



Resident involvement & scrutiny team activity sheet:



October - December 2014



Activity	What has happened
Housing services forum	<p>The forum did not meet in November due to a lack of agenda items. Whilst previous meetings have been well attended, it has been agreed to refresh the format for this panel, with a view to improving outcomes from these meetings.</p> <p>A series of brief presentations by senior officers, followed by discussions in small groups will enable residents to feed directly into improving the services they receive, in an informal environment.</p> <p>The next meeting is on 28 January 2015, with a focus on window cleaning and anti-social behaviour services.</p>
Your housing, your questions	<p>The latest YHYQ event took place in New Addington on 7 October. 22 residents took part.</p> <p>A surgery style format was trialled following feedback from residents. This enabled those who attended to speak directly with officers from various housing services and to ask individual questions.</p> <p>There were also information stands provided by Axis repairs, The Big Energy Switch, My Account and IT training company Open Doors, who are providing free computer training to tenants.</p>
Sheltered housing panel	<p>The panel met at the end of October with 20 residents attending.</p> <p>Councillor Alison Butler (cabinet member for homes and regeneration) attended the meeting to introduce herself to members and also to inform the panel of the council's key objectives relating to housing and in particular, housing for older people.</p> <p>Residents also heard about the range of services provided by Careline and discussed issues with access to IT in sheltered schemes.</p> <p>The new repairs partner, Axis attended and discussed issues related to the responsive repairs service in sheltered schemes. They also discussed the provision of repairs surgeries, which are being organised to enable residents in sheltered units to drop in and report repairs.</p> <p>The next meeting is scheduled for 19 March 2015.</p>
Housing disability panel	<p>The panel meeting on 18 November was attended by 16 residents.</p>

	<p>The meeting was themed around safeguarding. Kay Murray, Head of Professional Standards, Adult Social Care, spoke about the work of the safeguarding team including how and when it could be accessed. There was also a discussion about the newly formed service user sub-group to the safeguarding board.</p> <p>Those that completed feedback forms indicated that they all felt welcome and able to take part and 92% considered the event very, or quite informative.</p> <p>The next meeting is on 24 March 2015.</p>
<p><u>Resident involvement group (RIG)</u></p>	<p>The meeting in November was attended by 14 residents.</p> <p>The group looked at the 'Impact Assessment' for the work of the resident involvement team. This document compares the resources used (time, finance etc.) for each panel or initiative and identifies what the outcomes were in each case. The discussion resulted in a number of recommendations being made to improve efficiency and reduce duplication.</p> <p>The group received an update on the new group that is being established to consider issues related to the housing revenue account. They also approved changes to three documents that had been discussed at previous meetings: the code of conduct, the information available explaining how a residents' forum should work and the text for a training brochure.</p> <p>Feedback forms indicated that all felt able to take part and that the meeting was useful.</p>
<p><u>Housing Sounding board</u></p>	<p>Membership currently at 448.</p> <p>Members were invited to take part in website testing, mystery shopping, STAR survey feedback sessions and Christmas buffet.</p> <p>The HSB will be re-launched as the housing involvement database or 'Housing ID' in January.</p>
<p><u>Adult social services involvement</u></p>	<p>Croydon adult social services user panel (CASSUP) met in November. Councillor Louisa Woodley (cabinet member for people and communities) attended the meeting along with her deputy, Councillor Andrew Rendle, to introduce themselves to the panel.</p> <p>The two councillors provided updates on recent changes relating to adult social care and gave an overview of the general direction for the future of provision in Croydon.</p> <p>Aarti Joshi spoke to the panel about the work of the recently launched Integrated commissioning unit (ICU), whose key role is to co-ordinate the funding and provision of care services in Croydon through the NHS, council and others.</p> <p>The council's Independent Living Fund officer provided information on the recent changes to this national scheme.</p>

