



Information Pack



We want to put our tenants at the heart of everything we do... Join the **Residents' Advisory Panel (RAP)** and have a say in how North Wales Housing is run!



Introduction

What is the Residents' Advisory Panel? (RAP)

The Residents' Advisory Panel (RAP) is a group of North Wales Housing residents with responsibility for scrutinising our services and performance to ensure all North Wales Housing residents receive the highest possible standards of service.

What does the RAP do?

The RAP helps drive improvement across our services by a number of ways including:

- monitoring service delivery
- scrutinising performance and decision making
- establishing priorities for reviewing performance
- and directing and overseeing scrutiny activities

The RAP works with Board members and staff to carry out their role and provides a residents' perspective on our services, performance, business decisions and strategic direction.

What's in it for me?

Why should I apply to be a member of the RAP?

If you want to play a clear role in improving services for all North Wales Housing residents, have a broad range of skills and have some spare time to commit every month then the RAP could be for you.

Being a member of the RAP is a real opportunity to influence how North Wales Housing operates. It is a varied and challenging role that gives residents a direct influence on the way the organisation works.

Training and personal development

We recognise that being a member of the RAP may be a big jump from any other ways you have been involved before, even more so if this is the first time you have decided to get involved. To support you in the role we will provide:

- an induction programme
- training
- and administrative support

In addition you will have full support of staff to carry out your role.

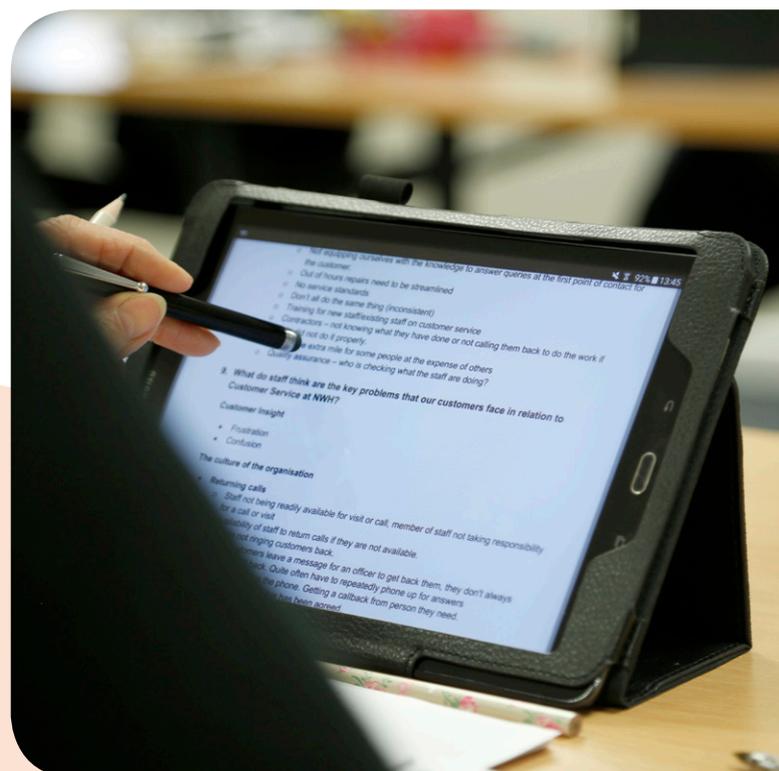
Experience

Being a part of the RAP will give you some useful experience and skills that are easily transferable to non-housing situations. The skills and knowledge that you build up will help you develop as a person and can be something you can add to your Curriculum Vitae (CV). It's a great opportunity to work as part of a team and share responsibilities.

To become a member of the RAP you will need to be able and willing to:

Come to meetings and/or other activities regularly so that the business of the scrutiny panel can be worked through and decision made with the same people.

- Examine and discuss written material including tables and statistics as part of a group
- Join in discussions and make your own decisions
- Value everyone's views with respect
- Keep personal views separate from your responsibility to the organisation outside meetings – behave 'professionally'
- Communicate clearly and respectfully with board members and staff
- Analyse evidence and make recommendations
- Be open to recognising success and areas for improvement as an individual and a scrutiny panel as a whole
- Be committed to improving your own knowledge through training etc.





How does the RAP operate?

Meetings

- The RAP currently meets once a month and meetings last approximately three hours
- Papers are issued at least one week prior to the meeting
- Meetings are supported by the Tenant Participation Co-ordinator and Administration Officer
- Meetings are held in friendly and relaxed atmosphere
- Refreshments are provided and travel expenses covered

Training and development

- Induction
- Panel training programme
- Annual review to support performance and development

Commitment

- Approximately 12 RAP meetings per year
- Each meeting last approximately three hours
- Time to read papers and make notes



If you are interested in becoming a member of the RAP please email iwan.evans@nwaha.org.uk or call us on 01492 572727.