

## **LB Hammersmith and Fulham Local Residents Panel and Repairs Working Group – Recruitment Pack**

LB Hammersmith and Fulham are committed to improving services and involving residents. We know that when we involve our Residents and develop good working relationships with them, we make better progress and deliver better services. It is important to us that as well as finding ways for Residents to feedback to us, we develop new ways for our Residents to hold us to account for the service we provide.

To support resident challenge we are setting up a Local Resident Panel. This will lead monitoring of all our services, review the effectiveness of our Involvement Strategy, agree performance targets for the housing service, monitor complaints and help develop the Annual Report to residents. It will meet monthly and feed its views directly with officers at meetings and through reports to the Lead Member for Housing and the Director for Housing and Regeneration.

We are keen to hear from Residents who want to have a constructive voice and be part of service improvement. To support interested residents and LB Hammersmith and Fulham we have asked Phil Morgan to support us on setting up the Panel. Phil developed the idea of Resident Scrutiny and brings experience of setting up similar Panels.

The role is voluntary and unpaid, although expenses will be paid to Panel members.

This pack of information provides you with a summary of information about the Panel and an application form. If you would like to apply, we would love to hear from you, please fill in your application form and return it to us before **8 December 2011**.

If you are in two minds about applying and would like to talk about it, you can come to one of our drop in sessions. We are also looking for residents to join our Repairs Working Group and Local Residents Panel. For those who attend the Drop in sessions we are offering a £10 Marks and Spencer Shopping Voucher for you to spend. The sessions are as follows;

5 December 2011 at 2.00pm – 3.00pm at the Town hall Extension, King Street W6 9JU, 3<sup>rd</sup> Floor John Moorey Room and at 5.00pm – 6.00pm at Nye Bevan Tenants Hall Aspen Gardens, W6 9JD

6 December 2011 at 10.00-11.00am and 2.00 – 3.00pm at the 3<sup>rd</sup> Floor Town hall Extension, King Street, W6 9JU, Room 4 and 5.30 – 6.30pm at the Clem Attlee Tenants Hall, Len Freeman Place, London, SW6 7TN

7 December 2011 at 10.00-11.00am, 3<sup>rd</sup> Floor, Room 3, Town hall Extension, King Street, W6 9JU, 2.00 – 3.00pm , Room 5 at the same venue and at 5.30-6.30pm, at White City Community Centre, India Way, W12 7QT

Or you can speak to Batool Reza on 0208-753-1633 or Nivene Powell on 0208-753-4779.

We will carry out interviews on the 15 and 16 December 2011 and if you are interested in attending please return the form by **8 December 2011** and we will confirm interview times. We very much look forward to hearing from you.

## **LOCAL RESIDENTS PANEL**

### **TERMS OF REFERENCE**

Purpose – to improve services through resident-led scrutiny

#### Terms of Reference

1. To act as the independent service evaluation body on behalf of residents to ensure standards are agreed with residents, delivered and are properly and consistently maintained
2. To consider and comment upon the Council's Resident Involvement Strategy.
3. To ensure service improvement and development is effectively influenced by residents and questioning and, as necessary, challenge, information to test that services are meeting promised standards and residents' priorities.
4. To report findings and recommendations to tenants, Council Officers and Elected Members and to monitor Council compliance with Panel recommendations
5. To consider development, monitoring and review of the Complaints policy including handling of complaints, learning from complaints and that residents are informed where to take complaints to if they are unhappy with the outcome.
6. To be able, where there is a serious breach of the Regulatory Standards that causes serious detriment to residents, and this has not been effectively addressed, to refer this to the Social Housing Regulator.
7. To scrutinise and sign off the Annual Report including ensuring there is resident input into its development
8. To scrutinise equality and diversity policies and practice to ensure the different needs of residents are understood and acted upon
9. To consider and agree the Local Offer process and content

#### Panel Membership

1. The Panel will consist of up to 12 residents

2. Members of the Panel are recruited via an open and transparent application and selection process open to all residents
3. Recruitment is carried out by a 'Recruitment Panel' based on the criteria outlined in the person specification
4. Membership of the Panel is open to all residents over the age of 18 years living in council-owned property (who are not a LBHF employee or Elected Member) providing that they are not in serious breach of the terms and conditions of their tenancy
5. Members of the Panel are appointed to serve a 2 year term of office. At the end of their 2<sup>nd</sup> year members will be eligible to re-apply and if successfully re-appointed may serve for a further term of two years

