



NATIONAL SCRUTINY GROUP

ROLES & RESPONSIBILITIES

ROLES AND RESPONSIBILITIES OF THE NSG INCLUDE, BUT ARE NOT LIMITED TO:

- Embed and oversee the scrutiny of Accent's services
- Commission as well as carry out scrutiny reviews
- Agree the criteria and scope of each scrutiny
- Agree a scrutiny programme and resources required for each scrutiny exercise
- Manage the scrutiny budget
- Ensure consistency in terms of the way scrutiny is delivered
- Facilitate involvement from residents to suit local circumstances
- Use scrutiny findings to inform recommendations
- Ensure follow-through of recommendations and initiate re-call where recommendations are not fully implemented or outcomes are not as expected
- Report on progress and outcomes to the Customer Experience Committee
- Communicate the programme, opportunities for involvement, outcomes and impact to Accent staff and residents by means of an annual report
- Provide a quarterly report on the key priorities arising from 'grass roots' and online engagement
- Evaluate its own effectiveness

IT IS ANTICIPATED THAT MEMBERS WILL, BETWEEN THEM, HAVE THE FOLLOWING SKILLS:

- Ability to communicate with a wide and diverse range of people and audiences
- Ability to constructively challenge and form opinions based on evidence
- Ability to interpret and analyse quantitative and qualitative feedback
- Organisational and time management skills
- Ability to pay a high level of attention to detail and an eye for accuracy
- Team-working
- Identifying strengths within the group and exploiting them
- Expressing themselves confidently both orally and in writing
- I.T skills

IT IS ALSO HOPED THAT MEMBERS WILL DEMONSTRATE THE FOLLOWING TRAITS:

- Aware of issues affecting housing and Accent's operating environment
- Familiar with the full range of services that Accent provides
- Objectivity
- Confidence to put across their views
- Respectful of other attitudes, beliefs and opinions

Where members do not possess the above skills, Accent will provide training opportunities either collectively or on an individual basis.

