

ROLE PROFILE

Scrutiny Panel Member

ROLE PURPOSE

1. **Examine Accents services:** As a group, you will explore how Accent operates by looking closely at its services—strengthening the resident voice and influence to help ensure Accent delivers excellent services for all customers.
2. **Holding Accent to account:** You will make sure Accent take appropriate action following any agreed recommendations.
3. **Represent all customers:** You will ensure wider customer perspectives are considered when Accent makes decisions or changes to services and homes.
4. **Raise awareness:** You will help champion the group's work by collaborating on and sharing its impact with customers through existing or new communication channels.

WHAT YOU'LL BE DOING

5. **Evidence of Influence:** The Regulator of Social Housing (RSH) requires clear evidence that customers are actively shaping service delivery. You'll play a key role in gathering and sharing this evidence to highlight the real impact of your scrutiny.
6. **Review Data and Documents:** You will review read reports, analyse performance data and customer complaints- to support evidence-based recommendations.
7. **Report writing:** You will produce a report on your findings to the Customer Experience Committee (CEC) on the back of scrutiny exercises, to show your findings and recommendations for improvement.
8. **Building relationships:** You will actively build relationships with colleagues across Accent to support and develop your understanding of Accent and how the organisation works.
9. **Networking:** You will have the opportunity to attend community events, internal meetings and training aimed at involved customers.

SKILLS AND EXPERIENCE

10. **Information Analysis:** You will review data, like complaints and performance information, to identify issues and develop solutions.
11. **Written communication:** You will be creating clear, concise reports highlighting progress, findings, and recommendations.
12. **Customer Focused:** Show empathy and represent customer needs with care and respect.
13. **Interpersonal skills:** You will be a great listener and able to share your views clearly and positively, helping to create constructive conversations.
14. **Teamwork:** You will collaborate with group members and the wider community to drive positive change.
15. **Lived experience:** You will be able to share your experiences with Accent services to offer valuable insights.

16. **Organisational awareness:** Have—or be open to learning about—Accent as an organisation, so you can contribute confidently.
17. **Sector Knowledge:** Be willing to learn about the social housing sector to better support your community and influence positive change.

COMMITMENTS

18. **Understand your role:** This is a key role in helping Accent deliver its strategy and vision. It is important to understand what's expected and if anything's unclear, the Customer Engagement Manager can support you.
19. **Live Accent's Values:** Showcase Accent's values in everything you do: Smart, Driven, Caring, and Inclusive.
20. **Promote Inclusion:** Treat everyone fairly and respectfully, supporting a diverse and welcoming environment.
21. **Support the panel:** Respect others' views, stay positive in challenges, and help build group trust.
22. **Follow the Working Well Together Guidelines:** You will be asked to sign and follow Working Well Together Guidelines. It's important you follow to these guidelines - serious breaches may result in being asked to step down.

TRAINING AND SUPPORT

23. **Learning and development:** Accent are committed to supporting your learning and development so you can thrive in your role. If there are any areas where you'd like support, please ask the Customer Engagement Manager.
24. **External training:** Accent are members of TPAS who provide a range of training opportunities for involved customers. Examples of training and events can be found on their website.