

Terms of Reference for the Toryglen Customer Review Panel

Role of the Customer Review Panel

The role of the Customer Review Panel is to provide Sanctuary tenants and others customers in Toryglen with a strong voice in playing a key role in ensuring the transfer promises are delivered following completion of the transfer of engagements. The Customer review panel will also support the work of the Sanctuary Scotland National Residents Review Panel (NRRP) in developing, shaping and monitoring services that Sanctuary Scotland delivers locally following the transfer of engagements. Having a local review panel will not prevent residents in Toryglen being eligible to join the NRRP.

The Customer Review Panel will review and report on how well local services are being delivered to support the NRRP in making recommendations for improvement and service development. The Customer Review Panel will have a particular role in reviewing the progress with the delivery of investment commitments to ensure any major projects are progressing well and to the desired quality, including access to feedback from tenants and owners.

The key aim is to work together to achieve positive outcomes, value for money, high standards of service and continuous improvements in service delivery for tenants and factored owners.

Membership

Membership is open to tenants, factored owners and other interested residents in the Toryglen area. The Committee will have a minimum of three and a maximum of 12 members.

Chair/ Vice Chair

The Customer Review Panel will elect from its number a member to act as Chair. The overall responsibility of the Chair is to provide leadership to the Customer Review Panel and to ensure the efficient and proper conduct of the Customer Review Panel's meetings.

The Customer Review Panel will similarly agree a Vice Chair to deputise for the Chair in their absence.

If neither party is present at a meeting of the Customer Review Panel, the meeting will appoint another member to lead that meeting.

Frequency of Meetings

The Customer Review Panel will meet bi-monthly over the course of each year. An annual programme of activities will be prepared to reflect the monitoring of transfer of engagements and in line with the annual priorities identified by the NRRP.

Support Arrangements

Support to the Customer Review Panel will be provided through the locally based staff team (primarily by the Housing Manager, Head of Housing and the Policy and Equalities Manager) and also from other members of the wider Sanctuary Scotland team. This will include administrative support with meeting arrangements, information and advice on service issues and reviewing the annual activity plan identified by the NRRP.

Members of the Customer Review Panel will be provided with access to training and support from the Sanctuary Learning and Development team and from external organisations as appropriate.

Key Areas of Responsibility

SERVICE AREA	CUSTOMER REVIEW PANEL ACTIVITIES
<i>Scrutinising the delivery of partnership promises</i>	Monitoring of delivery of transfer commitments and tenant ballot promises with emphasis on: <ul style="list-style-type: none"> • Investment in tenants homes • Performance in relation to re-investment contracts • Rent increase promises including annual consultation
<i>Supporting the work of the National Residents Review Panel from a local delivery perspective</i>	The remit of the NRRP is to: Independently review and monitor a range of housing services with a focus on: <ul style="list-style-type: none"> • Key performance data • Scheme grading's and estate walkabouts • Policies and procedures • Results of satisfaction surveys and mystery shopping • Complaints information and statistics After reviewing performance information make recommendations for improvements and assist with the selection of topics for scrutiny and review.