


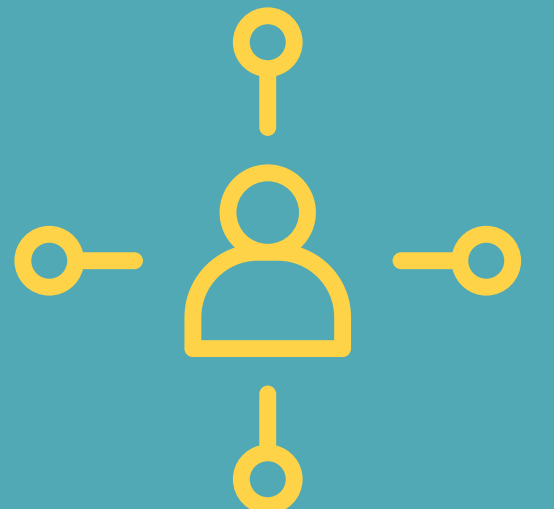

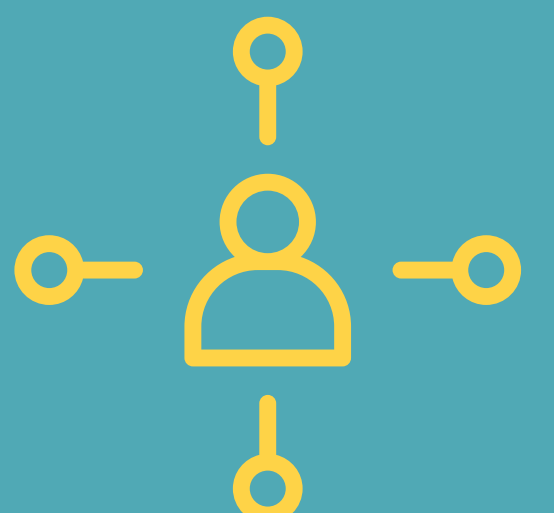

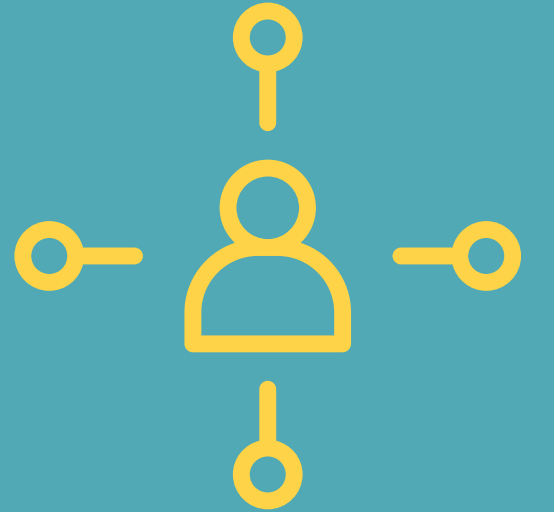

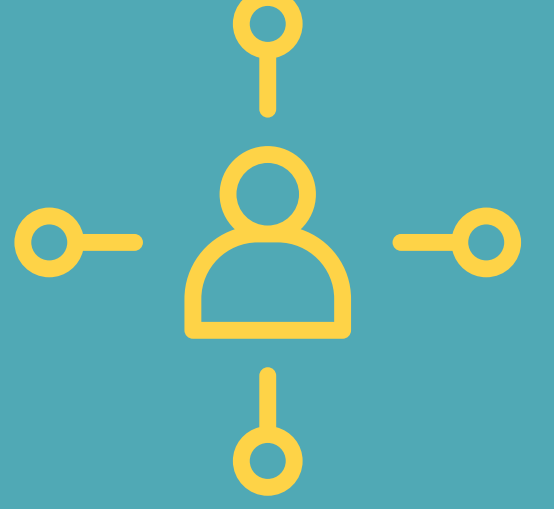


Panel Name	Purpose/Role	Responsibilities	Feedback Route and Governance Link	Housing Solutions Sponsor
 <p>Scrutiny Improvement Team (SIT) Panel</p>	<p>Central resident panel overseeing resident involvement, influence and service scrutiny/improvement. The other Panels report their activity into SIT.</p>	<p>Oversee resident involvement for Housing Solutions engaged panels. Focus on shaping resident led objectives to ensure resident involvement, influence and engagement. Activity includes review and provide feedback on policies to ensure they remain effective and compliant, monitoring performance against agreed standards, and challenge service delivery where improvements are needed. Members take part in task and action groups focused on areas such as community safety, lettings, and voids. These special focus sessions offer valuable insight and feedback on priorities.</p>	<p>Feedback and recommendations captured in SIT meetings. The Chair of SIT provides a verbal update of resident involvement and progress of the panels to the Board on a quarterly basis. Chair Activity summarised in Voice of the Resident report and Customer Experience to Board and the referenced in the Customer Experience report to ARC.</p>	 <p>Chief Executive / Chair of the Board</p> <p>Executive Director of Service Excellence and Innovation and Executive Director of Property and Development</p>
 <p>Emerging Voices Panel</p>	<p>Resident panel for younger residents to share feedback and insight on Housing Solutions services and their community.</p>	<p>Gather views from younger and diverse groups, influence engagement strategies, and co-create initiatives. Strengthen lived experience and the needs of our 'residents of the future'.</p>	<p>Feedback and recommendations collated through sessions and reported back to SIT. Activity summarised in Voice of the Resident report and Customer Experience to Board and the referenced in the Customer Experience report to ARC.</p>	 <p>Assistant Director of Housing and Resident Engagement</p>
 <p>E Panel</p>	<p>Resident panel for residents to give feedback on Housing Solutions' services and community activity via a digital platform</p>	<p>Review and provide feedback on proposals, policies, and service changes. Give insight into our communications such as newsletters and service information (e.g. fire safety, service charges) digital content for clarity and accessibility.</p>	<p>Feedback incorporated into the Customer Experience Report which goes to Board.</p>	 <p>Resident Empowerment Manager</p>
