

SW9 Improvement Panel



The Facts

What is the purpose of the Improvement Panel?

- To look at services in detail.
- To challenge and ask meaningful questions.
- To monitor and make suggestions for improvements.
- To work in partnership with SW9 and make positive changes for the wider community.

About the Improvement Panel

- The Improvement Panel is made up of up to 12 SW9 residents (tenants and leaseholders).
- The Improvement Panel will conduct in-depth investigations on targeted services provided by SW9 and will present its findings and improvement recommendations to the SW9 Senior Leadership Team and where necessary, the Board.

Recruitment and selection of the Improvement Panel Members

- All SW9 residents are encouraged to join the Improvement Panel.
- Members will be appointed via a competency-based recruitment process.
- Successful Members are required to attend mandatory training to help develop skills and understand their roles individually and collectively.
- Panel Members will nominate and vote for fellow Members to be appointed to the Chair and Vice-Chair positions.

What will the Panel make Improvements?

- The Improvement Panel carries out detailed research on targeted SW9 services. Projects may involve carrying out a desktop review of documents and performance information; carrying out surveys, interviews and focus groups; carrying out mystery shopping, job shadowing and observation.
- The Improvement Panel will make recommendations that will be evidence based and reflect the operating context.

Responsibility of the Improvement Panel

- To ensure that tenant and leaseholder feedback, aspirations and priorities are taken into account, and are central to improving service delivery and performance.
- To act as a driver for continuous service improvement.

- To strengthen the links between the community and SW9 staff, ensuring that tenants and leaseholders are able to influence the organisation's decision-making processes in the interest of delivering improvements to service.
- To be objective, honest and demonstrate integrity.
- To promote the work and role of the Improvement Panel at community engagement events, newsletters, presentations etc.

Working arrangements for the Improvement Panel

- The Improvement Panel works within the requirements detailed in the Terms of Reference and Code of Conduct.
- The Improvement Panel meets a minimum of 6 times a year. Additional time commitment is required from members for training and carrying out service reviews. The Chair has the right to call additional Scrutiny Panel meetings as required.
- Improvement Panel Members sign a Confidentiality Agreement and Code of Conduct as much of the information reviewed will be of a sensitive nature.
- The Improvement Panel is non-political and at no time should personal political bias be expressed or used as part of the improvement process.
- The Improvement Panel will be provided with support by the Community Engagement and Communications Manager to facilitate activity.

Benefits of being an Improvement Panel Member

- Free training and development opportunities e.g. project management, attending conferences etc.
- Gain in-depth insight into how a social housing provider works.
- Learn new skills and meet new people.
- Influence real change for SW9 residents.