

# Residents' Forum

## Role description



### 1. Role title

Residents' Forum Panel Member

### 2. The role of Panel members

To work constructively with Newlon in influencing decisions which will improve how Newlon is run and the services that residents receive from Newlon.

### 3. Specific responsibilities

In addition to the general role above, all Forum members have the following responsibilities:

- To champion and represent the cause of all residents. Members are not expected to represent the area where they live.
- To be able to commit the time, both to attend Forum meetings and read the papers.
- To be active participants at Forum meetings.
- To attend training.
- To be willing to participate in other activities of the Forum e.g. project groups.
- To declare any potential conflict of interest. A conflict of interest occurs when a member's personal or business interests affects their ability to fairly represent the best interests of all residents.
- To keep to Newlon's Equal Opportunities Policy.
- To keep to the Forum's Constitution.
- Not to raise any individual issues at the Forum.

### 4. Skills and abilities

Panel members will be expected to have, or be willing to be trained to have the following skills and abilities below. Members will not be expected to have all these when they first join the Panel.

- An ability to see the bigger picture.
- An ability to make decisions for the greater good of all Newlon residents.
- A knowledge of housing management, gained from personal experience as a resident, through training and over time as a Forum member.
- An ability to work positively and collaboratively with Newlon staff and other residents.
- Good listening and communication skills.
- Knowledge of analysing information and using it to identify issues or problems and possible solutions.

## **5. The role of the Chair of the Forum**

The role of chair is an important one. The Chair has a key role to:

- Agree the agenda, before the meeting
- Make sure that the Forum keeps to time and that all agenda items are discussed.
- Encourage consensus decision making
- Ensure all members contribute during the meeting

## **6. Training**

Forum members will be individually assessed to identify training that will help them in carrying out their role. Newlon may arrange additional group training for the Forum.

## **7. Support**

Support for Forum members will be provided by Newlon's Senior Resident Involvement Officer – for all issues related to the work of the Forum, Forum paperwork, training and claiming expenses

## **8. Rewarding Forum members**

In recognition of the time involved, each Forum meeting attended by members will be rewarded with a voucher, which is currently worth £30.

## **9. Claiming 'out of pocket' expenses**

Forum members may claim reasonable out of pocket expenses for return travel on public transport if they do not have an existing travel card or pass. A receipt for the exact cost of travel must be produced to make a claim. Claims can be made by contacting the Senior Resident Involvement Officer.