

TITLE	Customer Scrutiny Panel Recruitment & Selection Policy
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Lead officer(s) & Author:	Lynn Hanson
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This Policy relates to the recruitment and selection of customers to the Customer Scrutiny Panel. It supports the groups strategic ambition of 'becoming excellent in involvement in the eyes of our customers within three years', as set out within its strategy approved by Board in September 2009. It further ensures that we comply with the requirements of the National Housing Standards.

1. Policy Statement

- 1.1 This policy deals with the recruitment and selection of customers to the Customer Scrutiny Panels for Harden, Kemble, Nexus and Whitefriars Housing Associations.
- 1.2 It aims to deliver customers who have the best possible knowledge, skills and commitment to deliver effective customer scrutiny, through a fair and equitable approach to recruitment and selection.

2. Policy Purpose and Aims

- 2.1 This policy sets out how the partner associations will promote Customer Led Scrutiny, encouraging applications from across the customer base to consider applying for membership of the Scrutiny Panels. The policy also details the knowledge and experience required for Scrutiny Panel membership and how the partner associations will carry out fair and equitable selection of Panel members.
- 2.2 This policy takes into account national standards and expectations, WM Housing Group values, business driven priorities and understanding of the central focus and driver of its customer and community led needs.
- 2.3 The policy, in supporting the development of Customer Scrutiny, contributes to the Group's vision of 'Creating Places Where People are Proud to Live and Work, and its values of:
 - Providing excellent service
 - Acting with integrity
 - Valuing people
 - Delivering creative solutions
- 2.4 It aims to achieve an engaging, non-bureaucratic, modern approach to Scrutiny that meets group-wide objectives whilst being tailored to local circumstances of the partner associations.
- 2.5 It aims to complete the organisations involvement and empowerment offer to customers of Customer Involvement activities, Customer Scrutiny and Customer influence in Governance.

3. Our Policy

3.1 Promotion

We will promote Customer Led Scrutiny widely, in line with the Communication Plan.

3.2 Equality and Diversity

We will use customer profiling data to target the promotion of, and the recruitment and selection to, the Scrutiny Panel with an aim to achieving Panels with the required competences that are representative of the wider customer base.

3.3 Competency Framework

A competency framework has been developed that sets out the skills and abilities, personal qualities and commitment that customers aspiring to be members of the Panels should have or be willing and capable of developing with training and support. These competencies appear at Appendix one of this policy.

3.4 Role Profile

A Role Profile has been developed to clearly set out for customers the anticipated duties for Scrutiny Panel members to assist customers in deciding if the role is appropriate for them and also to assist in the selection process. The Role Profile contains the following elements:

- Purpose
- Key activities
- Responsibilities
- Training and support
- Remuneration

3.5 Application Pack

An application pack will be developed for distribution to all customers expressing interest in Scrutiny Panel membership.

3.6 Review of Recruitment and Selection Process

Applicants and the Selection Panels will be invited to feedback on the process and feedback will be collated and reported to Head of Customer and Community Involvement.

3.7 Promotion of Appointments

Appointments to the Scrutiny Panels will be promoted widely in line with the Communication Plan.

3.8 Team Building and Induction

We will plan and programme a Team Building Event and Induction Programme for the new Scrutiny Panel members from each partner association.

3.9 Succession Planning

A policy for ongoing succession planning for Panel membership will be developed in conjunction with each partner association Panel and Board.

4. Equality Impact Assessment

4.1 We ensure that our services reflect the diverse communities that we work with and are in line with our policies on equality and diversity. WM Housing Group carries out Equality Impact

Assessments to understand the impact that our policies may have on groups of people and individuals. These impacts may be positive or negative. We will review our policy annually to ensure that it meets wider policies on equality and diversity.

5. How Success will be Measured

- 5.1 A range of measures will be introduced to measure the success of the recruitment process in securing to the panels candidates with the required skills and abilities to undertake a scrutiny function.
- 5.2 Performance against these targets will be reported to partner association Boards.

6. Monitoring and Review

- 6.1 This policy will be reviewed every 3 years by the Scrutiny Panels and Boards and any revisions jointly agreed. In the event of any elements proving unworkable between regular reviews, the Panels will make recommendations to the Boards for early review.

7. Responsibility

- 7.1 This effective implementation of this policy is the responsibility of the Director of Housing Strategy within the group.

8.0 Associated Documents/Policies

- 8.1 List of documents/associated policies/publications.
 - Customer Led Scrutiny Recruitment and Selection Procedures
 - WM Housing Recruitment and Selection Policy
 - Customer Led Scrutiny Terms of Reference
 - Customer Led Scrutiny Code of Conduct
 - Customer Led Scrutiny Communication Plan
 - Customer Care Policy
 - Equality and Diversity Strategy

Customer Scrutiny Panel Recruitment & Selection Policy

Appendix 1

Competency framework 3.3 refers.

Skill and Abilities

- Strong communication skills
- Strong team working and networking skills
- Ability to be objective and to consider issues and problems
- Ability to analyse information and opinions and, when necessary, challenge constructively.
- Able to leave personal issues behind
- Non-judgemental and aware of pre-conceptions
- Carry out both written and verbal instructions
- Able to evidence views
- Able & willing to listen to other people's points of view
- Able to read and record information accurately
- Appreciate and uphold confidentiality
- Able & willing to ask questions when not sure about something
- Able to act in a tactful, diplomatic and sensitive manner
- Able to work to agreed timescales and deadlines
- Agree to sign up to the Code of Conduct
- Can commit the time needed to make the Scrutiny Panel a success

Personal Qualities

- Supports and upholds the values, aims and objectives of the Association
- Confidence, enthusiasm and drive to implement change
- Respects and upholds the principles of Equality and Diversity
- Integrity, honesty and professionalism
- Well organised and reliable
- Motivated to improve the services for all WMHG customers
- Commitment to customer empowerment
- Commitment to personal learning and development