoring services
- Develop and maintain a good awareness of equality and diversity issues
- Constructively challenge and question

### Remuneration

There is monetary remuneration of £2,500 per annum. To make sure we don't disadvantage people whose benefits may be negatively impact by payment for the role, we are also offering the positions on a voluntary basis.

Payment of out-of-pocket expenses, incurred because of carrying out the work within Scrutiny activities, will be paid including but not limited to:

- Travel expenses (receipt/ticket to be provided)
- Care (for adults or children) costs; provided by a registered minder.

Full training will be provided to the Customer Scrutiny Panel to support its growth and development.



Individual members may be given the opportunity to undertake and gain qualifications e.g. Chartered Institute of Housing (CIH) certificate in professional practice. Citizen will endeavour to actively support such applications (these may be subject to individual circumstances).

### Eligibility for membership of the Customer Scrutiny Panel

All Citizen licensees, tenants, leaseholders, and shared owners are welcome to apply. Your application will **not be eligible** if:

- Citizen has commenced 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.
- Citizen has court order for recovery of money against you
- You are in a legal dispute with Citizen

### Eligibility to apply to be an associate member of the Customer Scrutiny Panel

This applies to the family members of a Citizen tenant, leaseholder, or shared owner. Applicants must be over the age of 18 and will need to demonstrate that the Citizen property is their **‘only or principal residence’**. (Evidence such as a bank statement, drivers’ licence, letter from HMRC or DWP will be acceptable).

Your application **will not be eligible** if:

- The principle tenant (tenant, leaseholder, shared owner) or a member of the household is subject to legal action by Citizen for breach of tenancy/occupancy. This includes a Notice of Seeking Possession served against them; or a court order for breach of tenancy such as 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.
- Citizen has court order for recovery of money against the principle tenant
- The principle tenant is in a legal dispute with Citizen

### Time commitment

- 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 per 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 working on ‘task and finish group’ activities.



## WHAT WE NEED FROM A CUSTOMER SCRUTINY PANEL MEMBER

### Key requirements

Organisational awareness	<ul style="list-style-type: none"><li>• Awareness and understanding of diversity and equality issues</li><li>• Time and commitment to the role</li></ul>
Personal Qualities	<ul style="list-style-type: none"><li>• Independent judgement and integrity</li><li>• Ability to constructively challenge</li><li>• Ability to analyse information and draw conclusions</li><li>• Objectivity and ability to develop creative solutions / recommendations</li><li>• Impartiality, fairness, and confidentiality</li><li>• Tact and diplomacy</li><li>• Respect for others</li><li>• Respected and trusted by other Citizen Customer Scrutiny members</li><li>• Effective communication and interpersonal skills</li><li>• Team player</li><li>• Ability to see beyond own personal experiences</li></ul>
Desirable Experience	<ul style="list-style-type: none"><li>• Commitment to customer involvement, scrutiny, and good governance</li><li>• A passion for the services provided by Citizen</li><li>• A commitment to Citizen's vision and values</li><li>• The ability to think strategically about the services delivered by Citizen to all its customers in all the areas in which Citizen operates</li><li>• Objective approach to reviewing and improvement of services</li><li>• Awareness of Equality and Diversity issues</li><li>• A commitment to developing skills and knowledge of the social housing sector</li><li>• An understanding of or the ability to gain an understanding of housing tenure and landlord/tenant law</li><li>• An understanding of or the ability to gain an understanding of methods of scrutiny of services within social housing</li><li>• An understanding of or the ability to gain an understanding of financial information in respect of housing services and the delivery of these services</li></ul>

### Equality and diversity

Citizen encourage fair and equal treatment for all, regardless of race, colour, ethnic or national origin, religion, gender, physical or mental disability, appearance, political affiliation, sexuality, age, or class.

Citizen will identify obstacles that may prevent customers from contributing and will endeavour to find solutions to enable customers to contribute to its work.

