

Customer Voice

Service Level Agreement- Scrutiny

Introduction

The Scrutiny Team plays a vital role in ensuring transparency, accountability, and continuous improvement in the services provided by One Vision Housing. This Service Level Agreement (SLA) outlines the standards and expectations for the timely and accurate provision of documents to support the Team's scrutiny activities.

The SLA is designed to:

- Ensure team members receive relevant information in a timely manner
- Promote consistency and clarity in document presentation
- Support effective scrutiny team investigations and recommendations
- Strengthen collaboration between the Customer Experience Team and the Scrutiny Team

By adhering to this SLA, One Vision Housing reaffirms its commitment to empowering residents and enhancing service delivery through meaningful engagement and oversight.

Purpose

This Service Level Agreement outlines the standards and expectations for the provision of documents to the Scrutiny Team by One Vision Housing's Customer Experience Team. It ensures timely, accurate, and accessible information to support effective resident-led scrutiny.

Document Provision Timeline

Document Type	Timeframe for Provision
Meeting Minutes	3 Working days, from the day following the meeting
Standard Scrutiny Documents	At least 2 weeks prior to scheduled meetings

Document Control & Quality Assurance

All documents provided to the Scrutiny Team will be subject to the following quality checks by the Customer Experience Team:

Request Fulfilment: Documents will be reviewed to ensure they fully address the information requested by the Scrutiny Team.

Clarity: Content will be checked for readability and ease of understanding.

Format: Documents will be formatted consistently to support accessibility and ease of use during scrutiny exercises.

Distribution Method

All documents will be emailed and posted directly to Scrutiny Team members by the Customer Experience Team.

Distribution will occur in accordance with the timelines outlined to ensure Scrutiny Team members have sufficient time for review and preparation.

Review and Updates

This SLA will be reviewed annually in consultation with the Scrutiny Team to ensure it continues to meet the needs of customers and supports effective scrutiny.

Contact

For any queries or feedback regarding document provision, please contact the Customer Experience Team at:

Email: getinvolved@ovh.org.uk

Phone: 0300 365 1111