

Could you help make our services better?

Join the Customer Scrutiny Panel

Are you an mhs or Heart of Medway customer?

Do you care about the services customers receive?

Are you willing to listen to other people's experiences, ask questions and help us understand what could be improved?

If so, we'd love to hear from you.

The Customer Scrutiny Panel (CSP) is an independent group of mhs and Heart of Medway customers who look at services from a customer perspective, listen to customers and staff, consider evidence and make recommendations for improvement.

You don't need previous experience

You don't need to have been on a scrutiny panel before, and you don't need specialist housing knowledge.

We're looking for customers with different experiences, backgrounds and perspectives who are:

- interested in making services better
- willing to listen to and respect different points of view
- curious and prepared to ask questions
- able to work positively with other people
- willing to learn and develop new skills
- able to make a regular commitment to the Panel

We'll provide the training, support and mentoring you need to develop your skills and confidence.

What does being a CSP member involve?

The CSP meets on the **second Monday of each month**, from **6pm–8pm**, with some additional activities when the Panel is carrying out a review.

Meetings can be attended in person or online. Some training will take place in person at the mhs Broadside office.

CSP membership is voluntary. Members are provided with a tablet and appropriate training and support. Travel costs are supported – including mileage or taxi arrangements where appropriate – and additional equipment or reasonable adjustments can be provided where needed.

Interested?

The first step is simple: complete our short application form and tell us a little about yourself, why you'd like to join and what you think you could bring to the CSP.

Shortlisted applicants will then be invited to a friendly CSP Recruitment and Assessment Event. There won't be a formal examination – you'll take part in individual and team activities designed to give you the opportunity to show how you listen, communicate, work with others, consider information and approach decisions.

We're interested in your **potential and your approach** – not qualifications or previous scrutiny experience.

Successful applicants will complete a supported induction programme, including training and mentoring, to help them become confident CSP members.

Key dates

Applications close: **Friday 30 October**

Recruitment and Assessment Event: **Saturday 14 November**

Get in touch

For an application pack or an informal conversation about the CSP, please contact:

Annette Beer
07525 219660
CSP@mhs.org.uk

**Your experience as a customer matters.
Help us use it to make services better.**

Thank you for your interest in joining the Customer Scrutiny Panel

Dear customer,

Thank you for your interest in joining the Customer Scrutiny Panel (CSP).

The CSP brings together customers from mhs and Heart of Medway to independently look at the services customers receive. Panel members listen to customers and staff, consider information and evidence, ask questions and make constructive recommendations about how services could be improved.

We want the CSP to include people with a range of experiences, backgrounds and perspectives so that it reflects the communities we serve.

You don't need previous scrutiny experience

Please don't be put off if you've never done anything like this before.

We aren't looking for professional qualifications or people who already know everything about housing or scrutiny. **Your experience as a customer is valuable.**

We're interested in people who are willing to listen to others, ask questions, consider different points of view, work as part of a team and learn new things.

Successful applicants will receive induction, training and ongoing support to develop the knowledge, skills and confidence needed to become effective CSP members.

What happens next

Our recruitment process has three stages.

Stage 1 – Your application

Please complete the enclosed application form.

It asks you to tell us a little about yourself, your experience as an mhs or Heart of Medway customer, why you're interested in joining the CSP and what perspectives you think you could bring.

Please answer in your own words. We're interested in you and your reasons for wanting to become involved – there are no perfect answers.

If you need help completing the application, or would prefer to discuss another way of providing the information, please contact us.

Stage 2 – Recruitment and assessment event

Applicants who progress from Stage 1 will be invited to a friendly Recruitment and Assessment Event.

You'll take part in a mixture of individual and team activities. These aren't designed to test specialist knowledge. They give everyone an opportunity to demonstrate some of the qualities that are important for CSP membership, including:

- listening and respecting different views
- working positively with other people
- asking questions and showing curiosity
- considering information before reaching conclusions
- communicating your ideas
- making balanced decisions
- demonstrating your commitment to the CSP

We'll explain everything clearly on the day, and you'll also have an opportunity to ask questions and find out more about being a CSP member.

