

Acis Group Scrutiny Panel

Role Profile

Purpose

The purpose of the role of Scrutiny Panel (SP) member is to work as a member of a team to:

- Operate on behalf of Acis tenants and residents, ensuring that they receive resident-centred services of the highest standard.
- Take an independent view of Acis performance
- Establish priorities for reviewing Acis performance
- Oversee scrutiny activities
- Collect evidence to enable Acis services to be scrutinised
- Assess performance against agreed standards
- Hold Acis Board and Executive Leadership Team to account where performance falls below National Standards or additional higher standards that Acis has offered

Members of the SP will work together on a voluntary basis with Acis Group, however, reasonable expenses will be paid.

Training and Support

All members will undertake an Induction programme and further training needs will be assessed. Appropriate training and support will be provided.

Key Activities

Key activities of SP members are to:

- Attend meetings, training and planning sessions.
- Read documents in preparation for meetings.
- Review performance information provided by SP and tenant and resident groups.
- Prioritise service areas for review
- Compare performance to other comparable organisations
- Identify the need for further information to enable SP to carry out its duties. To liaise with the Resident involvement Officer to consider the most appropriate source of that information. For example, to commission Resident Inspections or Mystery Shopping on a specific topic or to commission reports from Acis.
- Where standards fall below expected levels, consider how improvements might be made
- Work co-operatively with other SP members, Acis staff and tenants and residents
- Assist in the preparation of reports

Responsibilities

- To familiarise yourself with Acis policies and procedures including the Terms of Reference, Code of Conduct, Confidentiality, Health and Safety, Equality and Diversity, Data Protection.
- To carry out the role of SP member in accordance with the policies and procedures.
- To observe confidentiality throughout the process
- To remain impartial and objective at all times
- Not to raise any personal issues or concerns via the SP
- To act professionally and carry out your responsibilities with integrity and high standards of behaviour at all times
- To act and behave in a manner that ensures the safety of yourself and others
- To treat everyone with respect and ensure that you are responsive to the needs of all people in the community.