



## Resident involvement & scrutiny team update

October - December 2016

Activity	What has happened
<p><a href="#"><u>Service improvement groups</u></a></p>	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service and discussing opportunities for improvement with managers.</p> <p><b>Tenancy and neighbourhood services</b>            This group met in September. The Group had an update from Yvonne Murray, head of service regarding structure changes to both the tenancy and neighbourhood services team. Residents were provided with performance information from the period prior to the meeting and were able to ask questions. Also discussed were minor estate improvements and agreement on the estate walkabout procedure. It was agreed that the next meeting would take place in the afternoon and is scheduled for March 2017.</p> <p><b>Income and welfare benefits</b>            Five residents attended the meeting in October. The group reviewed the performance information prior to the meeting and brought questions along with them. There was an update provided on the rollout of Universal Credit and the implementation of the Spare Bedroom Subsidy and a briefing on the Housing &amp; Planning Act 2016. There was a review of the Income mystery shopping report with one of the income managers and group members were asked to approve the recommendations. The next meeting will be in February 2017.</p> <p><b>Leaseholder group</b>            Eight leaseholders attended the meeting in November. The group looked at performance information for the leaseholder services team and were asked what future information they would like to see provided. The mystery shopping of the leaseholder services team was discussed with the group and the results are to be analysed at a future meeting. Questions for the leaseholder survey were reviewed. Digital services for Leaseholders were also discussed with some helpful suggestions being made. The next meeting of the group will be in March 2017.</p> <p><b>Resident involvement group (RIG)</b>            This group last 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>

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	<p><b>Capital investment group</b></p> <p>This new group is in the process of being set up. A planning meeting was held in December. 16 residents attended the initial meeting which looked at the terms of reference and scope of the group. Recruitment will be taking place in the new year using a selection process for interested residents.</p>
<p><a href="#">Sheltered housing panel</a></p>	<p>The panel met in October. Residents at the meeting heard from the local Fire Brigade safety team, who advised residents about fire safety issues of particular interest to older people.</p> <p>A discussion took place around the proposal to provide suitable storage for mobility scooters in some sheltered units. The panel also met the new director of housing needs, Mark Meehan, who answered a few questions from the residents present. Panel elections were held.</p>
<p><a href="#">Housing disability panel</a></p>	<p>The panel met on 24 October. Discussion focussed on allocation of properties for disabled residents and also how repairs are prioritised for disabled residents. Officers from both allocations and Croydon repairs team attended to facilitate discussions. Feedback was given on the recent TAASC event. Panel elections were also held. The panel will next meet in March 2017 with Universal Credit and parking on the agenda.</p>
<p><a href="#">Your Housing, Your Questions</a></p>	<p>There were no YHYQ events this period.</p>
<p><a href="#">Housing ID</a></p>	<p>Membership currently at 480 residents. Members have recently been invited to take part in testing a new health care website, neighbourhood voice, a new service improvement group and the residents' Christmas tea.</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. Results showed that:</p> <ul style="list-style-type: none"> <li>• 89% of those surveyed were satisfied with the organisation of events and activities</li> <li>• 84% thought that taking part had improved or partly improved the service they received</li> <li>• 90% were satisfied with the support provided by the RI&amp;S team</li> </ul>
<p><a href="#">Surveys</a></p>	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> <li>• Pest control – a telephone survey of tenants and leaseholders who have undergone an annual check for pests in their block/property. This survey gathers their views relating to satisfaction with the contractor and the overall process</li> <li>• Parking – A number of these are being carried out over several months in areas and on estates where complaints are being made by residents regarding unauthorised parking. This engagement is gauging how much support there is from residents for the introduction of resident parking permit schemes</li> <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>• Parks – As part of the 'Croydon Talks Parks' project, a face to face survey was carried out in a number of parks and open spaces across</li> </ul>