### Communication and Review

1. Reports will be submitted to the Council through the Director for Housing and Regeneration and the Lead Member for Housing
2. There will be an independent annual review and appraisal of the work and effectiveness of the Panel. This will include feedback from each individual Panel member, residents, Officers who work with the Panel, Officers, the Lead Member and Deputy Lead Member and other elected members who have been involved in their work, on how the Group overall and individual members have met the Terms of Reference and their responsibilities.
3. The Panel will produce regular updates of its work for residents, staff and councillors

### Effective Running

1. There shall be a quorum of 4 residents
2. The Panel will elect a Chair and Vice Chair
3. Travel and reasonable expenses will be paid in accordance with agreed guidelines and procedures including but not limited to:
  - Travel expenses – including visits to other social landlords
  - Care (for adults or children) costs
4. Panel members agree to participate in training programmes
5. Panel members will abide by the agreed Codes of Conduct and Confidentiality. Members can be asked to leave the Panel in the event of a serious breach of the Code.
6. Panel members agree to the commitment and time available to fulfil the responsibilities of the Panel

### Council Commitment to Resources

1. A continuing training programme, including induction training, to support the Panel's work and development needs
2. Access to IT equipment and any necessary training
3. Administrative support dedicated to supporting the work of the Panel and assisting the Group with obtaining information and producing reports
4. Support from staff (at all levels) to ensure:
  - a. good quality, accessible information is available for Panel members

- b. resident feedback is provided
  - c. access is provided as necessary to staff and equipment
  - d. Panel recommendations are responded to
5. Support from Elected Members to ensure
- a. good quality communication between the Panel and elected members
  - b. policy is set and reviewed to support the work of the Panel
  - c. a budget is put in place to enable Panel to fulfil its role
  - d. Panel recommendations are responded to

## Work Programme

1. There will be an programme of activity developed with the SEG with contributions from tenants, members and officers and agreed with the Landlord Services Committee
2. The initial work programme will be based on the following six areas:
  - a. Scrutiny of services (except repairs and maintenance)
  - b. Review of Complaints
  - c. Development of new Resident Involvement Strategy
  - d. Setting of 'offers' against the current and new TSA Standards
  - e. Visit to another Scrutiny Panel
  - f. The 2011 Annual Report

## Code of Conduct

1. The Local Residents Panel represents the interests of all residents
2. The Local Residents Panel will promote equal opportunities and oppose discrimination
3. The Local Residents Panel will abide by confidentiality when asked
4. Mobiles Phones will be turned off or put on silent mode
5. All present will respect the Chair of the meeting
  - a. Anyone wishing to speak shall raise their hand
  - b. The Chair will invite contributions
  - c. All present will respect the right to speak
  - d. The agenda shall be followed
6. Any potential conflict of interest shall be recorded and avoided
7. Apologies to be given when unable to attend
8. No-one shall behave aggressively and all shall show common courtesy throughout
9. If anyone breaches the Code of Conduct the Chair has the right to ask them to leave the meeting, or in case the case of repeated breaches, leave the Panel

## **Resident Scrutiny Panel Person Specification**

LB Hammersmith and Fulham are looking for residents who will help us scrutinise how well we do our job. We want residents who are interested in raising our standards of service, understand how scrutiny can work, can work in a team, make balanced judgements and act on behalf of all residents. We will support residents who take on this role through individual and team training.

### **Criteria for selection**

#### **A strong commitment to raising standards**

We really need residents who want to make a difference. Ask yourself 'why do I want to do this role?'. If you can honestly answer 'because I believe I can help services to be delivered in a better way', you are just the sort of person we are looking for

#### **An understanding of the principle of scrutiny**

We only need you to be able to understand why scrutiny is important, we can provide the detailed knowledge through training

#### **Able to reach consensual decisions**

We need team players who are comfortable about reaching decisions together. Ask yourself 'Do I like working with others?', if you can answer 'working with others helps me to form my own point of view', you will be a valuable member of the team

#### **Able to make balanced judgements**

This is all about having good sense and this can be shown in a variety of ways, for example listening and taking on board other people's opinions before making your own decisions

#### **A commitment to act in the interests of the wider resident body**

The panel will act as a whole, not in the interests of individual people, schemes or services. Ask yourself 'on whose behalf would I be happy to act'. If you are happy to contribute for the benefit of wider service improvement you will be greatly valued

#### **A commitment to individual and group learning**

We will be looking to provide training for residents to support them in their role – Are you willing to do this?

#### **Willingness to undertake an annual appraisal**

We will look to see how well members are doing in this role every year and support panel members with their own skill development – would you be willing to do this?

