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1. **Viewpoint's Values**

1.1 Viewpoint is here to help people enjoy their later years. Everything we do is about realising this vision, which is supported by the following straightforward set of values:

- Inspire with positive smiles and words
- Say 'yes I can and I will'
- Celebrate age, experience and wisdom
- Do according to our customers' wishes and ambitions
- Treat people (everyone is a VIP) as we would a 'loved one'
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

1.2 These promises shape us. They are a commitment to our residents, staff and suppliers.

1.3 Ensuring that we have appropriate policies in place will support us to deliver our services in accordance with our vision and values.

2. **Policy Statement**

2.1 Our Tenant Participation Strategy seeks to ensure that all tenants have the opportunity to engage with and influence Viewpoint. Involving tenants in Viewpoint's recruitment and selection process is a key feature of this strategy.

2.2 Our customer-focussed culture will support this policy and will enable Viewpoint to embed involvement within its organisations structure.

Other benefits of involving tenants in the recruitment of staff include

- Acknowledging the tenant perspective will help Viewpoint to recruit employees who are committed to customer-focussed services and tenant engagement.
- Partnership working between staff and tenants
- Increased transparency in Viewpoint's recruitment process
- Increased opportunities to build tenants' skills and experiences

3. **Aims**

3.1 Tenants have been involved in the recruitment of Viewpoint staff for some time. This policy seeks to ensure that there is consistency of approach and opportunity. The aims of the policy are:

- To provide a consistent and clear approach to how tenants are involved in the process
- To define the criteria for when tenants should be involved and in which roles
- To ensure that individual tenants and staff understand their roles and responsibilities
- To clarify the support and training to be provided

4. **Legislation and related policies**

4.1 The Scottish Government, through the Scottish Housing Regulator, sets the outcomes it expects social landlords to achieve for its residents.

4.2 In terms of involving tenants in recruitment and selection, the relevant **Social Housing Charter Standard** is:

Outcome 3 Participation

'Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.'

4.3 Our **Tenant Participation Strategy 2018-2021** identifies involvement in the recruitment and selection of staff as one way that tenants can be involved.

'Recruitment Volunteers: meet when required and supported by relevant recruiting manager will.....Participate in staff and contractor appointments'

4.4 It should be noted this policy only deals with involvement in the recruitment of staff and not contractor appointment.

5. **Scope**

5.1 This policy applies to the recruitment of 'front facing' staff within Viewpoint, except the staff in our Care Homes. We will also look to incorporate this into the recruitment process for the Executive Team as appropriate.

5.2 It will apply to the following roles:

- Housing Support Team Leader
- Co-ordinators
- Catering and cleaning staff at complexes
- @Home Team Leader
- Housing Team Leader
- Housing Officers
- Housing Advisors
- Retired Housing Assistant
- Welfare Benefits Officer
- Tenant Participation and Communications Co-ordinator
- Assets Team Leader
- Technical Officer
- Asset Admin Officer
- Asset Admin Assistant
- Energy Project Lead
- Health and Safety Officer
- Head of Housing
- Head of Housing Support
- Head of Assets

5.3 It is recognised that from time to time new roles or job titles, or changes in job description may require to be reviewed to ascertain whether they fall into the category of front facing roles. If they do then tenants should be involved in the recruitment process for these roles.

6. The Role of Tenants in recruitment and selection

- 6.1** During the recruitment and selection process, tenants and staff are considered equal members of the panel.
- 6.2** Any tenant who meets the criteria, and is interested in participating in recruitment will be offered the opportunity to do so when recruitment is required.
- 6.3** The tenant volunteer will be part of the interview panel with staff for roles up to Team Leader level.
- 6.4** For roles above Team Leader level, a separate tenant interview panel will be set up and supported and facilitated by a member of staff.
- 6.5** Candidate shortlisting will be carried out by staff and tenant volunteers will not be involved in this part of the process.
- 6.6** Prior to the interview stage, the tenant volunteer will meet with staff to discuss the role being recruited, and the competencies set out in the job description.
- 6.7** Interview questions will be jointly agreed between staff and the tenant volunteer based on the competencies described in the job description.
- 6.8** During the interview, the tenant volunteer will be required to ask candidates questions and score answers in the same way as other members of the recruiting panel.
- 6.9** After the interview, the tenant volunteer (or panel) will be involved in the discussions relating to the suitability of the candidates, including the choice of the successful candidate.
- 6.10** The chair of the recruiting panel will be a Viewpoint member of staff and they will retain the final decision in the event of any dispute over the preferred candidate.

