



Resident involvement & scrutiny team activity sheet:

October - December 2013



Activity	What has happened?
Housing services forums	<p>Both north and south forums met in the autumn and were attended by 22 and 13 residents respectively. Agenda items included estate inspections, dog fouling and control issues, recycling, street lighting, services provided by Veolia, role of the neighbourhood wardens and other ways for residents to get involved.</p> <p>86% of those who completed a feedback form said they felt welcome and able to take part and 100% that the event was very, or quite informative.</p> <p>The decision has been taken, after consultation with the resident involvement group, to combine the forums, meeting bi-monthly instead of quarterly. The first combined meeting will be held on 29 January.</p>
Your housing, your questions	<p>An event took place on 26 November with a theme of allocations and welfare reform. Presentations were given, followed by residents' questions. 22 residents attended and of those who completed exit surveys 90% felt welcome and able to take part and 76% considered the event very, or quite informative.</p> <p>The next meeting date has been set for 19 March. A revised format is planned for this event with round table discussions enabling residents to talk directly with officers in smaller groups.</p>
Sheltered housing panel	<p>This panel met in November. Agenda items included: The proposal for reclassification of a block from sheltered housing to general needs, and a presentation on the Life Stories project from the South London and Maudsley NHS Trust.</p> <p>17 residents attended and of those who completed exit surveys all felt welcome and able to take part and 90% considered the event very, or quite informative.</p>

	The next meeting is on March 25.
Housing disability panel	The meeting scheduled in November was postponed due to lack of agenda items. The next meeting is on March 12. We are carrying out publicity and recruitment to encourage more tenants with disabilities to get involved through both correspondence and attending meetings.
Resident involvement group (RIG)	This group meets to discuss all aspects of resident involvement in Croydon. The last meeting considered revised arrangements for housing services forums and your housing, your questions events as well as training for residents. The next meeting will look at expenses and rewards for residents who are involved and mystery shopping.
Housing Sounding board	Membership at 434. Members invited to take part in: complaints panel, Christmas buffet and award ceremony for those regularly involved.
Adult social services involvement	Croydon adult social services user panel (CASSUP) met in October and December. Members: <ul style="list-style-type: none"> • Reported back on taking part in the 'making it real' consultation on self-directed support • Heard about the new housing adaptations information flyer published after they met with the team managers • Gave feedback from the working group looking at issues regarding domiciliary care. A recruitment drive for new panel members will start in January. The November Inclusive Forum meeting has been postponed to early in the new year.
Surveys	Quarterly repairs satisfaction Anti- social behaviour Allocations survey Motorised scooters in sheltered/retirement housing Tonbridge House declassification consultation Larger families welfare reform survey
Scrutiny panel	The scrutiny exercise of the housing income service is complete. The report and action plan are being presented to Tenant & Leaseholder panel in February. The report can be downloaded from our website. The next scrutiny exercise will be focussing on the neighbourhood wardens' service; this will be starting in early 2014. A follow up review of the contact centre scrutiny exercise will also take place this year and arrangements are being made for ongoing monitoring of past exercises.

Neighbourhood voice (NV)	<p>86 forms completed by 44 residents.</p> <p>NV newsletter is being planned and is due to be sent out in February.</p> <p>We are planning a recruitment drive in the new year, focussing on estates with no representation.</p>
Mystery shoppers	<p>Planning is taking place for the next round which will be run early in 2014. The subject will be in relation to adult social care.</p> <p>A follow up to the contact centre mystery shopping exercise is also being considered.</p>
Housing services inspectors	<p>No activity this quarter but inspectors will be assisting in the neighbourhood wardens' scrutiny exercise.</p>
Residents' training	<p>A new training programme is being developed, which will focus on basic training for residents who have not previously been involved and to update those who are taking on roles such as Chair, or are involved in activities such as mystery shopping etc. In particular, we are also planning a session to go through the new estate inspection procedure – this will be delivered to residents and officers.</p>
Complaints working group	<p>The group has been meeting regularly with 6 residents attending. The format for the complaints panel has been agreed and recruitment of members has been taking place. 8 applications have been received so far and the applicants will all be interviewed on January 9. Training will take place later in January.</p>
Involve e-newsletter	<p>An issue was sent out in October covering adverts for the complaints panel and residents' awards, training opportunities for tenants, financial information for leaseholders and feedback from various events. Another issue is being prepared and is due to be sent out in January.</p>
Other activities:	<p>The latest resident involvement performance report (October 13) was presented to RIG and is also available to download from the website.</p> <p>The annual buffet and awards event was held in December to celebrate the hard work and achievements of residents throughout the year. Awards, in four categories, were presented by the Mayor. More information is available on our website.</p>