

## **SNG Scrutiny Panel (SP) Terms of Reference**

### **Role**

- Recruit and work with a wider group of customers who will carry out the scrutiny reviews, providing guidance and support and coordinating work.
- Coordinate and monitor progress of the SNG scrutiny programme, as defined and commissioned by the Customer Influence Panel (CIP).
- Make recommendations to CIP on service improvements arising from the scrutiny reviews.
- Agree the criteria and scope of each scrutiny, including membership of scrutiny teams, making sure there is consistency and appreciating that differing approaches may be necessary to meet local circumstances.
- Manage the scrutiny budget and agree the budget/resource for each agreed scrutiny.
- Ensure follow-through of recommendations from scrutiny reviews and exercise re-call where recommendations may not be being delivered or fully implemented.
- Regularly report progress and outcomes from Scrutiny exercises to the CIP and Board.
- Regularly communicate to the wider customer group the outcomes and impact of scrutiny through a range of communication channels.

### **Membership**

- The Panel is made up of at least six SNG customers who must be a tenant, shared owner or leaseholder. They mustn't be in material breach of their tenancy or lease. The Panel will be supported by a wider pool of scrutineers who will undertake specific scrutiny reviews as directed by the Panel.
- CIP members cannot be members of the Scrutiny Panel or take an active part in scrutiny exercises.
- Members will be recruited through an open and transparent process
- The term of office is three years. Members will be required to stand down at the end of two terms (six years) and may not return within three years of standing down.
- Recruitment of all SP members is based on skills, lived experiences and competency matrix that recognises life skills/experience, reflects the needs of the Scrutiny Panel and maximises the opportunity of the Panel to be a constructive and critical friend.
- All members are required to comply with our SNG Code of Conduct.

### **Meetings**

- The expectation is that the Panel meets four times a year. However, the approach is flexible and the Panel will regularly review the meeting cycle and agenda planning to make sure that the scrutiny programme agreed with the CIP is delivered effectively.
- The minimum number of meeting attendees (quorum) is four members.
- If members miss three consecutive meetings, the Chair will review with them the reasons for non-attendance and their continued membership of the Panel.
- To support good communication and understanding, the Scrutiny Panel Chair will meet with the CIP Chair at least twice a year.
- Minutes and scrutiny outcome reports will be available to the Board, the CIP, the Senior Leadership Group and other audiences.

## **Chair**

- The Scrutiny Panel Chair will be selected via a Recruitment Process. The term will initially be for one year, with subsequent terms of three years. The Chair can't serve more than two three-year terms (six years) and can't be re-appointed until three further years have elapsed.
- In consultation with SP members the Chair is responsible for planning meeting agendas and will make sure that members are kept up to date with relevant issues that may not feature on agendas.
- The Chair leads annual appraisals to improve individual performance and the Panel as a whole.
- The SP Chair is invited to attend CIP meetings as an observer to the overall proceedings and to provide an update on scrutiny activities.

## **Decision-making**

- The explicit aim is that the Scrutiny Panel will reach decisions through discussion, consultations and consensus. If there's an occasion when this isn't possible, the Chair may call a vote, with each member having a vote. The Chair has the casting vote.
- It is the responsibility of each member to support the agreed framework and programme of scrutiny.

## **Resources**

- The Scrutiny Panel budget is agreed by the Board and actively managed by the Panel.
- Customer members will be remunerated in line with separate agreements and will also be reimbursed with out of pocket expenses in line with the SNG Policy. Scrutineers will also be paid for sessional activities and out of pocket expenses.
- We will support access to performance, service and financial information. Within its budget the Scrutiny Panel may commission information considered necessary to undertake scrutiny work. At times there may be restrictions to make sure the requirements of data protection are met.
- The SP can invite a range of SNG contributors and experts to support the scrutiny work and may consider external contributors.
- We will provide the tools and training required for individual members and the Scrutiny Panel to operate in an efficient and effective way.

## **Administration**

- Papers will be sent to members at least one week before each meeting. Members are expected to have read papers and prepared for the meeting and to have an informed discussion on the contents.
- Items shouldn't be tabled at meetings unless they're genuinely urgent and with the agreement of the Chair.
- The Chair will approve the minutes, before these are distributed to members.

## **Amendment to terms of reference**

- The Terms of Reference will be jointly reviewed with the CIP at least every two years. The CIP may propose a review, or agree a request for review, at any time in response to changing regulatory, statutory or other circumstances.

## Confidentiality

- All information should be treated as confidential unless there is a clear reason to share it more widely. Members shouldn't share information about employees' or residents' personal identities or circumstances. If in doubt about whether something's confidential or not, members should clarify with the Chair.
- Information will be managed in line with our Data Protection Policy and shouldn't be discussed outside members of the Panel or involved employees.
- If members come across something that they find worrying, for example fraud or seriously undesirable behaviour, they must tell the Chair who will refer it to the Chief Customer Officer or Company Secretary

## Document Control Sheet

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## Version Control

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