



## **Smarter Business Panel:**

*The Smarter Business Panel's role in the Involvement Structure is to give residents a voice into the Smarter Business element of the Corporate Plan 2020 - 22.*

The Purpose of the Smarter Business Plan is to:

- Be the initial resident sounding board for projects and workflows relating to the Smarter Business element of the Corporate Plan 2020 -22
- The Smarter Business Panel will meet at least every quarter with actions and work to be completed between meetings by residents and staff and reviewed at each meeting
- The Chair of the Smarter Business Panel will report progress to Tenant Committee every 6 months
  - Panels will have a minimum of 6 members and no upper limit
- The Panel will work in tandem with Officers of WCHG to develop the corporate websites and improve the Digital First approach to delivering services
  - Provide resident voice into a review of our Office Premises
- Have involvement and influence over the re-design of our service areas to become Digital First e.g. ASB service, Property and Welfare Offer
  - Provide feedback on the Health and Safety Action Plan
- Work alongside Tenant Committee to make sure that all Performance Measures being reported to Tenant Committee and Board are fit for purpose

- Be the initial resident voice and provide assurance to WCHG that any changes to our Systems that affect customers will improve residents' services and are Value for Money