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## Improvement Panel Remit

### **Aim of the improvement panel**

To monitor, review and scrutinise SYHA's services and give feedback on how to improve and develop them for all of our customers.

### **What improvement panel members can expect from SYHA**

We will:

- Ⓢ Listen to, value and respect your views
- Ⓢ Give you the information you need about SYHA so you can form a view and give us your opinions
- Ⓢ Give you feedback on what you said, and what we did, or didn't do with it
- Ⓢ Work with you to find opportunities to network with customers of other organisations
- Ⓢ Provide refreshments at meetings and cover your out of pocket expenses for come along to panel meetings
- Ⓢ Give you support through a regular one to one meeting and offer you training to help you fulfil your role as a panel member
- Ⓢ Organise an event twice a year to say thank you and show our appreciation for your time and commitment

### **The work of the improvement panel**

Examples of items panel are asked to give feedback on include:

- Ⓢ Developing new policies and procedure
- Ⓢ Setting service standards
- Ⓢ How we are doing at delivering service standards
- Ⓢ How we use our resources

### **Meetings**

- Ⓢ Take place on a monthly basis (with the exception of August and December)
- Ⓢ They are on the last Thursday in the month, starting at 10.30am and finishing at 12.30pm with lunch

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- Ⓢ Panel members receive a reminder about the meeting by email, letter or text
  - Ⓢ They take place in the Conference Room at SYHA's Wellington Street office
  - Ⓢ The meeting is facilitated by an SYHA member of staff, usually the Resident Focus and Policy Manager
  - Ⓢ SYHA service managers attend meetings for relevant agenda items
  - Ⓢ A non-executive Director from SYHA's Board of Management will attend the meetings to provide a link between the Panel and SYHA's Board of Management
  - Ⓢ Panel members are encouraged to contribute items to discuss at the meetings
  - Ⓢ Action notes will be taken at all meetings
  - Ⓢ The meeting guidelines will be displayed at each meeting

## Recruitment

We will recruit customers to become members of the improvement panel:

- Ⓢ Through advertisements in the keeping in touch newsletter
- Ⓢ By inviting members of the Count me in club to join the panel
- Ⓢ By asking for nominations from residents groups we fund
- Ⓢ Staff will actively encourage customers to become a panel member if they express an interest in getting involved
- Ⓢ Panel members encouraging other SYHA customers them come in to contact with to join the panel

## What we expect from improvement panel members

We have an improvement panel member person description which gives details of what we expect from improvement panel members.

