




Resident involvement & scrutiny team activity sheet:

January – March 2015



Activity	What has happened
Housing services forum	<p>The forum met in January. The meeting was well attended by 34 residents.</p> <p>A new format was trialled which featured brief presentations by senior officers, followed by discussions in small groups. This provided residents with the opportunity to give their views on the housing services they receive in an informal environment. The topics discussed at this meeting were the anti-social behaviour service, window cleaning and information provided to new tenants.</p> <p>Feedback was positive: of those who completed evaluation forms 100% thought the meeting was well organised and useful. Several residents commented that they like the new format. In addition the service managers also felt that a number of the comments and ideas raised at the meeting could lead to improvements in their service areas.</p> <p>The next meeting is scheduled for 13 May 2015 and the topics for this session will be the grounds maintenance service and the implementation of universal credit.</p>
Sheltered housing panel	<p>The panel met on 18 March with 18 residents attending.</p> <p>The panel was presented with an explanation of the sheltered housing tenant 'journey' from first application to on-going support review. Managers from teams responsible for allocations, lettings, income, tenancy, Careline and adult social services spoke about their role in supporting older people in their move to and residency in sheltered housing. Questions from panel members were answered.</p> <p>The panel also discussed a review of how the SHP is working and any areas of improvement. Attendance is falling and action points have been relating to cleaning or repairs of individual sites, not general issues that could improve services to all sheltered housing tenants. The panel agreed to bring suggestions on how to improve publicity and membership to the next meeting, and think about agenda items.</p> <p>The next meeting will be about cleaning and maintenance of communal areas and is scheduled for 16 July 2015.</p>
Housing disability panel	<p>The panel met on 30 March. 15 residents attended.</p> <p>The main agenda item was a review of how the panel is working with a view to improve its effectiveness. It was agreed that the panel would be responsible for raising agenda items, that housing officers could use the panel to gain feedback on proposed changes to housing services, that a</p>

	<p>meeting would not go ahead if there are no agenda items.</p> <p>Ways to improve publicity and recruitment to the panel will be discussed at the next meeting which is on 7 July 2015.</p>
<u>Resident involvement group (RIG)</u>	The group has not met this quarter.
<u>Your housing, your questions</u>	There has not been a Your Housing, Your Questions event this quarter.
<u>Housing ID</u> (formally known as the Housing Sounding Board)	<p>Membership is now at 500 residents. Numbers have increased mainly as a result of contacting tenants who took part in the STAR survey and indicated an interest in resident involvement.</p> <p>Publicity has included an article in Involve newsletter, Open House and the reception screens in Access Croydon.</p> <p>Members were invited to take part in the scrutiny panel ASB survey and focus group, housing disability panel, sheltered housing panel and the London Road consultation.</p>
<u>Adult social services involvement</u>	<p>The Croydon Adult Services User Panel (CASSUP) met on 28 January. Paul Greenhalgh, Executive Director of People (the department which now includes adult social services), spoke to the panel about his vision for the future of the service and answered questions.</p> <p>Andrew Lane, Head of assessment and case management, spoke about personalisation in adult services and answered questions. Some issues were taken forward to the 'Talking about adult social care' (Taasc) event in March.</p> <p>The Taasc event in March was attended by 80 members of the public. The programme included two main sessions. A discussion about contacting the council by phone, face to face and via the internet and a discussion about what people understand by the term 'personalisation' and also about the Care Act. Feedback and action points will be published in the next quarter.</p> <p>A special meeting for panel members took place in March to review the work of the panel and agree changes that should make it more effective. Following on from this some members attended a training course on questioning and challenging skills.</p> <p>The satisfaction survey for people who use domiciliary care services was completed in January and a draft report written based on the results. This will be presented to senior managers and an action plan agreed in May 2015.</p>
<u>Surveys</u>	<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 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. Following a successful pilot, the survey has been continued until the end of the 2014/15 financial year, when a review will take place. • Anti-social behaviour – An ongoing follow up telephone survey of tenants who have reported ASB which has then been investigated by their tenancy officer. Views are sought on how the tenant feels the complaint was investigated and if it was resolved to their satisfaction.