Stage 3 – Induction, training and mentoring

If you're successful, you won't be expected to know everything from day one. We'll work with you to understand the skills and experience you already have and identify any areas where training or support would be helpful.

You'll then receive a structured induction, skills and knowledge training, and support from a dedicated mentor during your initial period as a CSP member.

Our aim is to help every new member develop their confidence and capacity to contribute effectively.

Your commitment

The CSP normally meets on the **second Monday of each month**, from **6pm–8pm**. Members may also be asked to take part in additional activities when the CSP is undertaking a review.

Meetings operate on a hybrid basis, allowing members to participate in person or online, although some training will take place in person at the mhs Broadside office.

Being a CSP member is a voluntary role. Appropriate equipment and support will be provided, including a tablet. Travel arrangements and expenses are supported, and we'll discuss any accessibility requirements or reasonable adjustments you may need to participate fully.

Equality and diversity monitoring

You'll also find an Equality and Diversity Monitoring Form with your application pack.

We want the CSP to be as inclusive and representative as possible. Monitoring this information helps us understand who our recruitment is reaching and whether there are groups or communities we need to do more to engage.

The monitoring form is separate from your application, and the information you provide will not form part of the selection decision.

Please follow the instructions on the monitoring form regarding how the information should be returned.

Returning your application

Please return your completed application by **Friday 30 October**.

By **email**: Governance@mhs.org.uk

By **post**: Governance, Broadside, Leviathan Way, Chatham, ME4 4LL

If you would like help completing the form, require it in another format, need a reasonable adjustment, or would like an informal conversation before deciding whether to apply, please contact:

Annette Beer

Telephone: 07525 219660

Email: CSP@mhs.org.uk

Thank you again for your interest.

We hope you'll consider bringing your experience, ideas and perspective to the Customer Scrutiny Panel.

Yours sincerely,

Annette Beer

Lead, CSP Recruitment Working Group

What happens after you apply?

We want our recruitment process to be welcoming, fair and transparent. We also want everyone who joins the Customer Scrutiny Panel (CSP) to have the support they need to become a confident and effective member.

Our recruitment and induction process takes place in **three stages**.

Stage 1 – Application and eligibility

The first step is to complete the CSP application form and tell us a little about:

- why you would like to join
- the experiences and perspectives you could bring
- your interest in improving services for customers
- your availability to take part

You do not need previous scrutiny experience or specialist housing knowledge.

Once we receive your application, mhs will carry out the standard eligibility checks required for CSP membership. These checks are completed consistently against the agreed CSP membership criteria.

Applicants who meet the eligibility requirements will progress to Stage 2.

If you need help completing the application, need it in another format or would prefer another way of providing the information, please contact us. We want the application process to be accessible to everyone.

Stage 2 – Recruitment and competency assessment event

Applicants progressing from Stage 1 will be invited to a friendly recruitment event where you will meet members of the CSP and find out more about the role.

You will take part in a mixture of individual and team activities.

This is **not** a test of housing knowledge, qualifications or previous scrutiny experience.

The activities are designed to give you different opportunities to demonstrate qualities that are important for CSP membership, including:

- listening to and respecting different views
- working positively with other people
- asking questions and showing curiosity
- considering information and evidence
- explaining the reasons for your decisions
- communicating your ideas
- reaching balanced conclusions
- demonstrating your willingness and commitment to learn

We'll explain each activity clearly, and there will be plenty of opportunity for you to ask questions.

Applicants who demonstrate the behaviours, commitment and potential required for CSP membership will be invited to join the Panel and progress to Stage 3.

Stage 3 – Induction, development and six-month probationary period

We don't expect new members to know everything when they join.

Successful applicants will begin a six-month supported probationary period, designed to help you develop the knowledge, skills and confidence needed to become an effective CSP member.

