



## Resident involvement & scrutiny team activity sheet:

April – June 2014



Activity	What has happened?
<a href="#">Housing services forums</a>	<p>The forum met on 9<sup>th</sup> April 2014. Twenty residents attended. The new repairs contractor Axis Europe, spoke about the service they will provide and residents also discussed service standards for Veolia and the caretaking service as well as maintenance of roads and footpaths on housing land.</p> <p>85% those who completed feedback forms felt able to take part and 95% thought the meeting was useful.</p> <p>Next scheduled Housing Services Forum is on 24 July.</p>
<a href="#">Your housing, your questions</a>	<p>The last YHYQ took place on 19 March. A new format was trialled at the event, with round table discussions enabling residents to talk directly with officers in smaller groups.</p> <p>Officers attended from planned and responsive repairs, tenancy stock investment, neighbourhood services, income and allocations.</p> <p>23 residents attended. The majority completed feedback forms; all of those felt welcome and 100% considered the event very, or quite useful. Several residents preferred the new format.</p> <p>Preparations are taking place for a Leaseholders YHYQ event on 15 July 2014 which will focus on issues of interest to leaseholders, such as service charges and the cost of improvement works.</p>
<a href="#">Sheltered housing panel</a>	<p>20 residents attended the last meeting of this panel on 25 March. Discussions took place relating to the management of sheltered housing schemes, including the use of guest rooms. A number of issues were raised regarding the cleaning / deep cleaning of communal areas which have been actioned.</p> <p>Officers attended from tenancy teams, neighbourhood services and stock investment as well as contractors Careline and Interserve. Residents discussed the storage of mobility scooters and were invited to take part in a consultation relating to the issue.</p>

	<p>The next meeting is on July 9.</p>
<p><a href="#">Housing disability panel</a></p>	<p>A meeting took place on 12 March. This was well attended with 17 residents taking part. Officers from repairs and tenancy teams attended the pre meeting drop-in and the meeting.</p> <p>Agenda items included: updates on the new responsive repairs contractor Axis Europe and the tenancy support team and a presentation from Croydon equipment solutions, formerly the Aztec centre.</p> <p>Those that completed feedback surveys showed that all felt welcome and able to take part and 100% considered the event very, or quite informative.</p> <p>The next meeting is on 23 July 2014</p>
<p>Resident involvement group (RIG)</p>	<p>This group meets to discuss all aspects of resident involvement in Croydon. Recent meetings considered arrangements for the STAR survey being conducted this summer. The group also looked at expenses and rewards for residents who are involved, as well as plans to develop appraisals for residents who are heavily involved, to find out how they think things are going and identify any training they feel is required.</p> <p>The group also thought about how to involve more people through the use of new technology, the support we provide to chairs to help them in their roles and a proposal to develop a brochure detailing the training for residents. (See more about that in the Residents' training section below).</p>
<p><a href="#">Housing Sounding board</a></p>	<p>Membership currently at 443.</p> <p>Members invited to take part in: a survey and focus group relating to housing strategy incentives, 'checked by' group and neighbourhood services joint inspections.</p> <p>The HSB form is being updated and the scheme will be re-launched soon, as the housing involvement database or 'Housing I.D.'</p>
<p><a href="#">Adult social services involvement</a></p>	<p>Croydon adult social services user panel (CASSUP) met in April and May. At the meetings, members reviewed feedback from the recent Talking About Adult Social Care (TAASC) event; agreed the panel's work plan based on issues raised by TAASC participants; shortlisted candidates for panel membership and discussed issues regarding the contact centre with customer services managers.</p> <p>The Domiciliary Care working party met and has agreed to carry out a service user satisfaction survey which is going</p>

