



Community
Housing

Keeping it local

SW9 needs YOU! Join the Improvement Panel today!



Part of

**Network
Homes**

www.sw9.org.uk

About the Improvement Panel

SW9 is on the look out for resident volunteers to join its new Improvement Panel. This is your chance to work in partnership with us, influencing positive change by making sure we continue to provide excellent services.

The Panel will work closely with management and officers to identify areas in need of improvement, conducting reviews and making recommendations for how SW9 could make the services you receive better.

For a chance to make a real difference please apply today on our website using our online application form. Alternatively, please contact Komal Doan, SW9's Community Engagement and Communications Manager, using the details below.

Telephone: 0207 326 3700

Email: getinvolved@sw9.org.uk

Website: Using the Contact us page at www.sw9.org.uk

Frequently Asked Questions

SW9 is in the process of setting up a brand new Improvement Panel. If you're reading this then you probably already have some interest! The Frequently Asked Questions (FAQs) below will answer many of the queries you have.

What is the SW9 Improvement Panel?

The SW9 Improvement Panel is an essential way for SW9 to engage with residents and ensure we put you at the heart of the organisation. As an organisation that prides itself on customer service, we seek to appoint Panel Members who are enthusiastic, care about where they live and want to work with us to improve the service for all residents.

The objectives of the Improvement Panel are:

- To look at services in detail.
- To challenge and ask meaningful questions.
- To monitor and make suggestions for improvements.
- To work in partnership with SW9 and make positive changes for the wider community.

How will it do that?

The Improvement Panel is made up of up to 12 SW9 residents (tenants and leaseholders). Panel Members will conduct in-depth investigations on targeted services provided by SW9 and will present its findings and improvement recommendations to the SW9 Senior Leadership Team.

Why would I want to give up my time for an Improvement Panel?

There are plenty of reasons you might want to volunteer to join the Improvement Panel. These include, but are not limited to:

- Free training and development opportunities e.g. project management, attending conferences etc.
- Gaining in-depth insight into how a social housing provider works.
- Learning new skills and meeting new people.
- Influencing real change for SW9 residents.

There is no financial compensation for membership, although out of pocket expenses will be paid. We will also help to make sure you have all the tools you need to carry out the role.

Haven't SW9 had something like this before?

Yes, in the past we have had a Scrutiny Panel. However, maintaining momentum was difficult as we needed to appoint a new Community Engagement and Communications Manager. Now that SW9 has that person in place we are confident we can make great progress with the new group and hope that some previous Scrutiny Panel members will join it to share with us their experience, skills and knowledge.

I was part of the old Scrutiny Panel, can I join this?

Yes, we would welcome your input. Also, as this is a new Panel we will be wiping the slate clean in terms of tenure so that we can make use of your experience for as long as possible.

How much time would being part of the Improvement Panel take?

The role will require a commitment of approximately 4 hours every 3 months depending on project requirements.




How many meetings would I have to attend?

The Improvement Panel will meet a minimum of 6 times a year. Additional time commitments will be required from members for training and carrying out service reviews. The Chair of the Panel also has the right to call additional Scrutiny Panel meetings as required.

What happens to the recommendations the Panel makes?

Recommendations will be put into reports and delivered directly to the SW9 Senior Leadership Team for action. There is also a process in place for the Panel to challenge SW9 if recommendations are not acted upon.

Contact us

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