Your induction will include:

- an introduction to customer scrutiny and the role of the CSP
- the CSP Scrutiny Guidance Manual
- the CSP Terms of Reference
- a Probationary Agreement
- the CSP Code of Conduct
- the Working Together Protocol
- training in scrutiny skills and knowledge
- practical ICT support

CSP members are provided with a tablet to support their work. You'll receive an ICT Manual explaining the key functions you'll need, along with practical support and training, including accessing CSP papers and using systems such as Convene.

You don't need to be confident with technology before joining the CSP. We'll work with you to understand what support you need and provide training at a pace that suits you.

Your CSP mentor

You won't be expected to develop alone.

During your six-month probationary period, you'll be paired with an experienced CSP member who will act as your mentor.

You'll have regular one-to-one support, giving you the opportunity to:

- ask questions
- talk through anything you're unsure about
- reflect on meetings and scrutiny activities
- identify areas where you'd like further training
- build your confidence
- discuss your progress

Training will be provided both in groups and individually, depending on members' needs.

At the end of the six-month probationary period, progress will be reviewed in line with CSP probationary arrangements.

Our commitment to you

Our recruitment process is designed to identify people with the right **motivation, behaviours and potential** to become effective CSP members.

We recognise that people start with different levels of knowledge, confidence and experience.

We are not looking for people who already know how to be scrutiny experts. We are looking for customers who are willing to contribute, listen, question, learn and work with others – and we will provide the training, mentoring and support to help you develop.



Customer Scrutiny Panel application form

Join the Customer Scrutiny Panel

The CSP is a group of mhs and Heart of Medway customers who independently look at services from a customer perspective and make recommendations for improvement.

You do not need previous scrutiny experience or specialist knowledge. What matters is your experience as a customer, your willingness to listen to different views, ask questions and help improve services. Training and support will be provided.

This is a voluntary position. You will be provided with a tablet, travel expenses and other support as required.

What being a CSP member involves

You will

Review services, listen to customers and staff, consider evidence and make constructive recommendations.

Commitment

Attend the regular CSP monthly meeting and take part in additional review activities when available.

We will support you

Provide induction, training and reasonable support so that members can contribute confidently.

1. About you

Name

Address, including postcode

Contact number

Email

2. Your customer relationship

Which organisation are you a customer of?

☐ mhs homes ☐ Heart of Medway ☐ Not sure

Which best describes your home / customer type?

☐ General needs rented ☐ Shared ownership ☐ Market rent

☐ Leaseholder ☐ Supported living ☐ Other _____

☐ Not sure

Which area or neighbourhood do you live in?

3. Your interest in the CSP

Why would you like to join the Customer Scrutiny Panel?

What experiences, interests or perspectives could you bring to the CSP?

There is no requirement to have previous scrutiny or professional experience.

Are there particular services or issues you are especially interested in?

Have you previously taken part in an mhs or Heart of Medway customer group, Focus Group or activity?

☐ No ☐ Yes – please tell us briefly:

4. Taking part

Are you generally able to attend the regular monthly CSP meeting (second Monday, 6–8pm)?

☐ Yes ☐ No ☐ I'd like to discuss this

How would you prefer to take part in CSP meetings?

☐ In person ☐ Online ☐ Either ☐ I'd like to discuss what would work for me

When are you most likely to be available for additional CSP activities? (tick all that apply)

☐ Weekday mornings ☐ Weekday afternoons ☐ Weekday afternoons
☐ Saturdays ☐ Availability varies / please discuss with me

5. Accessibility and support

Is there anything we can do to help you take part confidently and fully?

This could include communication preferences, accessibility needs, reasonable adjustments, digital support or another type of support.

6. Declaration and data protection

The information you provide will be used to manage CSP recruitment and, if you are appointed, CSP membership. Equality and diversity monitoring information will be collected separately and will not form part of the selection decision.

You can find the full data protection and privacy information in the separate document included in your CSP pack. If you are completing this form online, **you can read it [here](#)**.

I confirm that the information I have provided is accurate to the best of my knowledge.