<p>Surveys</p>	<p>The following surveys have been carried out this quarter:</p> <ul style="list-style-type: none"> • Adult safeguarding - a survey of clients who have been through the safeguarding procedure. The purpose is to ascertain whether the reported issue has been dealt with and resolved to the client's satisfaction. The results are being used to improve the safeguarding service going forward. This is a pilot survey running until January 2015 • Internet access - a face to face survey of a range of tenants and leaseholders across the borough regarding internet access. The results are being used by the housing strategy team, who are looking at the viability of wireless internet installation on some council estates in the borough. • Carers Survey – annual statutory survey from the Department of Health (DoH), for those people caring for vulnerable adult(s). The survey includes questions about the health and wellbeing of the carer as well as how satisfied they are with the help and support they receive from the council and external agencies, such as local charities. The data collected will go back to the DoH for national benchmarking. Croydon will also produce a report of the data collected, which will be used to improve services going forward.
<p>Scrutiny panel</p>	<p>The scrutiny of the anti-social behaviour (ASB) service is progressing. The panel has been supplied with documents for their desktop review and this enabled them to identify what methods they wanted to use for the scrutiny exercise.</p> <p>The panel have appointed two scrutiny leads who will oversee progress of the exercise and will plan the activities, along with helping officers. The panel have begun the process of interviewing staff and will also be carrying out surveys and holding a focus group with invited residents. They will also look at the casework system (which the council use to record information about ASB cases).</p> <p>The panel plan to produce their recommendations in March and after meeting with senior management, the final report will be presented to residents at the Tenant & Leaseholder Panel in April 2015.</p>
<p>Housing complaints panel</p>	<p>The panel met in December and looked at the latest quarterly performance reports for housing from the corporate complaints team and the contact centre.</p>
<p>Neighbourhood voice (NV)</p>	<p>81 NV forms completed by 39 residents this quarter.</p> <p>A survey was conducted asking members for their views on the following topics; the scheme generally, the newsletter, their interest in attending a focus group relating to neighbourhood services, interest in returning forms online. 42 voices completed the survey -the majority of our active voices. The next issue of NV news in the Spring will feature feedback on the survey.</p> <p>Membership levels have remained fairly consistent although some work needs to be carried out to achieve a better return rate. Current membership stands at 68.</p>

	<p>The team will be calling neighbourhood voices during January/February time to encourage voices to return forms. We hope that a recruitment campaign will take place in the spring of 2015.</p>
<p>Mystery shoppers</p>	<p> As part of the action plan drawn up after scrutiny of the contact centre, the scrutiny panel identified the need to carry out mystery shopping exercises to check the services provided in Access Croydon.</p> <p>Scenarios were devised and two training sessions took place to prepare mystery shopping volunteers for the shops they completed in October 2014. The results of these have been passed back to the scrutiny panel. However, low numbers taking part in this exercise has meant further shops are needed to make the process worthwhile.</p> <p>In order to increase levels of interest we are undertaking a full review of the mystery shopping scheme. Currently a job advert is being put together to promote being a mystery shopper as a voluntary position offered on the council's job site and we are reviewing the way we brief shoppers.</p>
<p>Residents training</p>	<p>In September three Croydon residents attended the annual ARCH (Association of Retained Council Housing) tenants conference. This two day event was a chance for tenants of stock-retained councils from across the country to hear about and discuss the key topical issues affecting council housing, and what these issues mean for tenants. A series of presentations, workshops and small discussion groups were delivered by leading tenants and experts in the social housing field. A very informative and enjoyable couple of days was had by all attendees.</p> <p>The weeks leading up to Christmas are usually very busy for everyone – residents and officers alike so no training was arranged during the last quarter of 2014 but plans are well ahead for a range of sessions taking place in the coming weeks.</p>
<p>Involve e-newsletter</p>	<p>The latest issue was sent out in November to 2581 residents. It was opened by 630 people (26%).</p> <p>The newsletter covered various housing or wider involvement issues such as promotion of our new Facebook page, 'Your Rent, Your Say' group, RI awards and a scrutiny panel update.</p> <p>The next newsletter will be sent out in January.</p>
<p>Other activities</p>	<p>A resident involvement Facebook page was set up and publicised in Open House and Involve.</p> <p> Recruitment for the new Your Rent, Your Say focus group is underway. This will look at how housing finance priorities are decided. The idea was suggested initially by a resident and was also one of the recommendations in the neighbourhood warden scrutiny report.</p> <p>Residents took part in the Open House editorial group in November.</p>