

GreenSquare Resident Scrutiny Panel

Service Statement

The GreenSquare Resident Scrutiny Panel (RSP) exists to examine the work of the GreenSquare Group. We are totally resident led and have up to 12 members from across the whole of GreenSquare. Membership is open to all residents.

We meet ten times per year and our role is to examine and scrutinise decisions made by GreenSquare. We look at all performance reports, board reports, performance information, budgets, complaints and we can ask to see any documentation or to speak to any staff, executive team or board member. From this we draw up an annual Continuous Improvement Programme that identifies the Inquiries that we will carry out ourselves and what we will pass back to GreenSquare to look into and report back on.

Each of us can elect to hold a 'Portfolio' this means that we will develop a more in-depth knowledge about a particular service area, such as repairs or customer service.

As Resident Scrutiny Panel Members we will:

- Abide by our Terms of Reference.
- Make our best endeavours to ensure that we are as representative as we can be of all our customers.
- Aim to ensure that we have as broad a range of skills and experience on the RSP as possible in order to carry out our roles effectively.
- Strive to ensure that all Portfolios are covered and reported on.
- Work with the wider resident population, the Communities Boards and GreenSquare Board to identify subjects for Inquiries.
- Publish by April each year to all residents the Continuous Improvement Programme for the GreenSquare Group.
- Carry out a minimum of three full Inquiries each year and publish all reports on the GreenSquare Group website.
- Publish all minutes on the GreenSquare Website within one calendar month of each meeting.
- Produce an Annual Report to all Residents detailing all work undertaken during the year along with a full Impact Assessment. This will cover:
 - Details of all Inquiries undertaken.
 - A progress report on the Continuous Improvement Action Plan.
 - Details of any other work undertaken.
 - A round up of Portfolio activities.
- Publish a summary report annually in the G2 magazine and publish the full report on the GreenSquare Group website.

All residents can:

- Become involved, either by watching out for when we are recruiting to the RSP, or by helping with Inquiries.
- Ask us to consider an area of concern for a future Inquiry by writing to, or emailing, the Chair of the RSP or by contacting the RSP Corporate Governance Officer on 01793 602846 or by contacting us via the website.
- Ask us to provide a written explanation to any queries or comments arising from a completed Inquiry.

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January 2013