All staff recruitment activities are undertaken in accordance with the relevant policies, procedures and guidance, and will meet all legislative and regulatory requirements.

- 6.11**

7. Criteria for Tenant Interviewers

- 7.1** Before becoming eligible to participate in the interview process, tenants are required to meet the following criteria:
 - They must be a tenant of a Viewpoint property or live with the tenant of a Viewpoint property
 - The tenant must have held a Viewpoint tenancy for a minimum of six months
 - There must be no outstanding breaches of tenancy under investigation

8. Training and Support for Tenant Volunteers

8.1 Training will be provided for all recruitment volunteers in the same way that it is provided for members of staff involved in the recruitment process.

This will include:

- Competency based interviewing
- Data protection
- Confidentiality
- Conflict of interest
- Diversity and inclusion

8.2 When part of a recruitment panel the tenant volunteer will receive the following information and support:

- Confidentiality statement to sign
- The names and contact details of the other members of the panel
- The job description and person specification for the post
- The application for the candidates being interviewed
- An opportunity to discuss and ask questions about recruitment prior to the interviews
- An opportunity to influence the interview questions and format
- Any further information on recruitment and selection and diversity that may be required

Please note that the health questionnaire, equality information and disclosure information will not be made available to the tenant volunteer.

8.3 After the interview the recruiting manager will meet with the tenant volunteer to:

- Discuss their experience of interviewing
- Identify any personal training needs,
- Identify any other information that may have helped them during the process
- Ask any questions that they have

Any feedback obtained from the post interview discussion should be feedback to the Tenant Participation and Communications Co-ordinator to ensure that appropriate action is taken when necessary.

8.4 All tenants taking part in recruitment are eligible for expenses in accordance with Viewpoint's Expense Policy.

9. Confidentiality and Data Protection

9.1 Tenants involved in recruitment panels will have access to candidate's personal information e.g. application form

9.2 All participating tenants are required to sign a confidentiality agreement and code of conduct each time they are involved in a recruitment panel. The agreement will state the names and contact details of the other recruitment panel members with whom the tenant volunteer can discuss the recruitment. (Appendix 1)

9.3 Any confidential information shared with the tenant volunteer will be returned to the recruiting manager at the end of the interviews, including the interview notes taken by the volunteer.

9.4 All candidates who are shortlisted for interview will be informed that their personal information may be shared with a Viewpoint Tenant volunteer.

10. Conflict of interest

10.1 Tenant volunteers must declare any conflict of interest to the recruiting manager as soon as it is recognised. Examples of conflicts of interest include, but are not limited to:

- Where the tenant volunteer is a relation of the candidate
- Where the tenant volunteer knows the candidate in a personal capacity
- Where the tenant has an outstanding complaint with Viewpoint relating to the service area to which the candidate is applying for a position

10.2 Where a conflict of interest is identified, the tenant volunteer will be prevented from participating in the recruitment.

11. Compliance and Support

It is the responsibility of all staff to familiarise themselves with the content of this policy and to ensure that they comply with the policy and associated procedures. The recruitment manager for each recruitment process is responsible for ensuring compliance.

If advice or support is required, this is available through the Tenant Participation and Communications Officer in the first instance. Appropriate training and support will also be provided, as required.

12. Equality Impact Assessment

12.1 Viewpoint will treat all customers with fairness and respect in line with its Diversity Strategy. Viewpoint recognises that we have an ethical and a legal duty to advance equality of opportunity and prevent discrimination on the grounds of age, sex and sexual orientation disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

12.2 Access to this policy document will be freely available, either through or website www.viewpoint.org.uk or by tenant request to any member of staff.

