



REGIONAL SCRUTINY BOARDS

Our Regional Scrutiny Boards (RSBs) keep a check on how we're performing within each region that we operate. Using performance information and customer feedback, they identify ways we can improve our services such as repairs, letting homes and collecting rent.

We have three RSBs - Merseyside, Manchester/Cheshire and Lancashire. Each one has up to ten members, who work alongside other tenant volunteers to gain an insight into how we do things.

Who can apply?

Any Onward tenant can apply to join one of our Regional Scrutiny Boards. You don't need any previous experience – just a genuine desire to make a real difference across our neighbourhoods and services, a good eye for detail, and the willingness to work with other tenants and Onward staff as part of a team.

As an RSB member, you can...

- Gain valuable experience to help you find work or secure further education
- Make use of your own experience, whether it's volunteering, raising a family or working
- Work together with other people who want to make a difference

What do you need to be an RSB member?

- Enthusiasm and a positive attitude
- An interest in improving Onward's services for everyone
- A good eye for detail
- A commitment to read information at home and prepare for meetings
- A balanced view, regardless of your own experiences of a service
- The ability to take other people's feedback on board
- The ability to work as a part of a team with other volunteers and staff
- A little spare time – you'll need to commit at least 6 hours a month
- A willingness to learn, including how to use a computer or tablet if you can't already

What does being an RSB member involve?

The ten members of each Regional Scrutiny Board will be expected to play an active role in meetings.

Some, but not all, members will over time lead meetings, take notes, work on reports and look at services in more detail.

We provide lots of support and training to develop new skills and build confidence.

You don't need lots of experience; a positive approach and a willingness to learn are much more important.

Other opportunities to volunteer

Our Regional Scrutiny Boards work closely with a pool of volunteers, who look at our services in detail to find out what's working well and what could be improved. This can be done locally, at home, or online. Some of the work may require travelling to meet Onward staff or other tenants (travel expenses provided) but you don't have to do this if you don't want to.

Roles you may want to volunteer for include:

- Meeting other tenants to talk about their views and experiences
- Gaining information from Onward staff to share with the Scrutiny Boards
- Observing how services are delivered in practice
- Carrying out, completing or analysing the results of surveys
- Completing feedback forms online, on your phone or by post about the services you receive

You could start out small by completing a survey, and then volunteer for more once you're ready.

However you decide to get involved, we will provide you with all the information, support and training you need, as well as cover any expenses such as travel.

Volunteers tell us that they really enjoy their roles, gain confidence and learn new skills.

FIND OUT MORE

To join our Regional Scrutiny Board or to find out more about volunteering, email customerengagement@onward.co.uk with your name, address and contact telephone number and we'll be in touch. You can also send a message via your My Onward account or call us on 0300 555 0600

