

SCRUTINY PANEL NAME CHANGE AND STATEMENT OF OBJECTIVES

Report of the Scrutiny Panel

1. SUMMARY

- 1.1 At the meeting on the 28 July 2011, Derby Homes Board received a report from the Scrutiny Panel updating members of the objectives of the group and also recommending a name change.
- 1.2 The Scrutiny Panel recommended that the Board:
 - Notes and agrees the change of name from Scrutiny Panel to Review Panel
 - Notes the objectives of the group.
- 1.3 Derby Homes Board approved the recommendations.

2. RECOMMENDATION

That the City Board notes the report.

3. MATTER FOR CONSIDERATION

- 3.1 Derby Homes Scrutiny Panel was formed in April 2011 as a means of strengthening transparency and tenant empowerment, which are both key aspects of the new Social Housing Regulation.
- 3.2 The Scrutiny Panels' main role is to take an in depth look at aspects of Derby Homes' services and report their findings and recommendations to Derby Homes Board and City Board.
- 3.3 The areas of Derby Homes' services that the panel will investigate are selected from our Local Offers by the members of the panel. These are Derby Homes' commitments to tenants to deliver specific services to standards agreed by our tenants.
- 3.4 The panel currently consists of five members, including a leaseholder and two members of the Derby Association of Community Partners (DACP) Management Committee.
- 3.5 The panel has been meeting since April and have undergone training on all aspects of Derby Homes' services. They have agreed their first area to look at, which is Derby Homes' commitment to compete non-urgent repairs within 30 working days. Initial work carried out has included observations at the Enquiry Centre, analysing customer performance reports and a visit to London Road to interview staff.

- 3.6 The panel has formed an effective team and have been proactive in agreeing their own ethos and aims.
- 3.7 In a consensus of opinion from the panel, they felt that the name, "Scrutiny" did not really fit with their role and may have negative connotations for staff.
- 3.8 They suggest that they change their name to the Review Panel.
- 3.9 They have also drafted an objective statement to communicate their intentions and role as volunteers within Derby Homes:
- "Our aim is to promote positive communication between customers and staff at Derby Homes.*
- The panel aims to make a difference to all customers and staff of whatever background or situation and make everyone feel happier in their environment.*
- The panel is committed to improving services by supporting and working alongside all teams within Derby Homes".*
- 3.10 The panel would like this information shared with all staff and other tenants to help promote and clarify the positive and nature of their volunteering role.

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None
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