

## TENANTS AND LEASEHOLDERS PANEL

To: Councillors Lynne Hale, Maddie Henson, Oliver Lewis, Dudley Mead, Michael Neal, Joy Prince and Manju Shahul-Hameed

A meeting of the **TENANTS AND LEASEHOLDERS PANEL** will be held on **Tuesday 7th July 2015 at 6:30pm**, in **The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX**.

JULIE BELVIR  
Borough Solicitor & Monitoring Officer  
Director of Legal & Democratic Services  
London Borough of Croydon  
Bernard Weatherill House  
8 Mint Walk, Croydon CR0 1EA

MARGOT ROHAN  
Senior Members Services Manager  
020 8726 6000 extn.62564  
margot.rohan@croydon.gov.uk  
www.croydon.gov.uk/agenda  
30 June 2015

### AGENDA - PART A

#### 1. Disclosure of Interest

In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPIs) and gifts and hospitality in excess of £50. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Business Manager at the start of the meeting. The Chairman will then invite Members to make their disclosure orally at the commencement of Agenda item 3. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

#### 2. Welcome and Introductions

#### 3. Apologies for absence

#### 4. Minutes of the meeting held on Wednesday 20th May 2015 (Page 1)

To approve the minutes as a true and correct record.

#### 5. Update on Eyes & Ears project

A verbal report from Andy Opie (Director of Safety)

#### 6. 'Village' waste & recycling scheme

**7. Update on the planned maintenance & improvements re-procurement project**

A verbal report from Judy Pevan (Service Manager Stock Investment) and Bob Richardson (Head of Planned Maintenance & Improvement)

**8. Scrutiny of ASB service (Page 11)**

The report of Tim Nash (Resident Involvement Co-ordinator) is attached

**9. Mobile Information Bus (Page 15)**

The report of Chris Stock (Resident Involvement & Scrutiny Manager) is attached

**10. Elections**

- Election of Chair and Vice Chair
- Elections to other groups:
  - a) Croydon Congress
  - b) Croydon Voluntary Sector Alliance
  - c) Election to London Tenant Federation (x2)
  - d) Election to ARCH

**11. Feedback**

- a) London Tenants' Federation – Michael Hewlett
- b) ARCH – Michael Hewlett
- c) Croydon Voluntary Sector Alliance (CVSA) – Guy Pile-Grey
- d) Croydon Congress – Marilyn Smithies
- e) All Ages Inter-generational update – Sian Foley

**12. FOR INFORMATION ONLY  
Resident Involvement Activity Report  
Estates Visits Schedule (Page 17)**

The report of Chris Stock, Resident Involvement & Scrutiny Manager, and the Estates Visits Schedule are attached.

**13. Any Other Business**

**14. Dates of next meetings**

all in the Council Chamber, Town Hall, Croydon at 6.30pm  
Tuesday 13 October 2015  
Wednesday 3 February 2016  
Tuesday 26 April 2016

**AGENDA - PART B**

None

**TENANTS AND LEASEHOLDERS PANEL**  
**Minutes of the meeting held on Wednesday 20 May 2015 at 6:30pm in The**  
**Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX**

**DRAFT**

**Present:** Michael Hewlett (Chair), Marilyn Smithies (Vice-Chair), Syed Ahmed, Aishnine Benjamin, Peter Cooper, Bernard Daws, Sylvia Fletcher, Sheila Howard, Peter Mason, Julian Paine, David Palmer, Guy Pile-Grey, John Piper, Stephen Pollard, Kim Wakely and Colin Wood.

**Councillors:** Councillors Lynne Hale, Maddie Henson, Michael Neal, Joy Prince and Councillor Alison Butler

**Observers:** Leonard Asamoah (Director of Housing Needs), Stephen Tate (Director of District Centres & Regeneration), Sian Foley (Head of Service Development), Yvonne Murray (Head of Tenancy and Neighbourhood Services), Tim Nash (Resident Involvement Co-ordinator), Andy Opie (Director of Safety), Anupa Patel (Safety Transformationa Manager), Lorraine Smout (Head of Responsive Repairs), Dwynwen Stepien (Head of Early Intervention Support), Chris Stock (Resident Involvement & Scrutiny Manager), Elaine Wadsworth (Head of Housing Strategy & Commissioning).  
Residents: Ms Jan Ford, Ms Jan Hogan, Mr Patrick Weekes and Ms Yvonne Dam  
Committee Manager: Margot Rohan (Senior Members' Services Manager)

**A53/15            Disclosure of Interest**

There were no disclosures of pecuniary interest at this meeting.

