



## Resident involvement & scrutiny team update

April - September 2016



Activity	What has happened
<p><a href="#">Service improvement groups</a></p>	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service area in some detail and discussing opportunities for improvement with managers.</p> <p><b>Tenancy and neighbourhood services</b> The group met in May and the next meeting of the group is set for 27 September.</p> <p><b>Income and welfare benefits</b> This group met at the end of June. The next meeting of the group is set for 11 October.</p> <p><b>Leaseholder group</b> last met in March and are due to meet in October.</p> <p>New performance reports were set up focussing on the services of the above two groups and these were discussed in detail at the meetings.</p> <p>For the next round of meetings, a work plan will be developed for the groups looking at the action plans from the housing scrutiny panel and mystery shopping exercises which are relevant to their work areas.</p> <p><b>Resident involvement group (RIG)</b> This group met in September. Residents looked at the impact assessment for the resident Involvement team and discussed proposed changes to the future work of the team.</p>
<p><a href="#">Sheltered housing panel</a></p>	<p>The panel met on 13 July. Amongst the topics discussed were how to welcome new tenants to sheltered housing and this was accomplished by holding a round table discussion. Residents were also updated on the progress of the DUKA project (details below). Residents were also given advice on how to report fly-tipping.</p>
<p><a href="#">Housing disability panel</a></p>	<p>The panel met on 4 July. Discussion focussed on parking issues faced by disabled people. There was also a round table discussion to identify issues and consider ways to improve communication between the council and disabled residents. There was also a discussion about the "Say it out Loud" project.</p>
<p><a href="#">Your Housing, Your Questions</a></p>	<p>There were no YHYQ events this period.</p>

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<a href="#">Housing ID</a>	<p>Membership currently at 476 residents.</p> <p>Members have recently been invited to take part in the library service survey, estate inspections, neighbourhood voice and a focus group for the scrutiny panel's communications study.</p> <p>A survey was conducted in September of those residents who participated regularly in the previous year, asking for their opinions on the activities in which they took part and the support the team provided. The results are currently being analysed.</p>
<a href="#">Surveys</a>	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Motorised scooter survey – A face to face and telephone survey of residents in some older people's blocks, to ascertain the use of motorised scooters. The council has a legal duty to provide appropriate storage and charging facilities. This survey was undertaken in order for us to provide facilities for residents with the need now, and in the future.</li> </ul>
<a href="#">Scrutiny panel</a>	<p>The scrutiny panel is part way through a scrutiny exercise examining the area of communication from the housing service with tenants and leaseholders. Most of the research for the project is now complete and members are about to begin examining the results of the focus group meeting as well as a variety of other surveys and reports. The final scrutiny report will be available later this year.</p>
<a href="#">Housing complaints panel</a>	<p>The complaints panel (HCP) met in April and July.</p> <p>The Contact Centre manager, attended the meeting to present and discuss performance reports regarding the work of the contact centre and Access Croydon. In addition the panel:</p> <ul style="list-style-type: none"> <li>• Recommended that the recorded message people hear when they phone the council is made shorter (this has been done)</li> <li>• Heard about the new web chat facility to help customers on the council website</li> <li>• Was informed of the digital zone and digital champions based in Access Croydon to help people learn the basics and gain confidence to use online services</li> <li>• Adverts to recruit new volunteers to the panel have been displayed on the council jobs website and also at Croydon Voluntary Action (CVA)</li> <li>• The Complaints team manager presented the performance report from his team. The panel looked at the trends in Stage 1 and Stage 2 of the Complaints procedure</li> <li>• The panel had 2 complaints to adjudicate on in August. The panel had to meet twice to consider the complaints and found the process very interesting and informative. In both cases they upheld the position of the council.</li> </ul>

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	<p>The panel has taken on regular monitoring of the housing scrutiny panel action plan for Contact Centre services.</p> <p>The next panel meeting will take place in October.</p>
<a href="#">Your rent, your say</a>	This group has not met this period.
<a href="#">Neighbourhood voice (NV)</a>	<p>Over 150 NV forms have been completed by 48 residents since the beginning of April, giving valuable feedback on the services delivered to estates throughout the borough.</p> <p>Neighbourhood Voices have continued to identify problems with grounds maintenance &amp; other contractor performance issues.</p> <p>Neighbourhood Voices across the borough continue to give a valuable insight in to services delivered to residents across the Borough. Recent reports have highlighted issues with grounds maintenance and litter clearance. Where service issues have been identified Council officers having been proactive is solving problems. Neighbourhood Voices have also been encouraged to attend joint inspections of their estates with officers.</p>
<a href="#">Mystery shoppers</a>	We are planning to re-run the leaseholder mystery shopping exercise as the results of the shop which took place in February were not comprehensive enough to enable a realistic analysis of the service.
<a href="#">Residents' training</a>	<p>Since April seven residents have taken part in a bespoke training session about chairing and managing meetings.</p> <p>5 residents took part in two separate training sessions delivered at the council offices by Linda Levin. These sessions were available to officers and residents from a wide range of local housing providers.</p>
<a href="#">Involve e-newsletter</a>	<p>The online newsletter was sent out in April, June and September to over 2500 residents.</p> <p>Topics covered included an update on the service improvement groups, Open House going paper-free, the Play Street initiative, changes to the housing register survey and adverts for the housing involvement bus and other events.</p> <p>The next newsletter is scheduled for November.</p>
<a href="#">Housing information bus</a>	<p>The housing information bus visits a different part of Croydon each month. A variety of housing services are represented on the bus to answer a range of questions from service users. The number of visitors has been varied and we have experimented with locations and timings.</p> <p>After a winter break the bus stopped in New Addington in May and Thornton Heath in June and was visited by 22 and 38 residents, respectively. The Thornton Heath stop has been the most popular so far.</p>

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	<p>During the summer the bus stopped in Broadcoombe on 26 July (10am-2pm) and made two stops - College Green (10am-noon) &amp; Auckland Rise (1-3pm) on 30 August and was visited by 11 residents.</p> <p>To date, 23 people completed the feedback forms – all of whom found their visit very or quite useful.</p> <p>A final two-stop visit has been arranged for 28 September - Cromwell Rd (10am-noon) &amp; Stroud Green Way (1-3.30pm). The information bus service will cease to be provided by Croydon Care Solutions (CCS) from 30 September 2016.</p>
Additional activities	<p><b>DukaPC</b></p> <p>The DukaPC project is being run in association with Doteveryone (formerly Go ON UK), the council, Digital Inc., and Metropolitan Police Cadets.</p> <p>The aim of the project is to offer some of Croydon’s hardest to reach, older residents the opportunity of loaning a free DukaPC laptop (specifically user-friendly) with free connectivity (supplied by Digital Inc.) for a six-month period. Residents can also access user support via the DukaPC contact centre team and will be receiving free local training and support from the Metropolitan Police Cadets.</p> <p>In order to determine the level of interest and to find potential participants, the resident involvement team undertook a basic digital skills survey of residents living in four sheltered housing blocks; Ashwood, Beech and Cedar Houses and Southlands Close.</p> <p>17 residents have taken up the offer and installation was completed in early August, followed by a training event. The resident involvement team are providing continuing support to the residents working in partnership with Doteveryone and DukaPC.</p> <p><b>STAR survey</b></p> <p>This biannual tenant survey is being posted to 4,000 randomly selected tenants during September. The survey will be carried out by Acuity on behalf of the council. It should inform us what tenants feel about their housing services and enable us to compare our satisfaction levels with those of other social housing providers. The report should be available in December.</p>