

# Frequently Asked Questions



## Customer Influence and Assurance Panel FAQ's

### What is the Customer Influence and Assurance Panel?

It is a resident-led group we are launching later this year. Ten Croydon Council housing residents (2 leaseholders and 8 tenants) will lead the group and will directly influence the future of the Croydon Housing Services and how we deliver them.

### What will the panel do?

#### The Customer Influence and Assurance Panel will:

- Give our Directors feedback from a resident's point of view, acting as a 'critical friend' to help them make decisions.
- Ensure all residents are treated in accordance with the Residents Charter.
- Make sure our plans for services match what residents need and want.
- Review resident feedback from lots of different places, including formal resident insight like surveys and complaints, informal chats, and informal resident insight.
- Give us honest feedback, based on evidence, about how we're doing at meeting our promises to you and making you happy with our services.
- Keep an eye on how we are putting plans in place to improve things for residents.

### What would I be responsible for?

The **Customer Influence and Assurance Panel** will look at all aspects of what it's like to be a Croydon Housing resident, including:

- Reviewing resident feedback and obtaining assurance that this insight feeds into the plans Croydon Housing is putting in place to improve things for resident.
- Overseeing how well other customer groups and activities are working (like the Performance Monitoring Group (PMG), Mystery Shoppers, Service Improvement Panel (scrutiny) and bootcamps.

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- Making sure Croydon Housing is doing what it promises to do for our residents.
- Giving feedback and suggestions to Croydon's directors and relevant committees.
- Working with Croydon Housing to co-create services.

A full description of the role is included in the recruitment pack.

## **How much time do I need to commit?**

You'll be expected to attend 6-8 meetings a year, including four meetings that will feed into our Directors meetings, one annual review meeting and further meetings for training and development.

You'll need to prepare for meetings to ensure you can fully participate – this will include reading documents.

You'll need to work with other members of the group to provide regular reports, including an annual report summarising the group's activities and achievements.

You may also be invited to attend ad-hoc Director and panel meetings.

Depending on your experience and skills you may be asked to look at the work of a scrutiny panel or attend key meetings.

We'll continue to review and shape the time commitment with the panel.

## **How long will I be a member of the Customer Influence and Assurance Panel for?**

Members will hold a term for 2 years. This is subject to an annual review with an option to extend for another year to a maximum of 3 years.

## **How much will I get paid?**

We will cover all your expenses incurred whilst carrying out your role as a Customer Influence and Assurance Panel member.

## **How do I apply for the role?**

Applying is easy. Follow our step-by-step process to get started:

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## **Step 1 – the criteria**

Before you start to apply take a look through the recruitment pack to make sure you meet the criteria for the role

## **Step 2 – the application**

Click [here](#) to complete the application form

All applications will receive an automated response.

The deadline for applications is 9am on 14 October 2024. Good luck!

## **How will my personal data be used if I apply for the role?**

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your application documentation.

Following this notice, any inclusion of your Sensitive Personal Data in your application documentation will be understood by us as your express consent to process this information going forward.

## **What can I do if I am unable to access the documents or fill out the application form?**

We're committed to inclusion and ensuring everyone can access our website and application processes. If you need us to provide this document or any other documents in an alternative format, please get in contact with Sue Edgerley [sue.edgerley@croydon.gov.uk](mailto:sue.edgerley@croydon.gov.uk) or call me on 07356 182786.

Also, if you have any comments and/or suggestions about improving access to our application processes please don't hesitate to contact us on [residentinvolvement@croydon.gov.uk](mailto:residentinvolvement@croydon.gov.uk)

## **Who can I contact for a confidential conversation about the role?**

If you'd like to discuss any aspect of the role, you can contact any of the following:

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Sue Edgerley Resident Involvement Manager  
Email: [sue.edgerley@croydon.gov.uk](mailto:sue.edgerley@croydon.gov.uk) Call: 07356 182786

## **When are interviews taking place?**

Interviews will take place in the week beginning 4<sup>th</sup> November. In-person and online options and daytime/evening slots will be available.

## **Where are the interviews taking place?**

The interviews will either take place online, via TEAMS or the in-person interviews will be held at our head office: Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA

## **What happens after you've shortlisted applicants?**

We will invite the shortlisted applicants to an interview. This will be either in-person or by telephone/email.

## **When will I hear back if I've been invited to interview?**

We will reach out to all applicants by Monday 14<sup>th</sup> October 2024 to let them know if they have been successful in reaching the interview stage.

## **How is TPAS involved in the recruitment?**

To ensure a fair and inclusive recruitment process, we're working with TPAS, the tenant engagement experts. They're providing external advice and guidance to help us reach all Croydon Housing residents and encourage applications. They'll also be helping us to assess the applications we receive to create a shortlist, and to interview the shortlisted applicants.

You can find out more about TPAS by visiting: [www.tpas.org.uk](http://www.tpas.org.uk)