**A54/15            Welcome and Introductions**

The Chair, Michael Hewlett, welcomed all to the meeting.

**A55/15            Apologies for absence**

Apologies were received from Councillor Sherwan Chowdhury, James Fraser, Maureen Symes, Laurence Taylor, Bob Richardson (Head of Planned Maintenance & Improvement) and Judy Pevan (Service Manager, Stock Investment).

**A56/15            Minutes of the meeting held on Wednesday 4th February 2015**

The minutes of the meeting held on Wednesday 4 February 2015 were agreed as a true record of the proceedings.

**A57/15**

### **Welcome to the new directors**

Stephen Tate, Director of District Centres & Regeneration, introduced himself and explained his responsibilities, including responsive repairs...

Leonard Asamoah, Director of Housing Needs, explained his responsibilities, including tenancy management, allocation of housing and community involvement.

**A58/15**

### **The Croydon Challenge and Reorganisation of Housing Services**

Stephen Tate gave a summary of the report, highlighting:

- Gateway programme
- Council assets
- Place - asset management, maintenance, responsive repairs etc
- People -
- Brought together - working closely together to ensure services joined up
- Linking housing services into other services

The following issues were raised:

- Majority of members cannot understand how the housing department is funded out of the HRA. Why does it need to be done away with?
- The changes are not going to give us any more opportunities, so we see no reason why it is being changed.
- Now there are 3 different departments - how will the HRA funds be ring fenced?
- Has it been clearly publicised so people know what are Place, People and Resources?
- Confusion as to what the differences involve - what falls into which of the 3 departments.
- How will new policies and decisions be challenged by residents?
- Complicated structure and more explanation is necessary.

Stephen Tate: It is not being 'done away with' - it was spread across two divisions. It will be no different to the way it is now provided - across two areas. We are working together to ensure we have an integrated service; trying to bring new benefits. It is about getting best value across the whole area.

Responsive repairs and planned maintenance will continue as before.

The ring fencing will not change. We are just thinking more clearly about the how money is best spent.

HRA funds are to provide services for tenants and leaseholders on estates. There are strict rules on how we can spend the money and that will not change. Page 2 of 22

Publicity - it is not so much about understanding the directorates but understanding the services we provide. We need to talk to residents and shape policies.

Housing policy will be raised through existing participation groups. If there are problems, they can be escalated to Stephen Tate or Leonard Asamoah.

Structure - Executive Directors: Jo Negrini - Place; Paul Greenhalgh - People. Place is about locality and people covers interactions with people.

Cllr Alison Butler: The housing department has always been much bigger than just tenants and leaseholders. We are looking at two big areas - People and Place. Place - TLP members are part of the bigger community - same services for all. People - looking at people in a wider way. Homelessness looks at housing needs; social services at something else etc. New gateway programme is an holistic approach - if a family comes to the Council, all their needs are looked at. We are bringing together all services. The Council wants to ensure all have what they are entitled to and opportunities to access work and training.

Cllr Michael Neal: Re-organisation is mainly due to the cost savings needed - to make council services cheaper to run. How much do you anticipate to save? How will office cost reductions affect service overall?

Stephen Tate: With a more efficient service we can make savings. If we can deliver services all in one place, we reduce the number of interactions.

