

# **Involving Residents in the Recruitment Process for Permanent Housing Staff**

## **Resident Recruitment Pack**

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## **Being a Member of the Resident Assessment Panel**

### **Introduction:**

The London Borough of Hammersmith and Fulham resident involvement strategy 2016-2018 emphasises the importance of engaging with residents in different service areas across housing services.

Involving residents in the recruitment of permanent housing staff is one way in which Hammersmith and Fulham seeks to:

- enhance partnership working between staff and residents;
- integrate residents within decision making processes;
- recognise residents' skills and experience and provide residents with opportunities for personal development;
- demonstrate Hammersmith and Fulham's focus on involving residents.

### **Abilities and qualities required**

Collectively, assessment panel and interview panel members will need to have a range of abilities which are listed on pages 6&7. We will assess these as part of the application process.

We will use the checklist to identify any additional training needs.

Assessment panel members will need to work well as a team.

### **Basic Eligibility**

Applicants are required to meet the following criteria before becoming eligible to train as a member of the resident assessment panel and to be a part of the formal interview:

- Be a tenant or a resident leaseholder of the London Borough of Hammersmith and Fulham for a minimum of 12 months;
- No outstanding rent, garage service charge arrears without an agreement to repay in place;
- No outstanding notice of seeking possession, legal action, or eviction pending;
- No outstanding breaches of tenancy or lease agreement under investigation;

- Attend all required training sessions;
- Not on the Violent Incident and Assault list (VIDA list);
- Will not be included in the recruitment process of family members or friends;
- Sign up to the Council's Confidentiality Agreement, Equality & Diversity, & Declaration of Interests policies and protocols

### **Time Commitment**

- Membership will be for a period of two years with a review after two years. Membership can be extended for an additional year to a maximum membership of three years.
- Residents will be selected on rota basis;
- We hope that an assessment panel of up to 5 residents per recruitment process will ensure that lots of residents have a chance to get involved. There are, however, still no guarantees that members will be called to sit on an assessment panel during their membership. This is subject to the number of approved roles that are recruited to during their time of membership and the suitability of running an assessment panel for the role.

### **Role description**

For certain roles, an assessment panel will be established. During the assessment panel residents will be involved in a roundtable discussion with each candidate. Up to 5 residents can participate in the assessment panel. Residents will be required to both ask candidates questions and respond to candidate comments. The discussion will be based on a scenario that is set and agreed before the first assessment begins. Residents will need to individually note down their comments and, if applicable, scoring of each candidates as part of the assessment.

After the assessment, residents are required to feed back their comments and, if applicable, scoring to the moderating officer. The feedback will be taken into account alongside that of the officer interview panel to determine the successful candidate.

A resident who was not a part of the resident assessment panel (if this took place) will attend the formal interview that is led by the recruiting manager for the post. It is necessary for the resident to be different from the assessment panel so that any one resident is not double scoring a candidate for both parts of the process. They will get to observe the interview and ask the candidate a question that is specific to resident involvement. The resident will score all of the candidate's answers using the same scoring system as the officer panel.

The resident member on the formal interview panel will be asked to leave the interview before the final question from the interviewing panel of officers that is not part of the scoring, in case this requires any personal information regarding the candidate's circumstances to be provided as part of the question or answer.

The recruiting manager will always have the final decision in the event of any dispute over the preferred candidate.

All staff recruitment activities are undertaken in accordance with Hammersmith and Fulham Council Human Resources departmental procedures and guidance. Resident members of the round table assessment and joint interview will be informed of the outcome of the recruitment process at the earliest opportunity when the most suitable candidate has confirmed their acceptance of the role and HR has undertaken appropriate checks.

### **The role of the moderating officer**

The moderating officer will provide residents with:

