

## **VIVID Impact**

VIVID Impact, our resident panel, takes an independent view of VIVID's performance to ensure customers' voices are heard, are listened to and acted upon.

VIVID Impact members will:

- Monitor the implementation of the Customer Engagement and Involvement Strategy
- Review and scrutinise customer engagement and involvement activities to ensure: the customer voice is influencing decision making, policy, service design and housing management; and our engagement and involvement mechanisms are fit for purpose.
- Review and make recommendations for improving performance including identifying priorities for and conducting scrutiny reviews.
- Report their findings through the Customer Services Committee to Board and to customers.

On an annual basis VIVID Impact will scrutinise and impact assess our engagement activities, holding us to account through reporting their findings to:

- The VIVID Board through our Customer Services Committee
- Customers

Working to the aims and objectives of VIVID Impact panel, our Code of Conduct and VIVID values (a great customer experience, challenge and change, work as one team).

## **Membership**

15 customers.

## **Criteria**

Members of the VIVID Impact must be:

- Living in the property
- Tenant – general needs customer, or
- A leaseholder – a shared owner

Residents are not able to be appointed if they are:

- In breach of a court order
- In legal dispute with ourselves
- Involved in an active ASB case
- Are in extreme arrears with no payment plan in place

## **Term**

VIVID Impact Chair or Vice Chair together with VIVID Officers will appoint members to VIVID Impact. Membership will be reviewed annually. The maximum term a resident member can serve is 3 years.

VIVID Impact Officer roles include:

- Chair
- Vice Chair
- Secretary

Panel members will be elected to roles.

### **Frequency of meetings**

VIVID Impact meet 4 times a year on a quarterly basis, with regular meetings usually once a month. Meetings may be held outside of normal office hours.

### **Time commitment**

Anticipated time commitment – 2 – 6 hours per month. Sometimes more if undertaking a scrutiny review.

### **Skills and Attributes:**

VIVID Impact members are able to:

- Analyse and question
- Challenge and negotiate
- Weigh up issues and make balanced, reasonable and proportionate judgements
- Compromise
- Work as part of a team
- Apply and share skills and knowledge

### **Essential criteria:**

- Basic knowledge of VIVID and the housing sector
- IT literate – able to use a wide variety of software including email, word processing, apps, video conferencing and meeting tools
- Good level of literacy and numeracy
- Able to handle and respect confidential information
- Able to understand, prioritise and sift sometimes complex information
- Able to make evidence-based decisions
- Good communication and interpersonal skills
- Tactful and diplomatic
- Professional, open-minded and non-judgemental
- Able to work to deadlines as part of a team

- Drive and commitment
- Are focussed on the best interests of VIVID's customers
- Go beyond their own interests

### **Desirable**

- Presentation and report writing skills
- Basic knowledge of the scrutiny process, policies and procedures, standards, expectations and best practice
- Experience of working in multi-disciplinary teams, committees or Boards

### **Personal Qualities**

- Commitment to:
  - Take part in training and personal development
  - Prepare for and regularly attend VIVID Impact meetings
  - Make appropriate contributions at meetings
  - Respect others, and their views
  - Recognise diversity and equal opportunities
  - Maintain high standards of behaviour, probity and integrity

### **Support to be involved**

- Dedicated VIVID Officer support
- Digital kit and connectivity for those who need it
- Templates to help with tasks and activities
- Expenses including travel, child or other caring responsibilities
- Professional membership of the Chartered Institute of Housing
- Access to professional networks and resources including Housing Quality Network
- Learning and development plans to support you in your role
- Training to help you develop the skills needed
- A buddy to help you settle in