**A59/15**

### **The Eyes & Ears project**

Andy Opie, Director of Safety, gave a presentation - highlights:

- How changes going to affect residents
- How Neighbourhood Wardens are affected
- Opportunity for TLP to give feedback before move forward with rolling it out
- Eyes and Ears is a Croydon Challenge programme
- Area based and tailored to suit needs
- New name - not Area Enforcement Team - to reflect amalgamation of two teams - boroughwide - consistent service everywhere
- Team of 43 officers - 5 teams working locally in neighbourhoods across the borough
- 5 Neighbourhood Wardens - aligned with play and outreach offer
- 2 posts into service development area
- New uniform
- More officers with broader range of responsibilities over 7 days a week
- HRA will fund a number of officers for structured activity on housing estates

- Proposing to launch new structure 1 September
- Opportunity to feedback - consultation to 5 June, probably later

Abbreviations:

- HMO - Houses of multiple occupation
- ASB - anti-social behaviour
- EEO - Environmental Enforcement Officer
- AEO - Area Enforcement Officer

The following issues were raised:

- Good relationship with wardens - very effective with ASB. New roles - cannot see anything different to those existing. What are the improvements?
- Safer Neighbourhood Teams - how do they fit in?
- Problem with communication between wardens, police etc.

Andy Opie: Police operation - reflected in the new structure - working more closely - joint operations. About consistency - one team dealing with a broader range of issues. It is easier to report issues but the staff will look the same - clearer to identify officers. Local officers will be retained. Main benefit - the whole organisation will be much more joined up. You will only need to go to one place to get things resolved. We plan to advertise so people know who to contact.

We will improve communication with police as we are working more closely together. We will provide a much better service in the long term. Police will have one point of contact to liaise on a variety of issues.

- Neighbourhood Wardens do a fantastic job with youngsters. Where will the new base be?

Andy Opie: We expect the service to continue to be just as good with the new team. It is likely that the main operational base will be at Stubbs Mead depot but there will be local bases - similar model to that of the police. Day to day the teams will be out in community.

- Why change uniforms when the public have become aware of who they are?

Andy Opie: They are not going to spend all their time on estates - it will be across the borough. It will be easier to have one uniform for the whole team. At the moment there are 3 or 4 different uniforms. They will all have the same technology and deal with all the issues. Currently we are providing different services in different parts of the borough but we need to be more consistent.

- Enforcement Officers have not been seen in the north of borough. Wardens are working with local police and have built up good communication. Will it be the same or will young people see them as council policemen?

Andy Opie: Youth workers will not be wearing uniforms - will be delivering play and community activities. The Neighbourhood Team will have enforcement powers but the focus will be about problem solving, co-ordinating services, providing liaison, assurance and support. Part of the public engagement will be rolling out through the Safer Neighbourhood Board, once we are clear on the final structure.

- Seem to be doing the same things as now - what are the extras?

Andy Opie: Area enforcement teams have a broader range of enforcement powers. Largely out and about dealing with environmental issues - fly tipping, penalty notices, mediation and engagement - taking witness statements (ASB etc), highway offences. Now everyone will have the same level of skills.

- Efficiency savings - need to save £100m in 3 years but talking about better service and delivery. How will this be achieved, and how will you monitor and prove you have achieved it?

Andy Opie: No savings are proposed in this element of the restructure - no staff reductions. Savings are elsewhere but not in this Neighbourhood structure.

Efficiency for customers by making it easier to report, with a single officer dealing with a multitude of things - dealing with things more quickly and effectively.

- Where are the AEOs - not seen them?
- Wardens do not look like policemen - AEOs look more like policemen - Want to avoid that
- Why changing uniforms if lack of funding? Why not just adapt?

Andy Opie: We will give careful consideration to the uniform - largely purple.

It is important that the team looks different. We have a budget for replacing uniforms so already have the money. The uniform will be jumpers and tee shirts, so not significant expenditure. You will see the same faces and more people.

- Neighbourhood Wardens attend Safer Neighbourhood Panel meetings - will that continue?

Andy Opie: Attendance will stay the same - we will send one person who can deal with everything. Others can be out on the street dealing with the issues. There will be an area supervisor and local officers. No difference in the service.

- Surely the changes will knock out a huge amount of what Neighbourhood Wardens do, such as assisting elderly residents, running events for older people, children's activities, helping vulnerable residents? 6 people will not be able to cover the whole borough.

