

RESIDENT SCRUTINY & TENANT PANEL RECRUITMENT POLICY

Responsible Officer

Company Secretary

Aim of the Policy

The Resident Scrutiny and Tenant Panel is an independent body of residents working together with staff to check and challenge Phoenix's service delivery and performance to help improve services. In addition, the Resident Scrutiny Panel also act as the Phoenix Tenants Panel (Complaints) to play a role in helping to resolve complaints locally from Phoenix residents and customers, before referring their complaints to the Housing Ombudsman Service where local resolution is not possible.

Phoenix wants to ensure that every resident applying to the Resident Scrutiny and Tenant Panel is treated fairly.

This policy is in place to eliminate unfair discrimination through recruitment and selection so there is equality of opportunity for all applicants.

Accountability

The Governance Manager/Company Secretary has overall responsibility for ensuring that this policy is implemented by all staff and Board Members involved in the recruitment and selection process.

Recruitment & Selection Procedures

When a position becomes available

Advertisements highlighting the vacancy will be placed using a variety of media, for example:

- The Phoenix Website.
- Phoenix Estate Noticeboards.
- Phoenix Community Centres & Offices.
- Phoenix Newsletters.
- By contacting people who have previously expressed an interest.

The advertisement will include details of the vacancy, contact information and a closing date for expressions of interest.

Meeting Observation & Expressions of Interest

Interested residents will need to:

- Submit an expression of interest form even if they have previously applied for a position.
- Wherever possible, try to observe two panel meetings as part of the recruitment process.

Eligibility Criteria

Any tenant or leaseholder is eligible to apply to join the panel, provided that:

- They are not Board Members or employees of Phoenix.
- They are not in breach of their tenancy or lease conditions or have an open complaint with the Housing Ombudsman. Examples of types of breaches includes those who:
 - Are in rent arrears without an agreed payment plan.
 - Have breached their agreed payment plan to repay arrears.
 - Have a notice seeking possession in place for a breach of tenancy.
 - Are subject to any anti-social behaviour order or investigation.
 - Are subject to any tenancy condition investigation e.g. tenancy fraud.

Post Meeting Conversation

If after two meeting observations, a resident decides they wish to join the panel, a post meeting conversation will be scheduled. The purpose of the post meeting conversation is to:

- Discuss the role, responsibilities and expectations of a panel member.
- Discuss the resident's experience of the meeting observations.
- Discuss the resident's interest in resident involvement and answer any questions they may have.

Attendees at the post meeting conversation will include the resident, the Service Improvement & Scrutiny Manager/or a member of the Performance & Quality Team and wherever possible, a member of the Resident Scrutiny and Tenant Panel.

The officer attending the post meeting conversation will read all expressions of interest and complete a checklist to ensure that the key discussion points are covered.

Where a resident is unable to attend meeting observations, the Service Improvement & Scrutiny Manager will discuss the role, responsibilities and expectations of being a panel member and complete a checklist to ensure that the key discussion points are covered with the interested resident.

Residents that are unable to meet or fulfil the role, responsibilities and expectations of a panel member will be encouraged to get involved in other groups, activities and provided with information on training opportunities to gain the relevant skills.

Newly Appointed Panel Members

Residents newly appointed to the panel will be invited to an informal discussion with the Chair and Vice Chair of the Board as part of the induction process.

Confidentiality

Members of the post meeting conversation will keep personal information confidential and securely.

Equality & Diversity

Phoenix has statutory duties with regard to equality issues and in accordance with our rules and Codes of Conducts. Panel Members must not discriminate against others. Panel Members shall not, therefore, by their behaviour or speech act in a discriminatory way with regard to other's race or ethnic origin, gender, religion or belief, disability, age, sexual orientation, gender identity, or any other such protected characteristic.

Phoenix will provide assistance to applicants by offering help and support during the meeting observation, expression of interest and post meeting conversation process.

Review

This policy will be reviewed every 3 years or earlier if required as a result of changes to regulatory practices and the law, good practice or other learning.

Reference to other documents and associated policies and procedures

- Resident Involvement Code of Conduct
- Scrutiny & Tenant Panel Roles & Responsibilities
- Scrutiny & Tenant Panel Terms of Reference
- Tenant Panel Terms of Reference
- Equality & Diversity Charter
- Recruitment & Selection Policy

Definitions

Term/acronym	Description
Resident	Tenant or Leaseholder
Phoenix	Phoenix Community Housing
Equality Act 2010	The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.
Scrutiny & Tenant Panel	An independent group of Phoenix residents that monitor and challenge the performance and service delivery of the organisation. The panel also help to resolve complaints locally from Phoenix residents, potentially using powers to refer complaints to the Housing Ombudsman Service where local resolution is not possible.

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