

Mentor/Chair

Personal Development Questionnaire

Name

(Block Capitals)

The purpose of this questionnaire is to assess how well you are performing as a Scrutiny Panel Chair and to plan your personal development and training, both individually and as a Panel for the next year.

It will be used to highlight your strengths and identify areas requiring further development.

I have asked that the Panel give some anonymous to Customer Involvement Staff at a planned meeting about what you do well and what you might improve. (Only on the headings and not the detail within this assessment)

How to self-evaluate yourself

Please indicate, by inserting a tick or cross, how you rate your effectiveness in the following areas on a scale of 1-5, where **1 means you are not confident in this area/do not yet have the skills, etc,** and **5 means you are completely confident and can fully demonstrate you have the listed skills, attitudes and knowledge.**

Question						
TEAM WORKING						
ELEMENTS		1	2	3	4	5
<input type="checkbox"/> Working cooperatively as part of the team						
<input type="checkbox"/> High standards of behaviour						
1.	Listens to others and is polite, approachable, courteous and diplomatic					

Question						
TEAM WORKING						
ELEMENTS		1	2	3	4	5
	<ul style="list-style-type: none"> ● Working cooperatively as part of the team ● High standards of behaviour 					
2.	Demonstrates commitment to the work of the panel					
3.	Has a “can do” attitude to achieving the panels aims and objectives					
4.	Attendance is good and prepares for meetings					
5.	Encourages and supports colleagues and treats them with fairness and respect					
6.	Confidently questions and challenges in a constructive way					
7.	Is committed to positive change starting with themselves					
8.	Challenges inappropriate behaviour and demonstrates high standards of integrity, honesty and fairness					
9.	Actively supports panel decisions					
10.	Listens to all points of view and values the opinions of all panel members					
11.	Addresses conflicts or issues within the panel in a positive way					
12.	Has a genuine interest in the work of the panel and strives to make a positive difference.					
13.	Keeps up to date with what is happening in the neighbourhoods and communities					

CONFIDENCE						
ELEMENTS		1	2	3	4	5
<ul style="list-style-type: none"> ● Role ● Equality 						
1.	Will ask for assistance if there is information in reports that needs clarifying and explaining					
2.	Attends essential learning and development sessions, starting with induction training, and addresses their learning needs in their personal development plan					
3.	Understands what their role on the panel involves					
4.	Understands the difference in the role of the panel and other tenant involvement forums					
5.	Understands how the landlord operates in terms of policies and procedures					
6.	Has a basic understanding of the business plan					
7.	Adopts a fair and transparent approach to the work of the panel					
8.	Can spot the warning signs that indicate there could be a problem					
9.	a) Respects and understands the role of the officers, and b) has a good working relationship with them					
10.	a) Respects and understands the role of board members, and b) has a good working relationship with them					
11.	Is focused on what happens as a result of panel decisions, and on the impact on the tenants and the organisation of those decisions					
12.	Works towards making decisions using a consensus approach					
13.	Understands what information is confidential and maintains that confidentiality					

CONFIDENCE		1	2	3	4	5
ELEMENTS						
	● Role					
	● Equality					
14.	Understands the various pressures on the landlord and how that might affect decisions					
15.	Remains focused when faced with competing demands					
16.	Is confident when negotiating with the board					
17.	Schedules scrutiny work to maximise the allocated budget					

DIRECTION		1	2	3	4	5
ELEMENTS						
	● Planning					
	● Customer voice					
1.	Understands how the panel's accountability to the tenants and the board operates					
2.	Has a good understanding of how tenant involvement and feedback operates and how to use the results to make decisions					
3.	Always makes sure that they check the facts and evidence when a decision is being made					
4.	Constantly asks the question "how will this benefit the tenants?"					
5.	Stays focused on what is important to the tenants					
6.	Understands how to schedule service reviews based on priorities and tenant feedback					
7.	Can see how the results of a review are used in improvement plans					

DIRECTION						
ELEMENTS		1	2	3	4	5
<ul style="list-style-type: none"> ● Planning ● Customer voice 						
8.	Understands the long term plans of the landlord and how the improvement plans fit in with those plans					
9.	Understands how the improvement plans are delivered and how the panel monitors progress					
10.	Understands how the external environment and Government policies are considered when making long term plans					
11.	Well informed about local issues and initiatives that might impact on service delivery					
12.	Challenges the “status quo” to find better ways to improve performance					
13.	Aware of Equality and Diversity best practice and how this links to the work of the panel					

SCRUTINY						
SCRUTINY		1	2	3	4	5
<ul style="list-style-type: none"> ● Comparison ● Challenge 						
1.	Demonstrates an understanding of the service delivery performance indicators					
2.	Can pick out the important issues in a report					
3.	Can interview staff and ask probing questions					
4.	Can scrutinise performance information to spot trends and omissions					
5.	Has a good understanding of performance and benchmarking information and can make informed comparisons with the best performing organisations					

SCRUTINY		1	2	3	4	5
SCRUTINY <ul style="list-style-type: none"> ● Comparison ● Challenge 						
6.	Always looks for feedback from customers and partners in performance reports and can interpret the results					
7.	Is prepared to scrutinise and challenge officer recommendations and predictions					
8.	Is confident in ability to conduct a full service review					
9.	Is able to plan and timetable and share workload for service reviews					

EVALUATION		1	2	3	4	5
ELEMENTS <ul style="list-style-type: none"> ● Advice and support ● Panel performance ● Review 						
1.	Understands what an outcome is and how to make sure that recommendations are outcome based					
2.	Has enough contact with other scrutiny groups and panels to evaluate how their performance compares with others					
3.	Seeks and receives adequate feedback about their performance as a panel member from colleagues and tenants					
4.	Feedback provides them with an understanding of how their actions impact on their role as a panel member					
5.	Applies critical self reflection and judgement to their performance as a panel member					
6.	Checks out assumptions to make sure you are making a balanced decision					

EVALUATION						
ELEMENTS		1	2	3	4	5
<ul style="list-style-type: none"> ● Advice and support ● Panel performance ● Review 						
7.	Attends and contributes to the annual review of the panel					

Please add any comments you would like to make about your role as Chair of the Scrutiny Panel:

Dated

Signed

Please keep a copy of this form for a discussion with Yvonne and send her a copy in advance of the discussion

Please send this form to Yvonne@tenantadvisor.net OR post it to:

Scrutiny & Empowerment Partners Ltd, 11 Hope Place, Liverpool, L1 9BG.