

Summer 2011

# Scrutiny special

an important update about resident involvement



## You can help CBHA improve with new scrutiny panel

**Would you like to help CBHA examine its performance and improve the services it provides?**

You could have the opportunity to do this as a member of the residents' scrutiny panel. The panel is being set up to give residents the ability to examine CBHA's services in detail.

The members of the panel will have the opportunity to work with both the Board and manage-



ment team to introduce service improvements. Service areas the panel will examine will include anti-social behaviour, revenues, community development, repairs and environmental services.

Applications must be in by Friday September 2. To apply, you will need to be a tenant or leaseholder (this includes shared ownership). If you are interested in joining, please contact resident involvement officer Matthew Weekes on 0207 922 8553 or email [mattheww@cbha.org.uk](mailto:mattheww@cbha.org.uk).

### What will being a panel member involve?

We interviewed Peter Westley who will be applying to join the Residents' Scrutiny Panel.

**What has been your involvement so far with CBHA?**

I was on the Board for several years and served as vice-chair and then chair for three years.

**What should residents thinking of joining the panel consider?**

They need to be committed to improving CBHA. They should want to assist CBHA in becoming more efficient in the current economic climate, while improving customer satisfaction levels even further.

**What do you think people will gain from joining?**

Definitely a greater knowledge and understanding of CBHA's work.

**What would you like to say to any residents considering putting their names forward for the panel?**

It will be a challenge but a rewarding one. I am sure the results of the panel's work will be of great benefit.

**Pick up your application form from any area office or CBHA's website at [www.cbha.org.uk](http://www.cbha.org.uk). They should be sent to resident involvement officer Matthew Weekes, CBHA, 433-443 High Road, Leytonstone, E11 4JU.**

**Ring 0207 922 8553 or email [mattheww@cbha.org.uk](mailto:mattheww@cbha.org.uk)**



As a member of the Residents' Scrutiny Panel, you will have the opportunity to work with both the Board and management team.

In the picture: Board member Dorit Raymond, chair Debbie Griggs and CBHA head of revenues Martins Aimiuwu.

# 10 reasons to join the panel

There is so much to gain from being part of the Residents' Scrutiny Panel.

- 1: Help CBHA improve its services and be a part of decision making.
- 2: Opportunity to work with the Board and the management team.
- 3: Meet new people and work effectively as a team.
- 4: Gain experience to help your career development. Membership on the panel would look good on your CV.
- 5: Opportunity for training, for example in IT, housing management and presentation skills.
- 6: Contribute something positive to the community.
- 7: Share your ideas and opinions.
- 8: Stimulating and interesting.
- 9: Positive experience personally.
- 10: Be aware of what is going on in your community.

## Do you have the right qualities?

Applicants do not need any formal qualifications. You already have the experience of being a customer of CBHA so you are an expert on our services from that point of view. The following qualities would also be useful:

- Commitment/interest in the work of CBHA.
- Ability to identify advantages and disadvantages of proposals about services.
- A willingness to speak their mind.
- Ability to work effectively as a member of a team.
- Ability to be objective, honest and open.

## More about the panel

The panel will meet about four times a year. Expenses including childcare will be paid.

The scrutiny panel will:

- Look at CBHA's performance and customer satisfaction in key areas
- Agree service standards
- Commission mystery shopping to test services
- Review customer service policies.

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