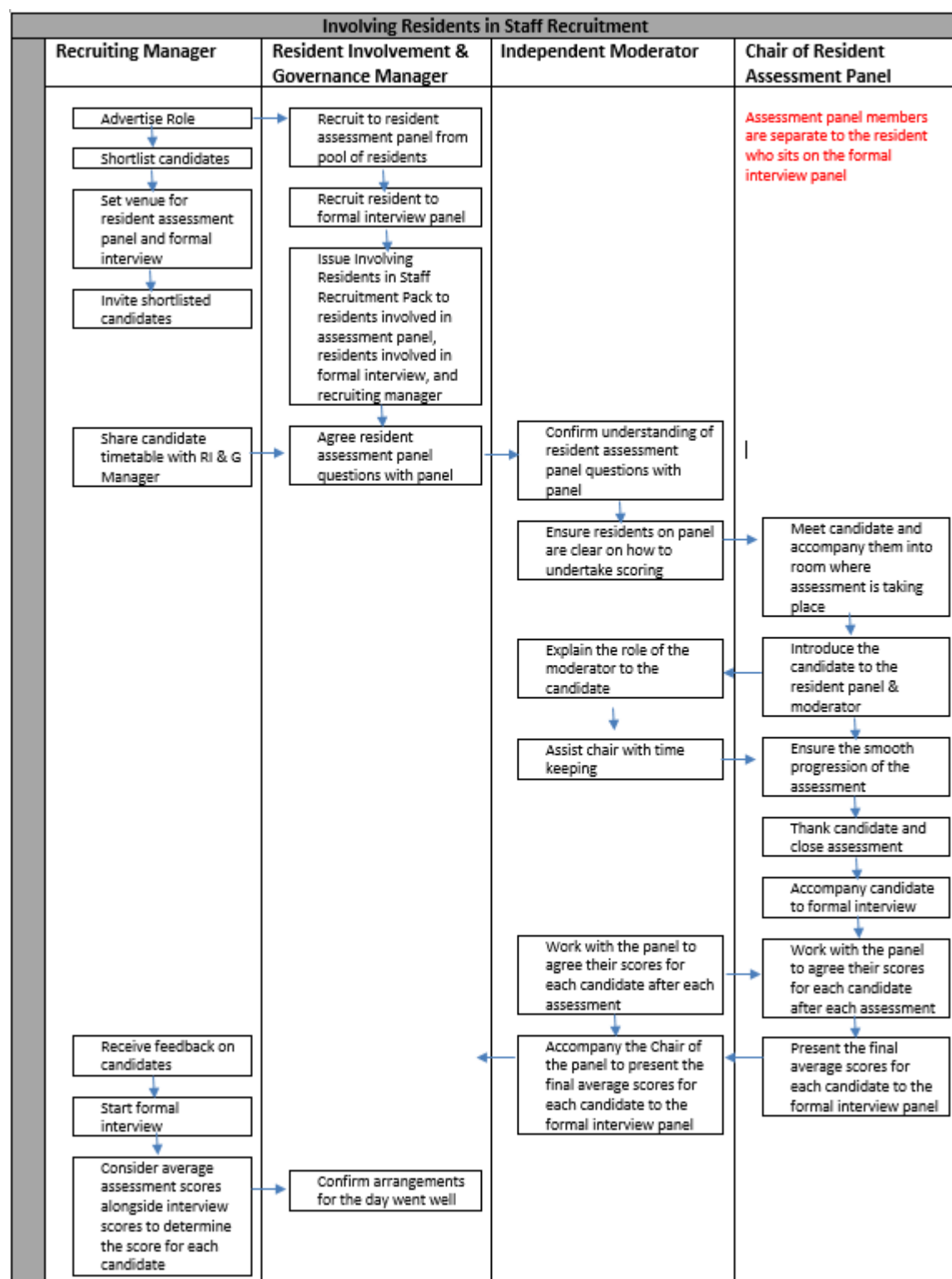
- Information about the role that is being recruited to;
- Opportunities to discuss and ask questions about the recruitment prior to the assessment;
- Assistance with preparing relevant scenarios and assessment based questions for the role;

The moderating officer will be an observer at the resident assessment panels.

### **Accountability**

- If a resident has been selected for the assessment panel or formal interview they are required to confirm attendance with the Resident Involvement Team
- If a resident needs to withdraw from an assessment panel or formal interview they should inform the Resident Involvement Team as soon as possible.
- Failure to inform of an absence on three occasions will result in the resident being removed from the assessment panel pool.

## Process



## **Person Specification**

### **Essential Abilities**

- Ability to demonstrate a clear understanding of equality and diversity principles;
- Ability to work co-operatively as part of a team;
- Ability to communicate effectively;

### **Essential Behaviours**

- A high degree of integrity, acting fairly and impartially always;
- Working openly and with integrity;
- Contributing appropriately and constructively to discussions and decision-making after each assessment.

### **Desirable Abilities/Knowledge/Experience**

- Familiarity with at least three of the areas of activity in the abilities and experience check list included in this pack.

## How to apply

Please send your completed application in the self-addressed envelope provided or by email to [getinvolved@lbhf.gov.uk](mailto:getinvolved@lbhf.gov.uk) by .....

