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**Role Profile: Southway Scrutiny Tenant Panel Member**

**1. Key Requirements**

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

1. Review individual services where improvement opportunities are identified, choosing those which matter most to Southway residents first
2. Complete approximately three service reviews per year and seek views on these subjects from the Board, managers, involved residents and wider residents groups
3. Help to shape services for the benefit of Southway residents and the wider community
4. Monitor the delivery of the action plan produced as a result of each review
5. Communicate clearly and present findings to Audit & Risk Committee, senior staff, staff and customers of Southway
6. Engage with and commission support from other residents involved with Southway
7. Support Southway to deliver co-regulation and good governance
8. Support Southway residents by scrutinising whether the service under review provides value for money, and seeking to promote excellence in the services provided by Southway

Individually, Panel members will:

1. Be a tenant of Southway
2. Be positive and challenge any perceived negative behaviour
3. Adhere to the Terms of Reference, Code of Conduct and Confidentiality Agreement
4. Participate in training & personal development with a minimum of 75% attendance at training events
5. Prepare for and attend at least 75% of Southway Scrutiny Panel meetings and training
6. 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 Southway and will not be subject to a serious breach of tenancy agreement with Southway – for example: rent arrears where a payment plan is not being adhered to, or nuisance/harassment. This list is not exhaustive.

Collectively the qualities required of the Panel will be to:

1. Focus on the best interest of Southway residents
2. Work in harmony and in collaboration with each other, respecting the views of other Panel members
3. Seek consensus and accept compromise

**2. Key roles of the chair and deputy chair for the Panel**

There are two key roles which Panel members might fulfill. Members will put themselves forward (should they wish), for the following roles:

1. Chair – will act as project lead for the service scrutiny and will chair meetings and hold them to order, ensuring all actions agreed to be completed at that meeting are aired
2. Deputy Chair – will deputise in the absence of the Chair and will lead on projects as required

**N.B.** The Chair can delegate to other Panel members according to the need and priorities of the scrutiny review.

**3. 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 through the Southway Customer Involvement Team as and when required.

Each Panel member will have at least one one-to-one session each year. The Chair and mentor will carry out the one to ones. The Chairs one to one will be carried out by the mentor and the Customer Involvement Manager. Panel members can request additional one to ones at any time.

**4. Expenses**

Pre agreed expenses will be reimbursed for travel, child care costs and other caring responsibilities.

The Southway Customer Involvement Team will book taxis, meeting rooms and refreshments. Lunch/supper will be supplied by Southway if the meeting time makes this appropriate.

Payment of expenses will be processed and paid by the Customer Involvement Team.

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

Signed by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Southway Scrutiny Panel Member

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