



St Peter's Scrutiny Panel

Terms of Reference

The purpose of the scrutiny panel is to scrutinise & challenge St Peter's services to ensure continuous improvement in service delivery to tenants. This will be achieved by working with St Peter's to set, monitor & enforce standards and manage and raise performance.

The scrutiny panel will also be part of the procurement and asset management processes.

Aims of the Scrutiny Panel

- To increase tenant scrutiny so tenants have the opportunity to take part in strategic performance monitoring & service reviews
- To consult on asset management & property maintenance
- To review and assist with procuring contracts including CCTV, cleaning, gardening
- To give the tenant's perspective
- To oversee a range of scrutiny activities that may be run by staff or tenants
- To feedback on performance and use findings to achieve change
- To ensure outcomes feed into operational & strategic decision making

Specific powers and responsibilities

The panel has the following specific powers and responsibilities:

- to review housing services delivery
- to review & scrutinise implementation of housing-related strategies, policies & procedures
- to review Complaints performance information

- to make recommendations to Board where needed e.g. service review to be instigated
- undertake service reviews in areas tenants have identified as a priority
- to review tenant satisfaction from surveys and service reports

Membership

The Panel shall have a maximum of 10 members. Membership is open to all tenants but to ensure the association is represented fully, the panel should be made up of 2 tenants from each block (OCH, MCH and SCH); 1 tenant from the houses and the remaining members from any property.