12.3 This document and any related leaflet may be translated, interpreted, or provided in accessible formats such as large print or braille according to customers' needs.

12.4 Any breach of this policy will be taken seriously and may result in disciplinary action.

12. Privacy Impact Assessment

12.1 There is no additional information being requested that would require a Privacy Impact assessment

13. Monitoring and Evaluation

13.1 We will monitor the following information to ensure that this policy is being adhered to and is meeting the needs of the organisation and our Tenant Participation Strategy.

- Number of Front facing jobs that offered tenants the opportunity to be involved in the recruitment and selection process
- Number of Front facing jobs for which tenants were part of the recruiting panel
- Reasons for tenants not being involved in the recruitment and selection process
- Feedback from tenants involved in the recruitment and selection process
- Feedback from staff on recruiting panels where tenants have been involved in the recruitment and selection process

13.2 This information will be collated and analysed by the Tenant Participation and Communications Co-ordinator and reported on an annual basis to

- The Board
- Tenants
- Staff

Tenant Involvement in Staff Recruitment Confidentiality Agreement and Code of Conduct

Name of Tenant Volunteer	
Role being Recruited for	
Names of other Recruiting Panel Members	
Date of Interview	

This agreement sets out the standards that recruitment panel volunteers must observe at all times. Keeping to these guidelines is critical to the success and credibility of involving tenants in the recruitment of Viewpoint staff.

Your Role

To ensure the credibility of your role you need to make sure you are

- Honest and open
- Positive
- Friendly polite and courteous
- Committed to maintain Viewpoint Values
 - Inspire with positive smiles and words
 - Say 'yes I can and I will'
 - Celebrate age, experience and wisdom
 - Do according to our customers' wishes and ambitions
 - Treat people (everyone is a VIP) as we would a 'loved one'
 - Work hard, have fun and laugh
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Conduct

- Discrimination against any other member of the panel, staff or public will not be tolerated. Discriminatory language will not be used in discussions.
- Everyone has the right to be treated with dignity and respect regardless of their: age, sex and sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, or marriage and civil partnership.
- In your role as a recruitment panel member, you must show respect for the people you deal with and take their circumstances and personal differences into account. The key is to respect differences fairly so that you do not exclude anyone or treat anyone inappropriately or unfairly.

Confidentiality

- Members of the panel will respect candidate's confidentiality.
- Any information shared by Viewpoint of a confidential nature must not be disclosed or discussed with anyone apart from the other members of the panel named in this agreement.
- You may come across something during your role that worries you e.g. if you think there is fraud or criminal behaviour. If this happens, you must tell a member of staff, who is a member of the panel, a director or the tenant participation and communications co-ordinator.

Being Professional

- You are an ambassador for yourself and the organisation. People will judge the panel, recruitment process and the organisation on how you present yourself and how you behave. To project a professional image please
- Allow each other the opportunity to speak and comment
- Be polite, respectful and courteous, relaxed and professional in all your dealings with customer, staff and candidates, dealing with people sensitively and fairly
- Be organised and punctual
- Never carry out your role if you have recently had alcohol, drugs or are too tired that it affects your concentration

Being objective and independent

- Your role is to bring an independent perspective to help Viewpoint recruit new staff. Please inform a member of the recruitment panel of the tenant participation and communications coordinator if
- You know the candidate being interviewed
- You have identified any other potential conflict of interest relating to your involvement in the interview.
- Recruitment volunteers should not use their position within the panel to obtain any financial gain or advantage.

Breach of the code of conduct

Any breach of the code of conduct by a recruitment volunteer will result in suspension from taking part in recruitment with immediate effect. The Head of Service or Director will be responsible for investigating the situation and, should they consider the situation to be of a serious nature the member will be asked to resign.

This code of conduct is not exhaustive, and any perceived breaches would be considered on an individual basis.

Please sign here to state you have read and agree to this confidentiality agreement and code of conduct.

Signature:	
Date:	