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	<p>the borough. The aim of the project was to make Croydon's parks and open spaces attractive and accessible to all.</p> <p>Users were asked about their current use, how they would like to see parks evolving in the future and for their ideas about how a variety of initiatives could be funded and supported. The results are being analysed by The Campaign Company in order to draw up transformation plan.</p>
<p><a href="#">Scrutiny panel</a></p>	<p>The scrutiny panel are agreeing the final recommendations for their report on the subject of communication from the housing service with tenants and leaseholders. The report will be presented by panel members to senior managers from the corporate communications service and the two directors for the housing service. The final report will then be made available more widely.</p>
<p><a href="#">Housing complaints panel</a></p>	<p>The panel had a complaint to adjudicate on in November. This related to the council's procedures and advice given to tenants regarding the termination of tenancies. The panel found that the information provided to tenants was dated and inconsistent. In the circumstances the panel recommended that the council should uphold the tenant's complaint and review its procedures and information. The council has accepted the panel's recommendations and has reviewed its procedures and publicised these changes to all tenants.</p> <p>The next panel meeting will take place in January.</p>
<p><a href="#">Your rent, your say</a></p>	<p>This group have not met this period, but a meeting is scheduled for 26 January.</p>
<p><a href="#">Neighbourhood voice (NV)</a></p>	<p>Over 70 NV forms have been completed by 34 residents this quarter.</p> <p>Neighbourhood Voices across the borough continue to give a valuable insight to services delivered to residents. Recent reports have highlighted issues with grounds maintenance and litter clearance. Where service issues have been identified council officers having been proactive in solving problems. Neighbourhood Voices have also been encouraged to attend joint estate inspections with officers.</p> <p>Neighbourhood Voice membership currently stands at 65 registered members. Returns of forms have varied on average between 36 and 46%. There will be a review of the scheme in 2017 to see if any improvements can be made. There will also be an active recruitment campaign in areas where there is no resident involvement.</p>
<p><a href="#">Mystery shoppers</a></p>	<p>There was no mystery shopping this quarter.</p>
<p><a href="#">Residents' training</a></p>	<p>10 residents attended equality and diversity training which we ran in November. This half day session was provided by Jane Eyles whose experience and knowledge in this area of work was apparent to attendees. All those who took part judged both the content and the trainer as excellent or good, with one resident commenting "A good well spent afternoon – I enjoyed it"</p> <p>A number of participants felt that all residents involved at a certain level course should be encouraged to complete this session and this proposal will be discussed at a future RIG meeting.</p>
<p><a href="#">Involve e-newsletter</a></p>	<p>The online newsletter was sent out in December to over 2500 residents.</p>

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	<p>Topics covered included an item on the Residents Christmas tea, adverts for the scrutiny panel and new service improvement group and an article on the housing complaints panel.</p> <p>The next newsletter is scheduled for early February.</p>
Additional activities	<p><b>DukaPC</b>  The DukaPC project is being run in association with Doteveryone (formerly Go ON UK), the council, Digital Inc., and Metropolitan Police Cadets. The aim of the project is to offer some of Croydon’s hardest to reach, older residents the opportunity of loaning a free laptop with free connectivity 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>This quarter there have been 3 training events in association with the Met Police cadets for the participants. Two training events have taken place for Ashwood Gardens, Beech and Cedar House residents and one for residents at Southlands Close in Coulsdon. It is proposed to arrange further training for Southlands Close in January and then for Ashwood, Beech and Cedar in February.</p> <p><b>Resident Forum</b>  A resident forum has been established on the Longheath Gardens estate with the first meeting on 1 November enabling residents to discuss the implications of the Brick by Brick proposals for development on the estate. Actions from this meeting have alerted the asset management team to residents’ concerns about the infrastructure of the estate. Another forum meeting has been arranged for mid-January.</p> <p><b>STAR survey</b>  This bi-annual tenant survey was conducted during the Autumn by Acuity on behalf of the council. The results tell us what tenants feel about their housing services and enable us to compare our satisfaction levels with those of other social housing providers. A feedback session to officers and residents is scheduled for January.</p> <p><b>Asset Management Team</b>  Support is being provided to the asset management team on pre-work engagement with residents for major works and special projects. This is administrative and frontline support, working with project officers and managers at engagement meetings and drop-in sessions to ensure all affected tenants and leaseholders receive consistent, accurate information regarding works being carried out in blocks or on estates.</p>