**Role Profile: Alliance Homes Scrutiny Panel Member**

**1. Key Requirements**

Scrutiny Panel members, as part of a team, will support Alliance Homes in a variety of ways:

* Review individual services where improvement opportunities are identified, taking those which matter most to customers first
* Complete approx. there to four service reviews per year and seek views on subjects from Board, Managers, Involved Customers and the wider customer groups
* Help to shape services to Alliance Homes customers and communities
* Monitor the delivery of services, feedback, complaints and performance against standards and promises and actions promised for services the Panel are reviewing
* Choose a coordinator to act as project lead for service scrutiny and another coordinator to act as the liaison point with the Customer Services Committee, attending up to four meetings a year
* Communicate well and present findings to Board, senior staff, staff and customers of Alliance Homes in a way in which they are clearly understood
* Review, negotiate and monitor action plans which result from recommendations made during scrutiny
* Engage with and commission support from other involved customers at Alliance Homes
* Support Alliance Homes to deliver co-regulation and good governance
* Support customers by scrutinizing value for money and seeking excellence in Alliance Homes services

Individually, Panel members will:

* Be a customer of Alliance Homes
* Be positive and challenge any negative behaviour
* Adhere to the terms of reference and the codes of conduct and confidentiality
* Participate in training & personal development and a minimum of 75% of training events
* Prepare for and regularly attend at least 75% of Alliance Scrutiny Panel meetings
* Make active and appropriate contributions to meetings and activities

For the purposes of probity and to ensure no conflict of interest, the Panel Member will not be a:

* Board Member or staff member of Alliance Homes
* Board Member of a partner organisation, or potential business partner of Alliance Homes
* An elected member of North Somerset Council

…and will not be subject to a breach of tenancy or support agreement with Alliance Homes.

Collectively the qualities required of the Panel will be to:

* Focus on the best interest of Alliance Home customers
* Work in harmony and collaboratively, respecting each other’s views
* Seek consensus and accept compromise

**2. Support and training**

Panel members will be required to attend an induction process and on-going training to maintain their skills and knowledge.

Training will be available to support members of the Panel through mentoring and though the Alliance Academy to achieve their role.

A full training programme will be developed based on individual and collective Panel appraisals annually.

**3. Expenses**

Pre agreed expenses will be reimbursed for travel, and child care costs and caring responsibilities. Current rates are set out in the Alliance Homes expenses policy.

The Alliance Homes Community Engagement team will provide taxis, meeting rooms and refreshments.

Payment of expenses will be paid on receipt of a complete expense form, unless an agreement for advanced expenses is made with a member of the Community Engagement Team.

***In signing this Role Profile, I agree to abide by all requirements set out above:***

Signed by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Alliance Scrutiny Panel member

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_