

Scrutiny Panel

ANNUAL REPORT 2023



It's been a busy year...



for the Scrutiny Panel at Stonewater and I'd like to tell you what we've been up to, and what we have planned for the next 12 months.

Our panel is currently made up of nine Stonewater customers with a wide range of experiences, skills and enthusiasm to make things better. Our main aim is to make sure the customer voice is firmly at the heart of improving services.

In the last 12 months we have:

- Completed a review of Stonewater's customer contact and communications, making 32 recommendations to Stonewater. As of August 2023, 19 actions are fully complete and the additional 13 are underway. Thanks to customer feedback, performance data, and our own experiences, we knew this was a priority for us to look at and we're really pleased with the outcomes
- Held a training and development day with TPAS to improve our understanding of changing consumer regulation and expectations of Scrutiny

We met in-person back in December 2022 to discuss and agree our goals for 2023. It's really important to us that we continue to collaborate with Stonewater to review and improve services.

We also identified the need for a more diverse range of customers voices to be heard in our reviews, so we've created new opportunities for customers from our supported living schemes to get involved in a way that suits them.

What we're working on

The Panel is working on a number of initiatives including:

- Embedding and tracking recommendations from the contact and communications review.
- Undertaking a review of ASB, with a focus on how Stonewater can effectively manage customer's expectations.
- Structured development and learning activities including a new mentoring programme, which will match Stonewater colleagues as mentors for Panel members.
- Feeding into Stonewater consultations, information sessions and supporting colleague recruitment.
- Over the year, this included shaping the Neighbourhood Policy, Pest Management Policy, Community Volunteering Policy, and Vulnerable Person Policy.
- Raising the profile of the Panel ensuring everyone understand the work we do.

We hope the next 12 months will see more service reviews which help improve services for customers, a more diverse panel and an even greater understanding of what Stonewater customers want.

We'll continue to champion Equality, Diversity and Inclusion in everything we do, as well as develop our own skills and understanding of Scrutiny to make sure we're an effective part of Stonewater.

We will always make sure customers have a voice through us by listening to feedback, taking suggestions on-board and working collaboratively with Stonewater.

If you'd like to find out more about us, we'd love to hear from you!

Gareth Morgan, Chairman of the Scrutiny Panel