 <p>Estates Panel</p>	<p>Resident panel to focuses on estate management and communal areas.</p>	<p>Inspect estates, report issues, advise on grounds maintenance, and suggest improvements.</p>	<p>Feedback and recommendations collated through sessions and reported back to SIT. Feedback is also logged in panel group updates and referenced in Voice of Resident Report to Board and in the Customer Experience reports to Board and ARC.</p>	 <p>Assistant Director of Housing and Resident Engagement and Estates Manager</p>
 <p>Leaseholder Panel</p>	<p>Resident panel to represents leaseholders' interests and provide feedback on services.</p>	<p>Review and give feedback on service charges, discuss and provide feedback on property services, and ensure transparency in leaseholder communications.</p>	<p>Feedback and recommendations collated through sessions and reported back to SIT. Activity captured in Voice of the Resident report to Board.</p>	 <p>Head of Development</p>

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 <p>Repairs Panel</p>	<p>Resident panel to scrutinise performance, uphold standards, and ensure resident voice drives continuous improvement in repairs.</p>	<p>Review repairs performance and standards. Identify trends from complaints and service failures and recommend improvements. Act as a conduit for wider tenant feedback.</p>	<p>Feedback insight (performance data, complaints, resident feedback) to SIT.</p>	 <p>Head of Repairs</p>
 <p>Communications Panel</p>	<p>Resident panel to improve communication between Housing Solutions and residents.</p>	<p>Shape newsletters, digital updates, and campaigns; ensure clarity and accessibility. Promote accessibility in communication and feedback on tailoring services.</p>	<p>Feedback and recommendations collated through sessions and reported back to SIT. Activity reported in Customer Experience report to Board.</p>	 <p>Assistant Director of Governance and Corporate Services</p>
 <p>Health and Safety Panel</p>	<p>Operational panel to ensure compliance with health and safety executive best practice and ISO45001</p>	<p>Oversee compliance with health and safety legislation/best practice by regularly reviewing policies, monitoring safety systems and performance, overseeing risk assessments and incident investigations, addressing strategic and operational issues, and promoting effective communication and engagement across Housing Solutions.</p>	<p>Observation and input to meeting discussions by SIT member. Feedback from the panel to Audit and Risk Committee.</p>	 <p>Non-Executive Director (Jeremy Stibbe)/Executive Director of Property and Development</p>