Andy Opie: These things will be picked up by staff in the People department. There will be no reduction in numbers of staff. We are delivering services in a different way. There will be specific HRA funding but there will be other resources for those areas. We will take away your concerns and ensure we are covering everything.

- What about controlling the use of knives?

Andy Opie: We will still be able to provide engagement with young people - assistance and reassurance. A number of different teams across the council will be working in partnership with the police and voluntary sector. Police are also based in schools. A range of departments will tackle it.

Cllr Neal: HRA contribution - can you bring back a summary to the panel so we can vet the costs? 5 bases for new officers - still 29 in total?

Andy Opie: The total number of officers will not be reduced - 26 warden posts (21 coming into the neighbourhood service, 5 to community outreach); 22 AEOs are staying in the neighbourhood operation, working longer hours and in a larger area. They will develop links with a particular area. There may be some changes in areas in which staff operate but we will try to maintain continuity.

**A60/15**

## **Feedback**

### **a) London Tenants' Federation – Michael Hewlett**

- Continuing work
- Trying to work out how much social housing London is losing

### **b) Mayor's Housing Forum - Michael Hewlett**

- Unlikely to meet again
- This item to be removed from future agendas

### **c) ARCH – Michael Hewlett**

- Croydon offered to host annual conference in September

### **d) Croydon Voluntary Sector Alliance (CVSA) – Guy Pile-Grey**

- 2 meetings about Fairness commission - next meeting 15 June
- Introduction to European social fund - money for social inclusion - CVA doing work to put in a bid



## e) Croydon Congress – Marilyn Smithies

Stronger Communities Partnership meeting on 26 February was broken down into round table discussions on the following priorities:

1. Make Croydon a place of opportunity and fairness by tackling inequality, disadvantage and exclusion;
2. Foster community relations and integration by providing opportunities for people from different backgrounds to come together in meaningful interaction;
3. Promote a thriving and joined-up community, faith and voluntary sector that work in partnership with the public and private sector to improve outcomes for local people;
4. Promote active communities so that local people can do things that matter most to them and their neighbourhoods;
5. Encourage community empowerment and engagement across all our communities so that they can participate and influence local priorities;
6. Encourage a greater community response to tough issues so that together we can change attitudes and behaviours.

Next steps:

Officers will take away the work from the 26 February meeting and other meetings and pull together an outline of the stronger community's strategy for presentation at the next meeting.

The next meeting of the Stronger Communities Partnership is 11 June

Croydon Opportunity & Fairness Commission held its first meeting with residents on 9 March in New Addington. The subjects for 'face to face' discussions with residents were:

1. How would you describe the area?
2. What are the most important issues in the area today?
3. Most important issues for you
4. Who have supported you most?
5. Do you volunteer or have a care role

There were then round table discussions on the following:

- General issues
- Assets/opportunities
- Challenges

Marilyn attended the latest meeting of the Croydon Opportunity & Fairness Commission on 19 May and the outcomes from the initial New Addington engagement have all been put together in a presentation and responses shown in pie chart form.

Marilyn was informed that there will be other meetings such as this, rolled out across the borough, and she will be attending each one.

The next meeting of Croydon Opportunity & Fairness Commission will be on 16 September and the emphasis will be on Croydon's reputation.

The next meeting of Croydon Voluntary Sector Alliance is on 15 June.

**f) All Ages Inter-generational update – Sian Foley**

- Community clubs last 3 months – Green Lane Longheath Gardens, Croftleigh and Handcroft Road
- Get in touch with Sian if you want to develop community clubs
- Family Safety Challenge - 1200 young people & adults across the borough were involved last year - final in Feb 2015
- Get in touch for family safety activities in your area
- Next year Fairfield Hall 16 Feb 2016
- Money Management activities - good feedback
- BWH, Fieldway, north of borough - June/July

Issues raised:

- When are All Ages panel going to meet - Chris Hennis to do presentation?

Sian Foley: Steering Group meeting in June or July - report back from Chris Hennis on youth clubs etc.

- What about Waddon?

Sian Foley: We commissioned the youth service to do work at the youth club but people are not going. We will do some outreach work on Waddon, to find out what young people want and where.

