



Role profile

Resident governance member

Version 1

Approved by: Executive Team

Approved date: 15 May 2017

1.0 Role purpose

1.1 To scrutinise Optivo performance and influence service delivery, according to the remit of that member's panel(s).

2.0 Responsibilities and accountabilities

2.1 All resident governance members will:

- Work with staff to fulfil the purpose and role of the relevant panel, according to its Terms of Reference
- Attend / participate at meetings and engage outside of meetings, where required
- Read papers in advance of meetings and prepare questions / comments
- Suggest key messages to be fed back to other resident governance groups
- Where a member sits on more than one group, sub-group or contractor core group, send feedback via written report or verbal update at meetings
- Make an annual declaration of interest via the MyAccount online portal, in line with the Probity Policy. Additional declarations can also be made at the start of meetings and on an ad-hoc basis via MyAccount
- Promote the resident governance structure to other residents and support the Resident Involvement Team in finding new residents to apply
- Build links with staff and residents to ensure the worth of the panel is representative of residents' needs
- Comply with the Probity Policy and Code of Conduct. This includes keeping items confidential, where required
- A member may seek any relevant information they need from any Optivo staff member. By relevant, this means it should have a direct link to scrutiny being undertaken by a resident governance group. Value for money and data protection principles should be considered.

2.2 Chairs and Vice Chairs

In addition to section 2.1, Chairs and Vice Chairs will work with staff to:

- Provide direction and support to their relevant group and its members
- Ensure the group complies with the relevant Terms of Reference

- Create an annual agenda work plan and set agendas for their group
- Ensure full participation at meetings, all items are discussed and effective decisions are made
- Call a vote if there's not clear consensus on an issue. In an equality of votes, the Chair has a second casting vote
- Engage with and take views from the whole panel
- Represent the views of their group as required and when appropriate
- Take decisions that may be delegated to the Chair and report back to their group
- Give feedback to members and support individual member development through personal development reviews
- Review the composition of their group as appropriate, including the skills of individual members and initiate any recruitment actions
- Ensure key messages are captured and agreed at the end of each meeting
- Ensure an annual effectiveness report is completed for their relevant group.

2.3 Complaints Panel

In addition to section 2.1, members will be part of a pool of residents to sit on complaints review hearings.

2.4 Scrutiny Panel

In addition to section 2.1, members will follow the scrutiny project framework, to complete projects. Tasks may include working with staff to:

- Scrutinise relevant documentation
- Conduct staff interviews
- Attend site visits
- Commission and review outcomes from mystery shops
- Design and conduct surveys
- Design consultations with The Loop
- Produce reports with the findings of each review
- Present recommendations for approval.

3.0 Commitment required

3.1	Group	Minimum time commitment	Travel commitment	Minimum online commitment
	Local General Panel.	One standard meeting per quarter. Sub-groups can be arranged as required.	Local – within the relevant panel's region.	<ul style="list-style-type: none"> • Email communication • MyAccount sign-up.

Local Repairs Panel.	<p>One standard meeting per quarter.</p> <p>And if on a contractor core group, these normally meet monthly.</p>	Local – within the relevant panel’s region.	<ul style="list-style-type: none"> • Email communication • MyAccount sign-up.
Resident Policy Panel.	One standard meeting per quarter.	<p>Video conference from regional offices.</p> <p>Members may agree to meet in person from time to time, where required.</p> <p>Option for teleconference calls, where required.</p>	<ul style="list-style-type: none"> • Email communication • MyAccount sign-up • Contribution via The Loop forum.
Complaints Panel.	<p>One standard meeting per quarter.</p> <p>Attend complaints review hearings, as required.</p>	<p>Video conference from regional offices.</p> <p>Members may agree to meet in person from time to time, where required.</p> <p>Where possible, members will be asked to attend review hearings in their local region.</p> <p>Option for teleconference calls, where required.</p>	<ul style="list-style-type: none"> • Email communication • MyAccount sign-up.

Scrutiny Panel.	At least one standard meeting per quarter. Meetings may be more frequent, depending on requirements for each project. We estimate each project will need up to four full days commitment.	Video conference from regional offices. Members may agree to meet in person from time to time, where required. Option for teleconference calls, where required.	<ul style="list-style-type: none"> • Email communication • MyAccount sign-up • Contribution via The Loop forum.
Resident Strategy Group.	One standard meeting per quarter, plus one joint meeting with the Board per year.	Croydon. Some meetings may be held via video-conference, where appropriate.	<ul style="list-style-type: none"> • Email communication • MyAccount sign-up.
Chairs / Vice Chairs (any group).	Two hours per standard meeting, for agenda setting and pre-meets. Ad-hoc meetings with other Chairs / Vice Chairs, staff and for personal development reviews. Estimated two hours per quarter.	Minimal – majority can be done via email or teleconference. Where meetings are required, this can be done via video conference from regional offices.	<ul style="list-style-type: none"> • Email communication • MyAccount sign-up.

3.2 Each group can agree the length, time of day and specific location for standard meetings.

4.0 Knowledge, skills and experience

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- Knowledge, skills and experience will be assessed in line with the resident governance skills list
 - Members will be supported through the skills list in line with the resident governance training plan
 - Performance and contribution will be monitored through personal development reviews.

5.0 Expenses and support

5.1 Members will be provided with:

- Meeting papers
- Out of pocket expenses in line with the Expenses and Reward Policy
- Access to training.

5.2 Each group will have a contact for support from the Governance and Compliance Team. Staff leads from relevant parts of the business will also support each group. Staff members will provide advice, guidance and support to individuals and panels as a whole. This is in line with the relevant resident governance policies.

6.0 Review

6.1 We'll review this role profile at the next governance review, which is expected to be autumn 2018.