Signature

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Date

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Name (if form completed electronically)

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The completed application form and monitoring form should be placed in the envelope provided and handed to a CSP member who will deliver it to mhs Governance.

Or, email to **Governance** at Governance@mhs.org.uk.

Customer Scrutiny Panel (CSP) Application Form Fair Processing Statement

mhs homes will use the personal information you provide on this application form to manage your application to join the Customer Scrutiny Panel (CSP).

This includes:

- assessing your application;
- carrying out eligibility checks against the CSP membership criteria;
- arranging interviews, assessments and recruitment activities;
- contacting you about the outcome of your application; and
- where you are appointed, administering and supporting your CSP membership.

As part of the recruitment process, we may use information already held by mhs homes or Heart of Medway Housing Association in relation to your customer relationship where this is necessary to verify your eligibility for membership of the Customer Scrutiny Panel.

Access to your personal information will be restricted to colleagues and others involved in the recruitment, administration and support of the Customer Scrutiny Panel who need access for these purposes.

Any Equality and Diversity Monitoring information collected as part of the recruitment process will be held separately from your application and will not be used to assess your suitability for CSP membership.

Our lawful basis for processing your personal information is **Article 6(1)(f) UK GDPR (Legitimate Interests)**. mhs homes has a legitimate interest in recruiting, supporting and administering the Customer Scrutiny Panel to help improve services, understand customer experiences, strengthen accountability and ensure that customer views contribute to service development and decision-making.

Where you choose to provide information about a health condition, disability or support requirement, we will use this information only where necessary to make reasonable adjustments and support your participation in the recruitment process or as a CSP member.

We will keep your information secure and only for as long as necessary in accordance with our Data Retention Schedule.

For further information about how we use and protect your personal information, your rights under data protection law and how long information will be retained, please refer to the Customer Scrutiny Panel Privacy Notice and our Main Privacy Notice.

If you have any questions about how your personal information is used, please contact:

Data Protection Officer

Email: data.protection@mhs.org.uk

Telephone: **01634 565333**

Customer Scrutiny Panel Recruitment and Membership Privacy Notice

Privacy Notice

Who we are

mhs homes and Heart of Medway Housing Association are responsible for the personal information processed in connection with the recruitment, administration and support of the Customer Scrutiny Panel (CSP).

This Privacy Notice explains how we collect, use, store and protect your personal information when you apply to become a member of the Customer Scrutiny Panel and, if appointed, throughout your membership.

Why we collect your information

The Customer Scrutiny Panel enables customers to review services, provide feedback, scrutinise performance and make recommendations that help improve the services provided by mhs homes.

To administer the recruitment process and support the operation of the Customer Scrutiny Panel, we need to collect and use some personal information about applicants and members.

What information do we collect?

We may collect and process the following information:

Personal details

- Name
- Home address
- Email address
- Telephone number
- Preferred contact method

Customer information

- Whether you are an mhs homes or Heart of Medway customer.
- Your tenancy or customer relationship status.
- Your neighbourhood, area or customer type where relevant to eligibility requirements.

Recruitment information

- Information provided in your application form.
- Details of your interests, experience, skills and motivation for applying.
- Interview, assessment and recruitment notes.
- Recruitment decisions and outcomes.

Participation information

- Availability and preferred methods of participation.
- Training, induction and mentoring records.
- Attendance and participation records.
- Correspondence relating to CSP activities.

Accessibility and support information

- Information you provide regarding accessibility requirements.
- Reasonable adjustment requests.
- Information relating to disabilities or health conditions where relevant to supporting your participation.

Equality and diversity information

Where provided voluntarily, we may collect equality monitoring information separately for monitoring, reporting and inclusion purposes.

How we use your information

We use your information to:

- administer applications to join the CSP;
- verify eligibility for membership;
- manage recruitment and assessment activities;
- communicate with applicants and members;
- arrange interviews, meetings, training and induction;
- support fair and transparent recruitment processes;
- provide reasonable adjustments and accessibility support;
- administer and support CSP membership;
- manage participation in CSP activities;
- improve customer engagement and involvement arrangements;
- evaluate the effectiveness and diversity of recruitment activities; and
- maintain appropriate records relating to CSP governance and administration.

