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

### Involving Residents in Staff Recruitment

<table>
<thead>
<tr>
<th>Recruiting Manager</th>
<th>Resident Involvement &amp; Governance Manager</th>
<th>Independent Moderator</th>
<th>Chair of Resident Assessment Panel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertise Role</td>
<td>Recruit to resident assessment panel from pool of residents</td>
<td>Recruit resident to formal interview panel</td>
<td>Assessment panel members are separate to the resident who sits on the formal interview panel</td>
</tr>
<tr>
<td>Shortlist candidates</td>
<td>Issue involving Residents in Staff Recruitment Pack to residents involved in assessment panel, residents involved in formal interview, and recruiting manager</td>
<td>Agree resident assessment panel questions with panel</td>
<td></td>
</tr>
<tr>
<td>Set venue for resident assessment panel and formal interview</td>
<td>Consider average assessment scores alongside interview scores to determine the score for each candidate</td>
<td>Confirm understanding of resident assessment panel questions with panel</td>
<td>Meet candidate and accompany them into room where assessment is taking place</td>
</tr>
<tr>
<td>Invite shortlisted candidates</td>
<td>Share candidate timetable with Ri &amp; q Manager</td>
<td>Ensure residents on panel are clear on how to undertake scoring</td>
<td>Introduce the candidate to the resident panel &amp; moderator</td>
</tr>
<tr>
<td>Share candidate timetable with Ri &amp; q Manager</td>
<td>Receive feedback on candidates</td>
<td>Explain the role of the moderator to the candidate</td>
<td>Ensure the smooth progression of the assessment</td>
</tr>
<tr>
<td></td>
<td>Start formal interview</td>
<td>Assist chair with time keeping</td>
<td>Thank candidate and close assessment</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Accompany candidate to formal interview</td>
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<td>Work with the panel to agree their scores for each candidate after each assessment</td>
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<td>Present the final average scores for each candidate to the formal interview panel</td>
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<tr>
<td></td>
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<td></td>
<td>Accompany the Chair of the panel to present the final average scores for each candidate to the formal interview panel</td>
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<tr>
<td></td>
<td>Consider average assessment scores alongside interview scores to determine the score for each candidate</td>
<td>Confirm arrangements for the day went well</td>
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<tr>
<td></td>
<td>Confirm arrangements for the day went well</td>
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6
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 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

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

Surname: ________________________________________________________________

First Name: _____________________________________________________________

Address: _______________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

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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THANK YOU!
# 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  
- [ ] 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:

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