



Resident Panel Member

The Resident Forum and the role of the Resident Panel	<p>The Resident Forum is for City-wide strategic engagement between residents and the housing service. The Resident Forum meets monthly to hear updates from the housing service, highlight issues affecting residents, monitor performance measures, and suggest improvements.</p> <p>The Panel is a group of residents who help steer the Resident Forum. A member of the Panel will chair meetings of the Resident Forum. The Panel will help shape the agenda for future meetings and suggest service areas for more detailed scrutiny by task and finish groups.</p> <p>Resident Panel members do not represent individual blocks, but represent Westminster as a whole, reflecting the diversity of Westminster residents.</p>
Who can join?	<p>All Residents (tenants and leaseholders of WCC and their household members) can apply to join the Resident Panel.</p> <p>There is rolling recruitment to the Panel as places become available, to ensure that there are always new voices in the group. Recruitment is through an application and interview with officers and residents.</p> <p>Applications are reviewed to make sure the panel fairly represents residents who can use the service. The provision of personal information about applicants, including location, age, disability, ethnicity, and tenure (tenant, leaseholder or other) will help us to make sure that the Panel is representative of the diversity of all residents.</p>
Why join?	<ul style="list-style-type: none">• Hear updates from the Cabinet Member for Housing and senior staff members about key developments and performance in housing.• Have the chance to ask questions and challenge.• Meet other residents who are interested in making a difference to the Housing Service• Help to lead the direction of the Housing service.• Work in a collaborative way with officers.• Develop new skills.• Access training or attend relevant conferences.• List the experience gained on your CV.
Responsibilities	<ul style="list-style-type: none">• Work with the Resident Engagement Team to help prepare for Resident Forum meetings when required.• Chair meetings when required or support the nominated Chair to do so.• Provide scrutiny and monitoring of housing service updates and performance.

	<ul style="list-style-type: none"> • Act as a critical friend to the housing service, offering constructive feedback and challenge to help drive improvements. • Work with the communication team to help promote opportunities to get involved to other residents. • Take time to read, listen and engage in detail about topics that the housing service consults the resident panel about. • Attend relevant training organised by the housing service to help panel members fulfil their role. • Attend occasional events to help promote the activities of the resident panel and other ways to get involved to other residents. • Follow and uphold the code of conduct and terms of reference. This will include working with officers to take appropriate actions of the rules on those documents are not met. • To come prepared to each meeting and be willing to participate constructively in discussions. • To help ensure everyone has a chance to contribute at meetings. • To help ensure Resident Forum meetings stay focused on the agreed agenda and on common challenges and opportunities rather than individual or local issues.
Time commitment	<p>Monthly Resident Forum meetings, but in between those meetings, you might have to join additional planning sessions and read documents.</p> <p>Approximately 10-12 hours/month.</p>
Administration	<ul style="list-style-type: none"> • Most communication with panel members between meetings will be through email. • We would strongly prefer that Panel members have access to a device that allows them to access emails and join Teams meetings with audio • Summary meeting notes will be shared publicly on the Council's website. These will include the names of the Panel members present. • Other residents who are not part of the panel will be able to sign up and join meetings online or in person (subject to capacity). • Resident Panel members are not paid. • Resident Panel members can resign at any time by email or letter to the Resident Engagement Team.
Useful Skills & Experience	<ul style="list-style-type: none"> • An ability to scrutinise written information or verbal presentations. • An ability to scrutinise data and reach fact-based conclusions. • Interpersonal skills, especially listening and negotiation skills. • An ability to treat everyone fairly and with respect, even when you disagree with them. • An ability to work collaboratively as a team member. • An ability to understand and stick to the topic under discussion. • A constructive lesson learning, solution focused approach.