Lawful basis for processing

Under Article 6 of the UK GDPR, our lawful basis for processing personal information for Customer Scrutiny Panel recruitment and membership activities is:

Article 6(1)(f) UK GDPR - Legitimate Interests

mhs homes has a legitimate interest in:

- facilitating meaningful customer involvement;
- supporting customer scrutiny and challenge;
- improving service delivery;
- understanding customer experiences;
- strengthening governance and accountability; and
- ensuring the Customer Scrutiny Panel can operate effectively.

We have balanced these interests against the rights and freedoms of applicants and panel members and are satisfied that the processing is reasonable, proportionate and would be expected by individuals applying for and participating in the CSP.

Special category information

In some circumstances we may need to process special category personal information, for example information relating to health conditions, disabilities or support needs.

We will only process this information where necessary to:

- make reasonable adjustments;
- support accessibility;
- facilitate participation in CSP activities; or
- monitor equality of opportunity and inclusion.

The relevant condition under Article 9 UK GDPR is:

Article 9(2)(g) - Substantial Public Interest

Together with the applicable condition within Schedule 1 of the Data Protection Act 2018 relating to equality of opportunity or treatment.

Equality and Diversity Monitoring

We may ask you to complete an Equality and Diversity Monitoring Form.

This information helps us understand whether recruitment and engagement activities are accessible, inclusive and representative of the communities we serve.

Equality monitoring information:

- is collected separately from your application;
- is not used when assessing suitability for membership;
- is used only for monitoring, reporting and improvement purposes;
- may be anonymised and reported in statistical form.

Providing equality monitoring information is voluntary unless otherwise stated.

Eligibility checks

As part of the recruitment process, we may use information already held within mhs homes and Heart of Medway Housing Association systems to verify that applicants meet the agreed eligibility requirements for membership.

We will only access information that is relevant and necessary for this purpose and will not use information for unrelated purposes.

Who we share information with

We will only share information where it is necessary and appropriate to do so.

Information may be shared with:

- Customer Engagement colleagues;
- managers responsible for CSP activities;
- members of recruitment or assessment panels;
- Heart of Medway Housing Association colleagues where this is necessary for eligibility verification or administration;
- the Data Protection Team where appropriate;
- approved IT system providers and service providers acting on our behalf.

We do not sell personal information to third parties.

Any third party processing information on our behalf is required to keep that information secure and confidential and may only process it in accordance with our instructions.

How long we keep your information

We retain information in accordance with our Data Retention Schedule.

Unsuccessful applicants

Application information will normally be retained for **12 months** following completion of the recruitment process.

Successful applicants and CSP members

Membership records will be retained for the duration of membership and for **6 years after membership ends**.

Equality and diversity monitoring information

Monitoring information will only be retained for as long as necessary for monitoring and reporting purposes and may be anonymised where appropriate.

How we keep your information safe

We take appropriate technical, organisational and physical measures to protect personal information from:

- unauthorised access;
- accidental loss;
- misuse;
- alteration; and
- unlawful disclosure.

Access to personal information is limited to those who require it to carry out their role.

Your rights

Under UK data protection legislation you have rights in relation to your personal information, including:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability, where applicable;
- the right to object; and
- rights relating to automated decision-making.

Further information about your rights can be found in the mhs homes Main Privacy Notice.

Contacting us

If you have any questions about this Privacy Notice or how your personal information is used, please contact:

Data Protection Officer
mhs homes
Broadside
Leviathan Way
Chatham
Kent
ME4 4LL

Email: data.protection@mhs.org.uk
Telephone: 01634 565333

Complaints

If you are concerned about how we have handled your personal information, please contact us in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO):
<https://ico.org.uk/make-a-complaint/>

Further information about how mhs homes uses personal information can be found at:
<https://www.mhs.org.uk/about-us/information-and-data-protection/>