



Appendix 1: Scrutiny proposal

# Residents raise concerns through a variety of channels. How can we work with them to resolve them?

- Resident Involvement Panels: Similar to the Gas Home M.O.T boot camp trialled in 2020 as a result of the TPAS review, residents are brought together for a period of time to work with SBC Officers to find solutions to issues or to agree on new ways of working. CN teams work with their communities to ensure panels are representative. Scrutiny can be carried out within CN areas or more town wide depending on its nature,
- Online Discussion: residents can have their say via the website or social media platforms and digital forums – this is shared with officers to inform and work with residents to action and may lead to scrutiny of a service.
- CN Pop Up Events: CN teams are present in community locations to talk to local people about what matters to them
- Face to Face Interactions: Every day conversations/concerns are recorded and used as intel to action additional support when necessary. This may result in scrutiny of a service or an issue that is unique to a particular location/group of residents.

The above methods of engaging compliment each other and should all be considered when developing council service in partnership with residents.