	<p>through the approval process.</p> <p>A recruitment drive has led to four new panel members being appointed.</p> <p>CASSUP panel ran an information stall at an information day for carers at the Fairfield Halls. 10 new people joined the CASSUP network which now has 85 members.</p>
<p><a href="#">Surveys</a></p>	<p>The following surveys have been carried out this quarter:</p> <ul style="list-style-type: none"> <li>◆ Anti- social behaviour - a rolling satisfaction survey of tenants who have reported ASB, subsequently investigated by their tenancy officer.</li> <li>◆ Allocations - a survey of recently housed housing applicants, homeless applicants and existing tenants regarding their rehousing applications. The survey asked how they felt their application was dealt with, how they were treated by staff and how satisfied they are with their new home.</li> <li>◆ Planned maintenance &amp; improvements - a satisfaction survey carried out as part of the current re-procurement process for the planned maintenance contract. Tenants were asked about satisfaction with recently completed major works.</li> <li>◆ Adult social care - this survey goes to adults receiving social care from the Council; which can range from an equipment loan to full nursing care. This mandatory survey is carried out on behalf of the Department of Health who will publish the results later this year.</li> <li>◆ Neighbourhood wardens' scrutiny - the findings of this survey will be fed into the final scrutiny report on this service. It was completed by tenants over the telephone and online.</li> </ul>
<p><a href="#">Scrutiny panel</a></p>	<p>The panel are nearing completion of their scrutiny of the neighbourhood wardens' service. An independent consultant has helped the panel to put together their findings and recommendations for the report, which is almost complete.</p> <p>As part of the scrutiny process members have:</p> <ul style="list-style-type: none"> <li>◆ Completed a desktop review of work practices and procedures.</li> <li>◆ Carried out interviews with both staff and managers.</li> <li>◆ Carried out surveys (jointly with RI staff) to obtain views from residents on the neighbourhood warden service, in the South Croydon &amp; Shirley areas.</li> <li>◆ Attended a session with the neighbourhood wardens to look at the ROCC monitoring system used by the service.</li> <li>◆ Visited the scrutiny panel in Swindon for benchmarking purposes, as its panel has also carried out a scrutiny of the neighbourhood warden service. The opportunity was also taken to look at good practice in scrutiny.</li> </ul>

	<p>The panel continues to meet on a fortnightly basis and is currently thinking about which service to scrutinise next.</p>
<p><a href="#">Housing Complaints panel</a></p>	<p>The Housing Complaints panel is now fully up and running and meeting quarterly.</p> <p>Panel members met to adjudicate on a 'dummy' complaint in May. They looked at the details of the complaint to form their own decision based on the written evidence. Panel members found this a useful and informative exercise and excellent practice for when they have a real complaint to consider.</p> <p>The full panel meeting was in June and presentations were given by Natassa Patterson (Contact Centre manager) and Pete Ward (Corporate Complaints manager). The panel looked at the latest quarterly performance reports for both services. The panel agreed they would benefit from training to help them understand such complex performance information. This training has been arranged in conjunction with the scrutiny panel and will be held in August.</p> <p>Next meeting 16 September.</p>
<p><a href="#">Neighbourhood voice (NV)</a></p>	<p>92 NV forms completed by 41 residents.</p> <p>A phone round of neighbourhood voices was carried out during June to check that they are happy with the scheme and follow up any outstanding issues that they have raised. This phone round has increased the number of forms returned.</p>
<p><a href="#">Mystery shoppers</a></p>	<p>A mystery shopping exercise is being planned to shop The service provided in Access Croydon. This was identified by the Scrutiny Panel through the Contact Centre action plan. Scenarios are being devised and a training session planned for mid-July with the exercise taking place at the end of July.</p>
<p>Residents' training</p>	<p>Two sessions of 'Chairing with ease' took place in April and provided training for those who are, or are thinking about, chairing meetings. This two hour session was well received by all participants and will be repeated in the coming months.</p> <p>A new training brochure is being put together which will give details about a wide range of training. Courses featured will help residents improve the skills they need to take part in resident involvement activities, as well as sessions to help residents to get online and improve their IT skills. The brochure will include information about links to courses by external providers, including some accredited training.</p>
<p>Involve e-newsletter</p>	<p>The latest issue was sent out to around 1270 people in June. This covered various RI activities and wider housing or involvement issues such as YHYQ, football sessions for young people and access to work schemes.</p>