**Please complete the enclosed application form and ensure that your supporting statement describes the abilities, knowledge and experience you could bring to the assessment panel. Please describe the qualities you could offer and saying how you meet the person specification.**

**Please also complete the enclosed equality and diversity monitoring form.**

If you would like to have an informal discussion before applying or if you have any queries regarding the application form, please contact Daniel Miller, Resident Involvement & Service Improvement Manager on 0208 753 6652 or email [getinvolved@lbhf.gov.uk](mailto:getinvolved@lbhf.gov.uk)

<b>Abilities and experience check list</b>		
	<b>Abilities</b>	<b>Experience</b>
Stakeholder relationships		
Management/recruitment of employees		
Chairing		
Negotiating		
Communications and feedback		
Social inclusion and the Equality Act 2010		
Housing and estate management		
Asset management and housing maintenance		
Procurement and contract management		
Regeneration and community engagement		
Working in communities and neighbourhoods		
Community involvement		
Service development and innovation		
Human resources, recruitment		



## **Selection Criteria.**

The selection criteria that will be used are as follows:

- Basic Eligibility
- Ability to commit to the time requirement
- Willingness to sign up to the code of conduct, non-disclosure/confidentiality agreements, the councils' equality and diversity policy and procedures and the "Involving Residents in Staff Recruitment Policy"
- Willingness to take part in training
- Ability to work as part of a broader mixed team
- Ability to demonstrate an appropriate level of skills and/or experience (pages 6&7)

## APPLICATION TO BE INVOLVED IN RESIDENT RECRUITMENT PROCESS

Please complete this form if you want to be a resident member on the Resident assessment panel and send your completed application in the self-addressed envelope provided or by email to [getinvolved@lbhf.gov.uk](mailto:getinvolved@lbhf.gov.uk)

Surname: .....

First Name: .....

Address: .....

.....

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Telephone Number: (Home) .....

(Mobile) .....

Email Address: .....

### About you

Are you a Council tenant ☐ Resident Leaseholder ☐

Do you have access to a computer? Yes ☐ No ☐

**Please tell us why you are interested in getting involved in recruiting staff and what you can offer. Please ensure that your supporting statement describes the abilities, knowledge and experience you could bring to the interview panel with reference to the check list on the page 7, describing the qualities you could offer and saying how you meet the person specification.**

**(Please use an additional page if needed.)**

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## EQUALITY AND DIVERSITY FORM

**Gender** Male ☐ Female ☐ Prefer not to say ☐

**Are you married or in a civil partnership?** Yes ☐ No ☐ Prefer not to say ☐

**Age** 16-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44 ☐ 45-49 ☐  
50-54 ☐ 55-59 ☐ 60-64 ☐ 65+ ☐ Prefer not to say ☐

### What is your ethnicity?

#### **White**

English ☐ Welsh ☐ Scottish ☐ Northern Irish ☐ Irish ☐  
British ☐ Gypsy or Irish Traveler ☐ Prefer not to say ☐

Any other white background, please write in:

#### **Mixed/multiple ethnic groups**

White and Black Caribbean ☐ White and Black African ☐ White and Asian ☐ Prefer not to say ☐ Any other mixed background, please write in:

#### **Asian/Asian British**

Indian ☐ Pakistani ☐ Bangladeshi ☐ Chinese ☐ Prefer not to say ☐  
Any other Asian background, please write in:

#### **Black/ African/ Caribbean/ Black British**

African ☐ Caribbean ☐ Prefer not to say ☐  
Any other Black/African/Caribbean background, please write in:

#### **Other ethnic group**

Arab ☐ Prefer not to say ☐ Any other ethnic group, please write in:

### Do you consider yourself to have a disability or health condition?

Yes ☐ No ☐ Prefer not to say ☐

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here:

The information in this form is for monitoring purposes only.

### What is your sexual orientation?

Heterosexual ☐ Gay woman/lesbian ☐ Gay man ☐ Bisexual ☐  
Prefer not to say ☐ If other, please write in:

**What is your religion or belief?**

No religion or belief ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐  
Muslim ☐ Sikh ☐ Prefer not to say ☐ If other religion or belief, please write in:

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**How will my details be used?**

Housing Services in the London Borough of Hammersmith and Fulham (H&F) is committed to complying with the eight principles of the Data Protection Act 1998, as well as people's rights to confidentiality and respect for privacy.

The information you have supplied in these forms will be used for monitoring and reporting purposes.

Under the Data Protection Act 1998, individuals have a right to access and receive a permanent copy of all their personal information which H&F holds. Details of how to submit a request are published on H&F's website: [www.lbhf.gov.uk](http://www.lbhf.gov.uk)