

## Resident Influence and Accountability Panel – role profile for group members

### Skills and abilities

The following skills and attributes would be welcomed:

- a) A knowledge of housing in Waltham Forest and the needs of LBWF residents.
- b) An understanding of confidentiality and how it will apply to the work of this panel.
- c) Good communication and interpersonal skills, including active listening, tact, and diplomacy.
- d) An ability to be open-minded and non-judgemental of others.
- e) An ability to question information and a willingness to analyse and interpret information provided.
- f) An ability to listen to a variety of views and reach a reasonable conclusion, always keeping the best interests of LBWF and its residents in mind.
- g) An ability to constructively challenge the opinions of others and be challenged.
- h) Commitment to attending meetings, contributing to the RIAP panel and treating everyone as equals.

**Don't worry if you don't have all the skills and abilities listed above, as an ability to learn and willingness to work as a team to improve the housing service is more important. We will support you with any relevant training and support you may need.**

### Personal qualities

The personal qualities of a Panel members should be:

- a) People who can work alongside others, show respect and consideration; speak to different officers, colleagues, and other panel members in ways in which they would like to be spoken to.
- b) An ability to work constructively and cooperatively with fellow panel members, council staff/officers and where applicable local agencies and representatives such as MPs or councillors.
- c) A willingness to prepare for meetings including reading papers.
- d) A willingness to attend and contribute at regular meetings.
- e) A commitment to treating everyone as equals appreciating and respecting everyone's differences as well as similarities.
- f) Being open to attend training and briefings (this may include shadowing officers or participating in activities) to meet any gaps in knowledge, understanding or skills which prevent panel members from being effective.

### Commitment

Additional activities will be required. These include, but are not limited to:

- Meeting preparation including reading reports/information. This may include brief catch ups on Microsoft Teams with other panel members.
- Individual research/benchmarking.

- Visit other housing organisations and external residents groups and host visits from other organisation and groups, similar to benchmarking groups.
- Attending training sessions.

## Eligibility

The nature of the Panel's work means there may be certain circumstances where it is **not** suitable for a resident to be a member.

### **The following applies for all applicants, who must:**

- Be a tenant or leaseholder of London Borough of Waltham Forest.
- Not be a Councillor or current employee of London Borough of Waltham Forest, or their close relatives.
- Not have been served with a current eviction order, anti-social behaviour order or a current notice of seeking possession.
- Not be subject to any other legal action against them by London Borough of Waltham Forest or be engaged in legal action against London Borough of Waltham Forest.

### **The following membership restrictions apply:**

- There will be a maximum of one resident per household/family.
- There will be no more than one member from each recognised [Residents' Association](#) that is recognised by London Borough of Waltham Forest.