- What is the make up of the committees?

Marilyn Smithies: New Addington and Fieldway are two of the most diverse wards in the borough and the sense of community is very strong. Everyone is given the right to speak and it is very diverse.

**A61/15**

**FOR INFORMATION ONLY  
Resident Involvement Activity Report**

There were no comments regarding this report.

**A62/15**

**Any Other Business**

Cllr Butler was asked if the annual visits estate visits which were previously arranged by Cllr Neal and accompanied by high level council officers would continue.

Cllr Butler: Yes. Cllr Manju Shahul-Hameed will be the new deputy and will be leading estate visits.

Concerns were expressed about the lack of communication between the Council and Shrublands, which has no residents' association.

The guidance book for leaseholders is being reviewed so they know what rights and privileges they have.

Sian Foley mentioned Back to Work surgeries at children's centres and making a broader offer. These surgeries may be rolled out elsewhere and one place discussed was Shrublands.

**A63/15**

**Dates of next meetings**

All meetings will be in the Council Chamber, Town Hall, Croydon at 6.30pm:

Tuesday 7 July 2015

Tuesday 13 October 2015

Wednesday 3 February 2016

Tuesday 26 April 2016

The meeting ended at 8:27pm.

This page is intentionally blank

**Lead Officer:** Executive Director of Place

**Wards:** All

**Agenda Item:** 8

**Subject: -** Scrutiny of the Anti Social Behaviour service

---

**1. Recommendations**

- 1.1 The Panel is asked to note the contents of this report and support the acceptance of the recommendations made by the Housing Scrutiny Panel.

**2. Summary**

- 2.1 This report summarises the findings of the Housing Scrutiny Panel and the 45 recommendations made in the panel's full report regarding the ASB service provided by the council.
- 2.2. The full report is available in hard copy on request or to download at <https://www.croydon.gov.uk/housing/residents/hsp>

**3. Background**

- 3.1 The Housing Scrutiny Panel is a group of tenants who have been trained to scrutinise housing services and make recommendations for service improvements.
- 3.2 They receive support from the Resident Involvement Team who assist with administration and also liaise with the various managers and officers to obtain background information, arrange presentations and interviews etc.
- 3.3 The scrutiny panel considered the results from the 2014 STAR survey which was carried out by an external agency, Acuity and asked for residents views on a range of housing services. Full details and results of the survey can be found on the council web page <https://www.croydon.gov.uk/housing/residents/pmpanel>. The results of the survey suggested customer satisfaction with this service area was very poor.

- 3.4 The panel agreed to carry out a detailed scrutiny of the Anti social behaviour service which would include looking at the work of the tenancy and neighbourhood services teams in relation to this area, as well as the corporate ASB team.

#### **4. Detail**

- 4.1 Planning for this exercise began in October 2014 and the work involved took place over the following seven months. The comprehensive report and the relevant recommendations were collated by the Panel in May 2015 which culminated in a presentation to the service heads, senior managers, councillors and the chair & vice-chair of this panel on 18 June 2015.
- 4.2 A wide range of methods were used to gather accurate information about the service including:
- A desk top review of existing policies, benchmarking & performance monitoring, publicity etc.
  - Presentations by key service managers (Tenancy & neighbourhood services, corporate ASB team and Legal)
  - Interviews with officers and managers from the Tenancy & neighbourhood services, corporate ASB team
  - Convening a residents focus group meeting relating to ASB
- 4.3 The Panel explored all aspects of the service in order to develop their findings and those findings informed the recommendations for service improvement. The 45 recommendations were discussed at the presentation to managers (see 4.1) and the main agreed actions are summarised below:
- The ASB policy is currently being revised and a timetable for completion will be agreed which will include some consultation with residents. It was also agreed to establish a resident and officer group to focus on the ASB service, going forward.
  - Managers agreed that customer satisfaction would be placed on team meeting agendas and will discuss at 1:1s as relevant. Where a customer is dissatisfied with the outcome of a case, managers will follow this up and have an option to re-open the case
  - It was agreed that information relating to ASB on both the web site and in hard copy should be improved, particularly in regard to initial reporting and what customers can expect from the service.
  - A 24 hour dedicated reporting line for ASB will be established and the communication process around initial reporting will be reviewed.
  - It was agreed that a named officer be appointed to the customer in all cases where follow up work is required who would develop an Action Plan which would be agreed with the customer.
  - The use of a pre-printed 'Good Neighbour' card will be trialled which a resident can use as a first step to inform a neighbour that they are causing ASB. This scheme is in use by Paradigm Housing.

