Scrutiny Panel Member Role Profile

Help shape the future of housing services in Hillingdon

Role	Resident Scrutiny Panel Member
Service area	Residents Services – Homes and Neighbourhoods
Who can apply	Hillingdon Council tenants and leaseholders
Experience needed	No previous scrutiny experience is required. Training and support will be provided.

As a Scrutiny Panel Member, you will play an important role in helping to improve housing services for tenants and leaseholders across the borough. Working alongside other residents, council officers and senior leaders, you will look at how services are performing, ask constructive questions, and help recommend practical improvements. Scrutiny helps ensure that residents' experiences are used to improve services and influence decisions that affect tenants and leaseholders

You do not need previous experience. We will provide training, guidance and ongoing support to help you take part with confidence.

This is more than just giving feedback. The Resident Scrutiny Panel puts residents at the heart of decision-making. You will help investigate issues, review how services are performing and influence changes that can improve outcomes for residents.

What the panel is for

The Resident Scrutiny Panel is a group of tenants and leaseholders who help the council understand how housing services are working and where they can improve.

The panel acts as a constructive, independent critical friend. This means members look carefully at information, explore residents' experiences, question what they are told, and make evidence-based recommendations for improvement.

The panel focuses on service-level issues and wider themes. If you have an individual complaint or service issue, the council's complaints process is the correct route to raise it.

What you will be involved in

- **Explore issues that matter to residents**, including how key housing services are performing.
- **Share your experience as a resident** and help ensure resident views are considered when services are reviewed.
- **Review evidence**, such as performance information, resident feedback, policies, procedures and service standards.
- **Ask questions and challenge constructively**, helping the council understand what is working well and what could work better.
- **Choose scrutiny topics as a panel**, informed by resident priorities and service performance.
- **Take part in focused scrutiny reviews**, working individually, in pairs or as a group.
- **Develop recommendations** that can influence how services are delivered and improved.
- **Monitor progress** by following up on agreed actions and outcomes.
- **Help promote resident involvement** and encourage wider participation where appropriate.

Championing the resident voice

Panel members bring a resident perspective to discussions about housing services. You are not expected to speak on behalf of every tenant or leaseholder personally, but you should consider how services affect different residents, communities and housing circumstances.

Members may help develop resident feedback reports which summarise key themes raised through resident engagement activities

What we ask from you

The panel works best when members are willing to take part positively, prepare for discussions and work respectfully with others. We ask members to:

• Attend panel meetings and take part in agreed scrutiny activities.

• Read papers, data and other information in advance where possible.

• Listen to different viewpoints and work as part of a team.

• Ask questions constructively and focus on improving services for residents.

• Treat people fairly, respectfully and with dignity.

• Support an inclusive environment that values different perspectives and experiences.

• Maintain confidentiality where required.

• Declare any conflicts of interest and withdraw from discussions where appropriate.

• Work towards agreed timescales so reviews can lead to meaningful service improvement.

Time commitment

We understand that panel members have other commitments. The role is designed to be manageable, while allowing enough time for residents to carry out meaningful scrutiny. Most members should expect to spend approximately 3-5 hours per month on panel activities, although this may vary during active scrutiny reviews

- Panel meetings will typically last around two hours.
- Members will be asked to review documents and information before meetings.
- Members may be asked to take part in follow-up activity between meetings where needed.
- Scrutiny reviews are typically delivered over a three to four month period.
- Members may contribute to findings reports, recommendations and presentations as part of agreed reviews.

Training, support and development

You do not need to be an expert in housing, scrutiny or formal meetings. We will support you to build the knowledge, skills and confidence you need to take part effectively.

- New members will receive an induction to help them understand the role and how the panel operates
- Access to TPAS (Tenant Participation Advisory Service) training, which is recognised across the housing sector.
- Guidance on how to understand service data, reports and resident feedback.
- Support from the Resident Empowerment Team to prepare for meetings and activities.
- Information provided in advance, with explanations where needed.
- Opportunities to develop communication, questioning, teamwork and leadership skills.
- Updates on what action has been taken in response to scrutiny findings.

We want the panel to be accessible and inclusive. Residents can ask for reasonable adjustments or additional support, including help with reading papers, attending meetings, using online meeting tools or meeting access needs.

Incentives and expenses

Residents will not be out of pocket for participating and can claim eligible expenses in line with the Resident Engagement Incentives and Expenses Policy. A copy of the policy will be available online, with printed copies available on request.

Who can apply

To take part, residents should be Hillingdon Council tenants or leaseholders. The council may need to consider whether there are any conflicts of interest. Where any concerns arise, these will be discussed openly and fairly with the resident as part of the recruitment process.

What we are looking for

We are looking for residents who are interested in helping improve services. You do not need specialist

knowledge or previous experience.

- You must be a Hillingdon Council tenant or leaseholder.

• An interest in improving housing services for residents.
• Willingness to listen, share views and take part in discussions.
• Confidence to ask questions, with support provided where needed.
• Ability to consider different perspectives and work with others.
• Willingness to prepare for meetings by reviewing documents in advance.
• Ability to manage your time and commit to agreed activities.
• Commitment to confidentiality, fairness and respectful behaviour.

Desirable

• General understanding of housing services or local government.
• Confidence speaking in a group or presenting information.
• Basic IT skills, such as using email, reading documents or joining meetings online.

Additional information

• Members will be recruited through an open and transparent process.
• Members will be required to agree to the Scrutiny Panel Terms of Reference and Code of Conduct.
• The panel will aim to reflect a wide range of resident experiences, communities and housing circumstances.

Help shape housing services. Build your confidence. Make residents' voices count.