

Independent Resident Scrutiny at Abri – Our Statement of Purpose

For the benefit of existing and future residents, by 2025 our aim...

Is to have made a significant contribution to helping Abri be the best it can be.

That means the whole Abri team thinking about and acting on behalf of residents from start to finish, in everything everyone does. It's aim to be in the Top 10 for customer satisfaction is bold and stretching, just as it should be.

We'll hold Abri to account for the services it provides and the performance it delivers.

As a Resident Scrutiny Panel, we want to be widely recognised by residents as focussed on their priorities, and by our peers in the sector as a model of great practice.

As a Resident Scrutiny Panel we will strive to be recognised as...

Relevant **Constructive**
Inclusive **Thoughtful** **Open**
Respected **Using common-sense**
Courageous **Trusted** **Impactful**
Honest **Collaborative** **Insightful**
Plugged-in **Independent** **Diverse**
Properly-resourced **Resilient**
Authoritative **Supportive**
Proactive **Eager to explore** **Welcoming**
Prepared **Challenging**
Experienced **Properly-resourced**
Resident driven **Innovative** **Flexible**
Determined **Ambitious**

To support this aim, we have committed to the following objectives for 2021/22:

- Raise awareness of and involvement in scrutiny amongst customers and colleagues
- Understand customer priorities, build a scrutiny programme around these and to have delivered our first [4] reports
- To proactively represent resident interests in the organisation through involvement in the Audit & Risk Committee, the Customer Service & Performance Committee and through any other appropriate means
- Monitor progress against our recommendations to ensure we have a tangible positive impact on services and value for money across Abri
- Develop and maintain mutually respectful and collaborative relations with colleagues, management, and the Board
- Learn as a team together and provide personal development opportunities for Panel members