- The existing communication and partnerships between officers in other council teams and departments, as well as that with external partners will be improved to improve customer feedback and provide better support to vulnerable residents.
- It was agreed to explore setting up schemes to provide better levels of support to residents experiencing ASB which could also include opportunities for residents to volunteer to support vulnerable residents
- A software system, Caseworks, is used by the council to record and monitor ASB cases and a user group will be set up to enable officers to share their views about the system and discuss possible enhancements, with the software provider and managers. In addition, all officers who should access Caseworks will be provided with additional support to ensure they use the system to its full potential.

---

Report Author: Tim Nash

Contact Person: As above

This page is intentionally blank



**TENANTS AND LEASEHOLDERS PANEL**  
**7 July 2015**

**Lead Officer: Executive Director of Place**

**Wards: All**

**Agenda Item: 9**

**Subject: - Mobile Information Bus**

---

**1. Recommendation**

- 1.1 The Panel is asked to note the availability of the mobile information bus and make suggestions on ways it can be used to improve communications with tenants and leaseholders on both housing and health awareness issues.

**2. Summary**

- 2.1 This report introduces the Mobile Information Bus which is managed by Croydon Care Solutions (CCS), primarily to raise health awareness issues across the borough. This is a 12 month pilot scheme and the Housing Revenue Account will contribute £25,000 to the running costs of the bus in the pilot year. In return the bus will prioritise visits to council estates and in addition the housing service will have at least one day per month exclusive use of the bus to promote housing services on council estates.

**3. Background**

- 3.1 The Partnership for Older People (POP) mobile bus and table top service (the POP Service) had operated in Croydon since May 2006. The service came about as a result of a Department of Health (DH) funded pilot project to release resources from across the health and social care system for reinvestment in to preventative approaches.
- 3.2 When the DH funding stream ended, the Council and the Primary Care Trust (now the Clinical Commissioning Group (CCG)) agreed to continue the POP service through a joint funding arrangement, with the Council as the lead commissioner. Following a spending review, the CCG announced that it would be withdrawing its funding of the service as from September 2013. As a result of this, options were explored for future use of the funding and associated assets.
- 3.3 In March 2014, the Council agreed the procurement strategy which recommended decommissioning the existing POP service and directly awarding a contract to CCS for provision of a new mobile information service.

- 3.4 The bus has now been refurbished, rebranded and will primarily be used to provide health advice and information services for people of all ages in Croydon.
- 3.5 CCS will work with a variety of statutory services e.g. lead officers from the Council, welfare rights, public health and housing to ensure that information, advice and support delivered is needs-led. CCS will also work with officers from the CCG and other partners to participate in local or national awareness- raising campaigns.
- 3.6 At the end of the 12 month pilot an evaluation of the outcomes will take place and a decision will be taken whether to extend for a further 12 months.

#### **4. How will the housing service use the bus?**

- 4.1 The bus will provide the housing service with an alternative method of communicating with tenants and leaseholders across the borough. It is equipped with laptops, printer and wi-fi. There is a seating area and screens to show videos etc.
- 4.2 It is proposed, initially, that the bus be used to provide information to residents on a wide range of housing services and also provide a surgery for residents to report repairs or other housing service requests.
- 4.3 In particular it could be used inform residents about universal credit, provide help to get residents on-line, moving home or options for getting involved. We could also conduct surveys or run focus groups.
- 4.4 The bus has been secured for the exclusive use of the housing service on the last Tuesday of each month from 28 July 2015 until 24 November 2015. However, it should be possible to book additional days if these are required.
- 4.5 It is proposed that the bus visits New Addington in July and Waddon in August. A range of methods will be used to promote the location of the bus and it is hoped that residents' representatives will help with this and perhaps support the officers on the bus when it is in their area. Suggestions for future locations are welcomed.
- 4.6 Performance/evaluation reports will be regularly presented to the Resident Involvement Group (RIG) who will make recommendations to the council on how the bus will be used by the housing service.

