



# Customer Influence and Assurance Panel

# Recruitment Pack

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Welcome! Thank you for your interest in the Customer Influence and Assurance Panel. This panel is the first of its kind and we are excited to work with you to make it happen. It is a pivotal initiative we are taking to ensure that the voices of our service users are heard, that their experiences continue to improve the quality of our service delivery and to make a true difference in your life and the lives of others. Join the CIAP and let's start the journey together.

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**Susmita Sen**

Corporate Director of Housing

If you have the skills, experience and desire to help improve the housing service for all Croydon Council residents this could be the opportunity for you.

“ It's wonderful to hear that you're interested in joining our new resident-led Customer Influence and Assurance Panel ”



**Sue Edgerley**  
Resident Involvement Manager



WE'VE CREATED A RESIDENT-LED GROUP BECAUSE YOU KNOW BEST WHAT WORKS AND WHAT DOESN'T IN YOUR HOMES AND COMMUNITIES. BEING PART OF THIS GROUP WILL OFFER A CHANCE TO ENSURE RESIDENT EXPERIENCES DRIVE OUR DECISIONS.

## We want to recruit 10 Croydon Council residents to lead this new group.

### You:

- Are passionate about improving our homes and services
- Can bring fresh ideas and constructive feedback
- Are ready to speak up for their fellow residents
- Make sure we keep to the Residents Charter
- Are from all backgrounds to create a truly representative group
- Know best what it's like to live in a Croydon home.
- Your ideas can make our services better.
- You'll work directly with our Directors and Housing teams to make changes happen.

Come and do something you are good at, tell us what we need to do to improve.

# What's in it for you?

The:

- Training and support to help you succeed.
- Direct influence in how Croydon Housing Services are provided.
- The power to hold us to account if we don't abide by the Residents Charter.
- The pride of knowing you have helped other residents
- We'll reimburse you for out of pocket expenses.
- We'll provide you with a laptop if needed.
- Improved employment skills

Your opinions count, and we want to hear them!

This is your opportunity to help us create a Croydon Housing service that truly reflects what customers need and want.

Whether you're experienced in community work or just passionate about making things better, we'd love to hear from you.

## Key Dates:

**18th September - Campaign starts**

**14th October - Campaign Ends**

**20th October - Shortlisting completed**

**4th November - Assessment/Interview day**

**18th November - Welcome meeting to successful panel members**

Sounds exciting, right?

Keep reading to find out more about the role and how to apply

# What will the panel do?

## The Customer Influence and Assurance Panel will:

- Give our Directors, residents and panels feedback from a residents point of view, acting as a 'critical friend' to help them make decisions.
- Make sure our plans for services match what residents need and want.
- Review resident feedback from lots of different places, including formal customer 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 will you be responsible for?

- Bringing residents voices to leadership discussions.
- Helping to shape services to meet diverse needs.
- Offering constructive feedback to help decision-making.
- Reviewing resident feedback.
- Overseeing other resident groups and activities.
- Holding us to account to ensure we meet our promises

## How much time do you need to commit?

- You'll be expected to attend four to six meetings a year, including:
  - four meetings that will feed into our Directorial Managers Team meetings and others depending on the subject matter.
  - one annual review meeting.
  - training and development.
- You'll need to prepare for meetings to ensure you can fully participate – this will include reading documents beforehand.
- 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 directors meetings.
- Depending on your experience and skills, you may be asked to promote a scrutiny topic or attend key meetings, such as Service Improvement Panel (Scrutiny) or performance Monitoring Group meetings.
- Members of the group will hold a term for two years. This is subject to an annual review with an option to extend to a maximum of three years.

To find out more about any of this, please contact Sue Edgerley on [sue.edgerley@croydon.gov.uk](mailto:sue.edgerley@croydon.gov.uk)

# What you'll need to apply for the role

1. You must be a current tenant or leaseholder with Croydon Council.
2. Strong desire to uphold the Residents Charter
3. Excellent written and verbal communication skills, including the ability to convey complex information in a clear and concise manner.
4. The ability to analyse and understand data to evaluate performance and identify areas for improvement.
5. Ability to analyse, absorb and interpret written information.
6. Demonstrable leadership skills, including the ability to facilitate group discussions, build consensus, and drive action.
7. Commitment to actively listen to the concerns and ideas of others and value diverse perspectives.
8. Ability to hold Croydon to account to ensure the views of all residents and communities are considered.
9. Ability to work collaboratively at a strategic level, for example, with our Directors Team.
10. Ability to identify issues and work towards solutions that benefit all Croydon customers.
11. Experience using technology for communication and information access (support available).
12. A personal commitment to self-development and learning, and equality, diversity and inclusion.
13. Strong interpersonal skills including a willingness, to present to strategic groups and senior staff. (support available).
14. Ability to express your own views and represent the needs of others clearly and confidently

## **These aren't required, but are a bonus if you have them:**

1. Experience serving on other committees or boards (within the housing sector or other relevant fields).
2. Knowledge of the challenges and opportunities facing the housing sector
3. Knowledge of housing legislation and the Social Housing Regulatory environment.
4. A history of advocating for the needs of others demonstrating your ability to champion residents voices.
5. Knowledge or experience in customer service or other sectors providing community-based services.

Are you ticking all the boxes? Take a look at the next page to find out how to apply.



# Ready to apply?

You can find the application form on our webpage:  
[Application to join the Customer Influence and Assurance Panel | Croydon Council](#)

All applications will receive an automated response. For more information on how we use your data, please visit our website to review our privacy statement.

**For a confidential conversation about the role, please contact:**

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



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)