



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

April - June 2015



Activity	What has happened
Housing services forum	<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>
Sheltered housing panel	<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>
Housing disability panel	<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>
Resident involvement group (RIG)	<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>
Your Housing, Your Questions	There has not been a Your Housing, Your Questions event this quarter.
Housing ID (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>
Adult social services involvement	<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"> • produce a quarterly newsletter to report the panels activities • pilot an online forum using the Council's new engagement site • review the progress and effectiveness of the panel and implement changes to make their work more outcome focused. • set the agenda for the TAASC event on 30 September • attend training on challenging and questioning skills • represent CASSUP at local forums and information events
Surveys	<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 this survey will be continued. • 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.

	<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 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. • 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.
Scrutiny panel	<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 & 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>
Housing complaints panel	<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>
Neighbourhood voice (NV)	<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 & 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>
Mystery shoppers	<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>
Residents’ training	<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><u>Involvement e-newsletter</u></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 & Leaseholder panel.</p> <p>The next newsletter will be sent out in July.</p>