---

Report Author: Chris Stock – Resident Involvement & Scrutiny Manager  
[Chris.Stock@croydon.gov.uk](mailto:Chris.Stock@croydon.gov.uk)

Contact Person: As above



**Resident involvement & scrutiny  
 team activity sheet:**

April - June 2015



Activity	What has happened
<a href="#">Housing services forum</a>	<p>The forum met in May. The meeting was attended by 29 residents.</p> <p>The topics discussed at this meeting were universal credit (residents found out what it is and what effect it will have on people) and the grounds maintenance service. Residents were able to hear brief presentations on each subject and then took part in round table discussions where they were able to discuss the issues and raise any concerns. Time was also given for brief questions and answers on grounds maintenance.</p> <p>Feedback from those who completed evaluation forms showed that 100% thought the meeting was well organised, 91% thought it was useful. 96% felt welcome and 87% felt able to take part.</p> <p>The next meeting is scheduled for 2 September 2015 and the topics for this session will be the Croydon Credit Union and the 'village approach' to neighbourhood services.</p>
<a href="#">Sheltered housing panel</a>	<p>The panel has not met this quarter.</p> <p>The next meeting will be about cleaning and maintenance of internal and external communal areas and will take place on 16 July 2015.</p>
<a href="#">Housing disability panel</a>	<p>The panel has not met this quarter.</p> <p>The next meeting is on 7 July 2015 and the panel will be discussing accessibility problems on council estates, enforcement of disabled parking bays and illegal parking across access points.</p>
<a href="#">Resident involvement group (RIG)</a>	<p>At the May meeting, the group were presented with some performance information relating to the work of the resident involvement team, most of which was felt to be encouraging.</p> <p>Members also discussed a number of ideas and proposals to improve opportunities for resident involvement, which included: establishing a comprehensive range of service improvement groups whose work could include performance monitoring; reviewing working arrangements for</p>