	<ul style="list-style-type: none"> • Neighbourhood Services – A face to face survey of tenants and leaseholders to gauge satisfaction with estate services such as caretaking, neighbourhood wardens, street cleaning and grounds maintenance. The survey will be carried out twice more during 2015, to benchmark satisfaction at different times of the year. The findings will be used by service managers to improve the services where necessary. • Adult Social Care Survey – annual statutory survey from the Department of Health (DoH), for adults receiving care and support services. The survey includes questions about service user’s quality of life and how services have affected the quality of their life. The data collected will be used by the Quality Care Commission and the Department of Health for national benchmarking. Croydon will also use the results to see how happy people are and assess their experiences of local care services.
Scrutiny panel	<p>The scrutiny of the anti-social behaviour (ASB) service is nearing completion and the report is being written. The exercise included a review of documentation, interviews with officers and managers, a resident focus group and a resident survey.</p> <p>The panel intend to produce their recommendations in April and present their findings to senior management. The final report will be presented to residents at the Tenant & Leaseholder Panel in May 2015.</p> <p>The panel are now starting to consider which service to scrutinise next. They will also look at learning outcomes from the last exercise and recruiting more members.</p>
Housing complaints panel	<p>The complaints panel have adjudicated on their first complaint this quarter.</p> <p>The panel also met at the end of March. The meeting focussed on a review of the complaints adjudication process as well as looking at performance reports for housing complaints and the contact centre/Access Croydon.</p>
Neighbourhood voice (NV)	<p>87 NV forms were completed by 39 residents this quarter.</p> <p>There are now 66 registered Neighbourhood Voices throughout the borough giving valuable feedback on the services delivered to estates. There has also been a lot of interest shown in the Clean & Green Champions scheme.</p> <p>The Spring issue of NV news was sent out to members in March and included feedback on the autumn NV survey and the promotion of the Clean & Green Champions scheme.</p> <p>The Housing ID has generated several potential new members and the team are in the process of contacting these residents and setting them up on the scheme. Recruitment of NV’s is ongoing and there will also be a review of how the scheme can be improved in the next few months.</p>
Mystery shoppers	 <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>There has been considerable interest following the release of the advert on the Council's job site. Applicants were asked to complete a self-assessment form and these are currently being considered. Applicants will be invited to attend a training session and invited to take part in a subsequent mystery shop, on a subject to be decided.</p>
Residents' training	<p>In January facilitation skills training was provided to 7 members of CASSUP with the aim being to enable them to play a greater role at the March Taasc event. This event included 2 sessions of round table discussions and it was felt important that these were led and facilitated by CASSUP members. All those on the training found it useful and, after the Taasc event, members felt it had given them more confidence in their role.</p> <p>Two housing scrutiny panel members attended the SE region meeting of the Tenant Participation Advisory Service in Edenbridge in February. A combination of workshops and open discussions took place at the meeting and the two residents found the day worthwhile and enjoyable.</p> <p>17 residents from various panels attended a training day in March. The aim of the session was to improve residents' skills in challenging managers and senior officers and raising questions in a more confident manner. This was provided by an experienced external consultant, Jane Eyles. Feedback was excellent – one attendee said "I liked the whole day and found it really useful" Most of those who attended take part in activities where they will have plenty of opportunity to practice their newly acquired skills in the coming weeks.</p>
Involve e-newsletter	<p>The newsletter was sent out in January and March to over 2000 residents and covered various housing or wider involvement issues such as promotion of Housing ID, adverts for panel meetings, RI awards, clean & green champions, money magnet workshop and links to online surveys. The next newsletter will be sent out in May.</p>
Other activities	<p>A new focus group called Your Rent, Your Say met for the first time and was attended by 7 residents. This group looks at how rents and service charges are spent.</p> <p>Croydon hosted a London Tenant Scrutiny Network meeting in January. The meeting was attended by over 70 residents and officers from across London and the surrounding area. Four guest speakers presented information about a range of topics related to scrutiny and delegates took part in two round table discussion sessions. Visiting delegates are charged a fee for attending, which covers the cost of running the event. 91% found the presentations and discussions very or quite useful and 100% were satisfied with the organisation of the event.</p>