

GET INVOLVED

Your services

Involving Residents in Housing Staff Recruitment

The Resident Involvement strategy 2016-2018 acknowledges 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:



✓ Increase partnership working between staff and residents

✓ Involve residents in 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

A great new way to get involved!

I've been asking for Hammersmith & Fulham's Housing Department to get residents involved in officer recruitment for a little while now, so I'm very pleased that it's going to happen.





As residents, we should play an important part in ensuring we get a high quality housing service. It makes sense then, that we should have a say in the officers we work with to deliver these services.

I've been the Chair of the Repairs Working Group for over four years, working closely with officers from housing has been really important to get things done. Residents need to know that officers in the department are committed to working with residents to go forward and achieve great things together.

I hope it's the start of a successful partnership that will result in some great new officer appointments.

Ros O'Connell, Repairs Working Group Chair

Key Facts Explained

	Residents will be invited to take part on a rota basis.
	Interviews usually take place at Hammersmith Town Hall
	Membership of a pool
	Commitment of two years.
	Estimated at 15 hours per year

You may be asked to:

- Observe interviews and ask the candidate a question that is specific to resident involvement.
- Be involved in the assessment process, observing presentations and asking candidates question.
- Complete a scoring sheet on each candidate.
- Feedback your scores and comments to the moderating officer - the feedback will be considered alongside that of the officer interview panel to determine the successful candidate.



What will the result of my involvement be?

- Be part of the recruitment process of permanent housing staff.
- Provide input and be part of the decision-making process.



What's the time commitment?

- Residents who express an interest in being involved will be asked to undertake a programme of training. This will take up to two days (normally between 10-4pm).
- Appointed residents will be asked to join a pool who will then be invited to take part in interviews and assessments for suitable positions as and when they come up.
- Residents will need to attend interviews and assessment sessions during working hours. Residents may need to set aside one or two whole working days for interviews and assessments of multiple candidates.

To get involved please contact the Resident Involvement Team:

By email: GetInvolved@lbhf.gov.uk

By web: www.lbhf.gov.uk/residentinvolvement

By phone: 020 8753 6652

In writing: 3rd Floor, Town Hall Extension, King Street, W6 9JU