	<p>the tenant and leaseholder panel, sheltered and disability panels and closing down the performance monitoring panel. It was also agreed that arrangements need to be made for residents to consider the work of the planned maintenance service and asset management issues.</p> <p>A full proposal will be presented at a future RIG meeting.</p>
<a href="#">Your Housing, Your Questions</a>	There has not been a Your Housing, Your Questions event this quarter.
<a href="#">Housing ID</a> (formally known as the Housing Sounding Board)	<p>Membership is now at 508 residents.</p> <p>Publicity has included an article in Involve newsletter, Open House and the reception screens in Access Croydon.</p> <p>Some members in the Selhurst area were invited to take part in community activities in Whitehorse Road.</p>
<a href="#">Adult social services involvement</a>	<p>CASSUP members met three times in this quarter, holding a panel meeting in May and two working group meetings to follow up and further the actions agreed at the panel meeting and the Talking About Adult Social Care (TAASC) event which took place in March. The contact centre manager attended a meeting and worked with the panel to agree actions.</p> <p>A sub group of the panel has focused on the domiciliary care service user satisfaction survey which the panel commissioned at the end of 2014. The sub group has looked at the results of the survey and written a report on their findings. They have been working both as a group at meetings and collectively through email, providing regular updates to the rest of the panel. On 1 June the sub group and other members of CASSUP presented their findings and recommendations to senior managers and directors from the adult social care service and have started working with them on an action plan. There were 36 recommendations covering all aspects of care delivery, contract management and person centred care.</p> <p>Panel members have also agreed to:</p> <ul style="list-style-type: none"> <li>• produce a quarterly newsletter to report the panels activities</li> <li>• pilot an online forum using the Council's new engagement site</li> <li>• review the progress and effectiveness of the panel and implement changes to make their work more outcome focused.</li> <li>• set the agenda for the TAASC event on 30 September</li> <li>• attend training on challenging and questioning skills</li> <li>• represent CASSUP at local forums and information events</li> </ul>
<a href="#">Surveys</a>	<p>The following surveys have been carried out this quarter:</p> <ul style="list-style-type: none"> <li>• 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 this survey will be continued.</li> <li>• Anti-social behaviour – an ongoing follow up telephone survey of tenants who have reported ASB and 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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 once 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.</li> <li>• 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 Care Quality Commission and the DoH for national benchmarking. Croydon will also use the results to see how happy people are and assess their experiences of local care services.</li> </ul>
<a href="#">Scrutiny panel</a>	<p>The scrutiny of the anti-social behaviour (ASB) service is now complete and the report has been 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 presented their recommendations to senior management and the final report will be presented to residents at the Tenant &amp; Leaseholder Panel in July 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. Interviews to recruit more members took place at the end of June.</p>
<a href="#">Housing complaints panel</a>	<p>The complaints panel met in June. The agenda included performance reports from the Contact Centre, Access Croydon and the housing complaints report. They also heard a presentation on the responsive repairs service. They were also given a copy of the Contact Centre action plan which the HCP will be monitoring in future.</p>
<a href="#">Neighbourhood voice (NV)</a>	<p>84 NV forms were completed by 41 residents this quarter (as at 26/6/15).</p> <p>There are now 73 registered Neighbourhood voices throughout the borough giving valuable feedback on the services delivered to estates. Neighbourhood voices have been encouraged to sign up for the Council’s Clean &amp; Green Champions scheme.</p> <p>The Involve newsletter, the website and word of mouth has generated 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.</p>
<a href="#">Mystery shoppers</a>	<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 to take part in a subsequent mystery shop, on a subject to be decided.</p>
<a href="#">Residents’ training</a>	<p>The training page on the website has been set up and contains up to date information about all the courses we offer to residents directly, as well as links to our preferred training partners, such as TPAS, Trafford Hall etc.</p>

	<p>We have not provided any resident training this quarter but are in the process of developing a programme of training for the coming months. Some of this will be specific to various activities such as mystery shopping and training for the housing scrutiny panel which has a number of new members. Other sessions will be more generic and available to any interested resident, such as understanding diversity, chairing and facilitation skills.</p> <p>We are also investigating how to provide some basic courses online.</p>
<p><a href="#"><u>Involvement e-newsletter</u></a></p>	<p>The newsletter was sent out in May to over 2400 residents and covered various involvement issues such as training, the planned maintenance re-procurement group, active communities fund and an advert for the Tenant &amp; Leaseholder panel.</p> <p>The next newsletter will be sent out in July.</p>

## To members of the Tenant & Leaseholder Panel (7 July 2015)

Dear all,

If you would like Councillor Manju Shahul-Hameed (Deputy Cabinet Member for Homes & Regeneration) to visit your estate on one of the available dates **in red below**, please enter your details below and return this form to me this evening. If we have more than one request for a particular date, we may have to offer you an alternative.

### Visits currently arranged (all visits are from 2.30-4.00pm)

25 September 2014 – Church Road/Auckland Rise  
30 October 2014 – Sevenoaks & Tonbridge Houses  
27 November 2014 – Moffat Road, Thornton Heath  
29 January 2015 – Sunnybank & Regina Road  
26 February 2015 – 9 & 18 Bramley Hill and Albury Court  
26 March 2015 – Stroud Green (Ashburton)  
2 July 2015 – Heathfield Gardens

Many thanks, Yvonne Murray

### Available dates: (all visits are from 2.30-4.00pm)

Thursday 30 July 2015  
Thursday 24 September 2015  
Thursday 29 October 2015  
Thursday 26 November 2015  
Thursday 28 January 2016  
Thursday 25 February 2016  
Thursday 31 March 2016

### Your details:

<b>Name</b>	
<b>Contact number(s)</b>	
<b>Email address</b>	
<b>Estate to be visited</b>	
<b>Preferred date for the visit</b>	

This page is intentionally blank