



HONEYCOMB  
GROUP

# Giving customers a voice

## SCRUTINY PANEL

There's always room for improvement, and we're always looking for customers to help us. By joining our Scrutiny Panel, you can have your say on our services by helping us to understand your needs and expectations.

### What will I do?

You'll be an essential part of our review of Staff Housing's services. You'll work with other customers to help steer our business decisions, governance and performance. We'll be there to support you every step as you challenge us to make sure we're supporting our customers as best as we can. There are plenty of scrutiny activities you'll be involved in, such as:

- Reviewing and analysing written information
- Interviewing staff, including our Executive team, heads of service and team leaders
- Surveying customer views
- Inviting customers to group sessions to get their views and opinions
- Looking at how other landlords deliver similar services



After completing these, you'll gather your evidence and work alongside our Customer Engagement team and relevant service to build an action plan that will enable us to improve our services.

### How will we help?

Once you're signed up, we'll provide training to give you the skills needed to complete the role. We'll cover all travel costs and other out of pocket expenses, assistance with costs for childcare or if you care for an adult. And of course throughout your time with us, we'll be just a call or email away if you need any further support.



## What's in it for you?

It's a great opportunity to build your teamwork, communication and assessment skill as well as increase your confidence. You'll meet other people and together, improve many services across Honeycomb Group's brands.

We couldn't do what we do without your support. That's why we'll enter you in our prize draw.

## How much time will it take?

You'll meet several times during your involvement. These will be face-to-face or over Zoom/Microsoft Teams. Meetings will last between 1 and 2 hours. Meetings will be used for a variety of activities, including training, planning, preparing reports or catching-up with team leaders about progress.

While work is ongoing, sessions might last longer, or take place more often.

## Who is it for?

If you're a Staffs Housing, Glow, Concrete or Revival customer you're welcome to get involved.

## What skills are needed?

We're looking for someone with a passion for improving our services for all customers and can spare some time each month to help us make this happen. You'll also need to be able to:

- ◆ Can learn in a personal and group environment
- ◆ Can work with others to reach decisions
- ◆ Balance customer needs with pressures on the organisation
- ◆ Act in the interests of all customers
- ◆ Express views clearly
- ◆ Constructively challenge and respect other people's views
- ◆ Analyse written information
- ◆ Understand the issues that customers face
- ◆ Have an understanding of and commitment to equality, diversity and inclusion

It would also be helpful if you can understand the level of standard to be met and are able to analyse performance information, but these aren't essential.

## This sounds great! How to get involved?

If a customer would like to get involved, they can find out more and sign up by getting in touch with our Customer Engagement team by emailing [Involve@honeycombgroup.org.uk](mailto:Involve@honeycombgroup.org.uk).