#### **Reflecting the diversity of the tenant population**

We are seeking a balanced group that reflect our resident population

## **Local Resident Panel Member Benefits**

LB Hammersmith and Fulham is committed to supporting its residents to have a greater say in how the association is run, and we know our Residents are keen to be involved. Below is a summary of the benefits that Panel members can expect

### **What is not included as a benefit**

Resident Scrutiny Panel members will not be paid for attendance at any event and should understand that this is a voluntary role

### **What is included as a benefit**

Resident Scrutiny Panel Members will receive

- Support whilst the panel develops, helping individuals and the group to develop their skills and contributions
- Learning and development opportunities specific to their role as a Scrutiny Panel Member
- Direct insight into the running of LB Hammersmith and Fulham and an opportunity to speak with and raise issues with officers and elected members of LB Hammersmith and Fulham
- Direct travel expenses to get to panel meetings and other associated meetings and events (e.g. training)
- *Broadband access to individual flats / homes and the loan of computer equipment in order that panel members are able to receive and send information and participate in meetings remotely if necessary*
- Annual feedback about their contributions as panel members
- Refreshments as appropriate to the meeting time and venue
- An opportunity to make a direct difference to the service provided by LB Hammersmith and Fulham

## Repairs Working Group

We are also looking for residents to join our Repairs Working Group. We know from your feedback that Repairs and Maintenance is what matters most to you. That's why it's absolutely vital that we get the service right and why we understand how you view that service. During the recent review of Resident Involvement residents again highlighted the importance of repairs and maintenance and raised concerns about the quality of service.

In the next 18 months we are also going to retender our repairs and maintenance contract and view resident involvement into that process as an important part of getting the right contractors to carry out the best work in terms of service and value for money.

The Repairs Working Group will look at four main areas:

1. Review of current arrangements
2. Interviewing current contractors on their performance
3. Planning the involvement of residents in the recruitment of contractors when the contract is due for renewal. To include resident input into Pre-Qualification Questionnaire, shortlisting and selection.
4. Setting clear performance targets and commitments and ensuring these are communicated to residents

It will include 8 residents and meet monthly. We will provide training and support to the Group and travel expenses for those attending. We will expect residents to abide by the Code of Conduct and respect confidentiality.

If you are interested please complete the form below and we will look to interview interested residents during 15 and 16 December 2011.

**Local Resident Panel and Repairs Working Group Application Form**

Name: .....

Address: .....  
.....  
.....  
..... Postcode .....

Telephone: Home: ..... Mobile: .....

Email: .....

Preferred Time / method of contact: .....  
.....

**Please tell us why you would like to join the Local Resident Panel or Repairs Working Group and how you think you could make a difference**

Please continue on a separate sheet if necessary

**Please return this form by 8<sup>th</sup> December 2011 by post to Batool Reza, The Town hall Extension, Housing and Regeneration Department 3<sup>rd</sup> Floor , King Street, Hammersmith, W6 9JU or by email at [Batool.reza@lbhf.gov.uk](mailto:Batool.reza@lbhf.gov.uk)**

## Resident's Scrutiny Panel Diversity Monitoring Form

LB Hammersmith and Fulham is committed to ensuring equality of opportunity to all our Residents regardless of race, ethnicity, religion, sexuality, age, class, gender and disability. In order that the panel reflects the diversity of our Residents, we would be grateful if you could complete the following information for our records. The information given below will be used for statistical purposes only.

**Are you?** *(please tick)*                      **Male**                      **Female**                      **Transgender**  
       

**Your Age** *(please circle)*  
 0-24    25-34    35-44    45-54    55-64    65-74    75-84    85+

**How would you describe your ethnicity & Cultural Origin?** *(please circle)*

Ethnicity & Cultural Origin								
<b>White</b>								
Scottish		English		Welsh		Irish		Other
<b>Mixed</b>								
Please state:								
<b>Asian</b>								
Indian		Pakistani		Bangladeshi		Chinese		Other
<b>Black</b>								
Caribbean			African				Other	
Religion or Belief								
Christian	Other Christian	Buddhism	Hinduism	Islam/Muslim	Judaism	Sikhism	Other	None
Sexual Orientation								
Gay	Lesbian	Bisexual	Transsexual		Heterosexual		Choose not to say	

**Do you have a disability** *(please tick)*                      **Yes**                      **No**  
   

Do you need any support to attend Panel meetings *(please comment)*

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Thank you for completing this questionnaire, please return it sealed in the envelope provided