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**Vela Customer Scrutiny Panel**

**Role Profile for members**

Where the term “Vela Group” or “Vela” is used it refers to Customers of the two landlords of Housing Hartlepool and Tristar Homes.

Where the term Customer is used, it is a generic term that refers to anyone who needs, requests or receives a service from the Vela Group. This includes tenants and leaseholders of both landlords, applicants for rehousing, residents who live in the neighbourhoods we manage and people who are buying their homes from us.

**1. Key Requirements**

Scrutiny Panel members, as part of a team, will support Vela staff and Partner Boards in a variety of ways:

1. Review services areas where improvement opportunities are identified or concerns raised, taking those which matter most to customers first
2. Complete approximately three scrutiny reviews per year and seek views on subjects from Board, Managers and customers
3. Help to shape services to Vela customers and communities
4. Monitor the delivery of services, feedback, complaints and performance against standards and promises and actions promised for services the Panel are scrutinizing
5. Choose a coordinator to act as project lead for each scrutiny project (possibly on rotation) and another coordinator to act as the liaison point with Senior Officers and a Board representative (if possible), attending up to three meetings a year to discuss progress and support for the Panel and any issues the landlord representatives wish to discuss with a representative(s) of the Panel
6. Communicate well and present findings to Board, senior staff, staff and customers of Vela in a way in which they are clearly understood
7. Review, negotiate and monitor action plans which result from recommendations made during scrutiny
8. Engage with and commission support from other involved customers at Vela
9. Support Vela to deliver co-regulation and good governance
10. Support customers by scrutinizing value for money and seeking excellence in Vela services

**Individually, Panel members will;**

1. Be a customer of Vela
2. Be positive and challenge negative behaviour
3. Adhere to the terms of reference and the codes of conduct and confidentiality
4. Participate in training & personal development at a minimum of 75% of training events
5. Prepare for and regularly attend at least 75% of Vela Scrutiny Panel meetings, except in cases of holidays and sickness, or work commitments.
6. Make active and appropriate contributions to meetings and activities

**Collectively the qualities required of the Panel will be to;**

1. Attend “on the job” training to deliver scrutiny to the best of their ability, but already possess good analytical and communication skills to undertake scrutiny
2. Focus on the best interests of Vela customers
3. Work in harmony and collaboratively, respecting each other’s views
4. Seek consensus and accept compromise

**2. Methodology of the Panel**

The methodology of the Panel on scrutiny will evolve during training and often be dependent on the subject of the scrutiny. However the panel will be likely to:

1. Scope the scrutiny exercise in partnership with Vela
2. Receive a presentation from a service manager on the service being scrutinised
3. Complete a desktop review of national standards, policies, procedures, customer/tenant facing documents, costs of the service, performance of the landlord and compare this with other landlords of the relevant service area
4. Speak to staff and customers about their experience of the service
5. Invite support from other customer groups at Vela who may be able to support the scrutiny in a timely manner
6. Analyse the strengths of the service under scrutiny and areas for improvement
7. Pull together a report with recommendations to senior managers and then the Board
8. Consider and discuss the priorities in the action plan produced to deliver the recommendations in the report.
9. Work closely with the Customer Involvement Team at Vela who will support the scrutiny function and process
10. Uphold the values of Vela Group and partners and work positively with the staff, customers and Board

**3. Support and training**

Panel members will be required to attend initial training and on-going training to maintain their skills and knowledge. Training will be available to support the Panel through the Vela Customer Involvement Team. A full training programme will be developed based on individual and collective Panel appraisals and needs annually.

**4. Expectations of the experience of Panel Members**

The Panel will possess:

1. A knowledge and appreciation of the needs and aspirations of the customers and communities served by Vela
2. An appreciation of current issues in the social housing or public sector services
3. Basic information technology skills or a willingness and commitment to learn
4. Experience in one or more of the following:
* Diversity, fairness and services required by vulnerable customers
* Customer Involvement
* Your local area served by the Vela Group
* Knowledge of the services provided by the Vela Group

**5. Skills and Abilities**

The Panel Members will possess:

1. Good interpersonal and communication skills
2. A commitment to team working
3. A willingness to consider issues and problems in their wider context
4. Support and uphold the values, aims and objectives of Vela Group and the Panel
5. An ability to form objective views based on evidence and actively listen
6. Adopt a problem-solving approach
7. An ability to analyse information and opinions and, when necessary, challenge constructively
8. Ability to actively ask open questions
9. An ability to work with customers, boards and staff and be respectful in this interaction, always promoting the positivity of the Panel
10. Be well organised and reliable

**6. Personal Qualities**

The Panel Members will:

1. Show confidence, enthusiasm and drive to implement change
2. Respect attitudes, beliefs and traditions
3. Show Integrity, honesty and objectivity
4. Be committed to promoting customer involvement and inclusion
5. Be committed to personal learning and development
6. Challenge constructively and openly
7. Deal with any personal issues or concerns outside Panel meetings
8. Be willing and able to commit the necessary time to the work of the Panel and attend meetings. The commitment is expected to be approximately 4 days a month

**7. Recruitment**

Recruitment will be to this role profile and members interested will be expected to complete an Expression of Interest form and attend a selection process.

When the Panel is formed, an addendum to this role profile will be agreed for key positions on the Panel.

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

Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Vela Panel member)

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_