



Blackpool Coastal
Housing

TOWER SCRUTINY PANEL MEMBER - ROLE DESCRIPTION

INSPIRING PEOPLE TO BUILD BETTER COMMUNITIES

In helping to shape and improve services, as a TOWER Scrutiny Panel Member acting on behalf of BCH tenants and leaseholders, you can expect to carry out detailed and robust reviews of BCH services.

Main Tasks

In order to ensure that members of the scrutiny panel have the opportunity to carry out each scrutiny to the best of their own and the group's ability, BCH's Involvement and Communications Team will ensure that all scrutiny panel members receive the appropriate support and training in order to carry out their duties to the full. Scrutiny members' main tasks include:

- Carrying out surveys – this is one of the best ways to check if services meet expectations.
- Interviewing – interviewing staff and customers to gather views.
- Site visits – seeing how the work is carried out on the ground.
- Benchmarking – comparing similar organisations and learning from best practice.
- Work shadowing – spending time with an officer and learning about their role and working day.
- Desktop reviews – to analyse BCH priorities, policies, performance measures and accountability.
- Reporting and presenting your findings to BCH staff/customers and external partners as appropriate. Equality is about ensuring people are treated fairly, given equal access to opportunities and resources.

Roles and Responsibilities

As a scrutiny member you will:

- need to challenge and test the service delivery from a resident's perspective and suggest how this can be improved for residents and for the staff providing the service, to ensure value for money.
- to think and act strategically.
- need to be able to interpret data and information.
- need to problem solve and make sure that decisions are based on evidence in order to deliver recommendations for improvement.
- work with BCH staff, residents and other stakeholders (i.e. other registered social housing providers, Blackpool Council etc.) to understand the services provided.
- be expected to gather and analyse a range of information i.e. from policies, targets and performance data, regarding the service area being reviewed.
- be expected to compare/ benchmark against other Housing Associations etc. in order to make recommendations for improvements as well as letting us know when we're getting things right.
- be expected to be a team player. Team work will be an important part of this role and all scrutiny members will support each other to ensure that a project/review/task is completed within set timescales.
- ensure you are prepared for meetings, ensuring the agenda and the minutes of last meeting are read etc.
- be expected to take part in discussions and volunteer for tasks.
- be expected to assist in writing reports.
- be able to devote the necessary time and effort to attend all meetings, training courses, relevant conferences and events.
- be expected to report on your findings to TOWER and BCH Senior Management Team and the Board on occasions.



- need to be able to demonstrate a commitment to equality and diversity and respond appropriately and sensitively to the difference in others.
- be expected to uphold confidentiality and follow procedures designed to manage the correct use of data and personal information.