

BCHA Customer Scrutiny Statement (Co-Created by Customers and Colleagues) 2026

Our Shared Commitment

As customers and colleagues, we have worked together to create this statement because we all care about the quality of our housing services. We believe that open conversations, mutual respect, and honest feedback help make our homes and services stronger. Customer scrutiny is one of the ways we achieve this together.

What Customer Scrutiny Means to Us

For all of us, scrutiny is about learning, improving, and understanding how services work in practice and the outcomes they deliver for customers. It gives customers a structured and supported way to look at wider themes across the organisation, while bringing in lived experience, insight, and suggestions for positive change.

Customer scrutiny provides constructive challenge to check things are fit for purpose.

Shared Understanding of Purpose

Through our discussions, we agree that:

- Scrutiny should focus on organisational and service-wide improvement and learning.
- Individual issues are important and will always be listened to, our designated scrutiny meetings are a place to explore patterns and themes highlighted by personal experience but not to resolve individual issues.
- When we look at the bigger picture together, we can help create services that work better for everyone.
- We will always try to consider multiple customer perspectives and not just share our own experience.
- Through customer scrutiny we seek to project the voices and insight of those that may not otherwise feel heard.

Protecting and Strengthening Relationships

Customers and colleagues have emphasised how we treasure the positive relationships that exist. We want customer scrutiny to strengthen these relationships, not create tension or mistrust.

We will do this by:

- Following the agreed behaviours and conduct, using appropriate language and behaviour to respect one another and remain true to the BCHA values (inclusive, person centred, purposeful, passionate)
- being clear about roles and expectations,
- supporting each other through the scrutiny process,
- creating a safe environment where people feel respected and able to contribute.

Scrutiny is a way for customers to look at how our services work and help us spot patterns or themes to enable purposeful and person centred change.

How We Will Work Together

We have agreed to build our approach to scrutiny on the following principles:

- **Accessible:** Everyone who wants to take part will receive the information, training, and support they need.
- **Inclusive:** People can contribute in different ways, recognising varied abilities, experiences, and confidence levels.
- **Evidence-based:** Scrutiny should use a range of information data, feedback, and shared experiences to identify wider trends.
- **Constructive:** Our aim is to learn, recommend improvements, and celebrate what works well.
- **Transparent:** We will share what we look at, what we find, and what happens next.

Our Shared Goal

Together, our goal is to ensure that the voices of customers genuinely shape the services we provide. Scrutiny is a crucial part of achieving this goal. It is a partnership: customers bring lived experience, and colleagues bring professional knowledge. We provide spaces for customers to scrutinise the services they receive and the organisation's performance. By combining these perspectives, we can make better decisions and continually improve our services.