



## Resident involvement & scrutiny team activity sheet:

April – June 2013



Activity	What has happened?
<a href="#">Housing services forums</a>	Preparation taking place for first of these two meetings which will take place in July. One forum covers properties in the North and the other for those in the South.
<a href="#">Your housing, your questions</a>	Preparation taking place for next event in September. Working group with around 10 residents set up to discuss future course of action for this initiative.
<a href="#">Specialist panels</a>	<ul style="list-style-type: none"> <li>Sheltered housing tea party was organised, but unfortunately had to be cancelled due to lack of support.</li> <li>Disability panel has not met this quarter, next meeting July.</li> <li>Leaseholders have been consulted and it has been agreed the panel will not continue to meet. Other methods will be used to involve leaseholders and these will be promoted as widely as possible.</li> </ul>
<a href="#">Housing Sounding board</a>	Membership at 417. Queries run for: estate inspections, rent account testing, disability panel, complaints focus group, yhyq focus group, housing services forum invites.
<a href="#">Adult social services involvement</a>	Croydon adult social services user panel (CASSUP) recruited and officially launched with an event for panel members, service users and senior social services officers. The Inclusive Forum conference took place in June with 82 residents attending. CASSUP Network membership at 70 people
<a href="#">Surveys</a>	Adult social care Quarterly repairs satisfaction Addington Vale residents survey
<a href="#">Scrutiny panel</a>	Meeting fortnightly. Service area (housing income) selected and work schedule agreed. The exercise will start in late July.
<a href="#">Neighbourhood voice</a>	95 forms completed by 43 residents NV newsletter written.
<a href="#">Mystery shoppers</a>	Report from spring exercise on welfare reform has been completed. Due to assist with next Scrutiny project
<a href="#">Housing services inspectors</a>	Due to assist with next Scrutiny project

Residents' training	A new programme of training will be developed in the coming months for release in the early autumn
<a href="#">Residents associations/forums</a>	College Green – meeting held in block was poorly attended so a survey is being conducted to establish interest in an RA. North Downs RG is planning a coach trip for members. 3 other groups in sheltered units meet regularly with little intervention from the team.
Complaints working group	Set up to look at options for a complaints panel, to meet requirement of Localism Act. Met twice with 6 residents attending.
E- newsletter	Comprehensive issue sent out late April. Small issue advertising Housing services forum prepared end June.
Other activities:	<ul style="list-style-type: none"> <li>• Speedswap event run in June, attended by several hundred residents</li> </ul>