



## Resident involvement & scrutiny team update

January – March 2017

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 March. The group had an update from Yvonne Murray, head of service regarding possible structure changes to the tenancy service. Residents were provided with performance information from the period prior to the meeting and were able to ask questions. ASB and minor estate improvements were also discussed. The next meeting is scheduled for June.</p> <p><b>Income and welfare benefits</b> The group met in February. The group reviewed the performance information prior to the meeting and brought questions along with them. There was an update by Kim Gadsby from the welfare rights team on the rollout of Universal Credit. There was also an update on the implementation of the Spare Bedroom Subsidy. The next meeting will be in May.</p> <p><b>Leaseholder group</b> The next meeting takes place at the end of March. The group will look at recent performance information and be given a presentation regarding leaseholder insurance. The final report from the mystery shopping exercise will also be presented and discussed. A further draft of the upcoming leaseholder survey and a possible leaseholder information day will also be discussed.</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> <p><b>Capital investment group</b> The first meeting of the group took place in February. There was a discussion about the role of the asset management team and how they work with the planned maintenance &amp; schools team to identify work and deliver the housing capital programme. Group members are keen to find out more on how the performance of contractors is monitored. The next meeting of the group is in April.</p>

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<a href="#"><u>Sheltered housing panel</u></a>	<p>The panel are due to meet at the end of March. Agenda items include:</p> <ul style="list-style-type: none"> <li>• Churchill cleaning contract</li> <li>• Mobility scooter storage</li> <li>• Meet your Director – Mark Meehan</li> </ul>
<a href="#"><u>Housing disability panel</u></a>	<p>The panel met in March. Discussion focussed on Universal Credit and active lifestyles. Officers from the welfare rights team and active lifestyle attended the panel to facilitate discussions. Feedback was given on the recent TAASC event. The panel will next meet in July with Sentab - digital inclusion, responsive repairs and parking on the agenda.</p>
<a href="#"><u>Your Housing, Your Questions</u></a>	<p>There were no YHYQ events this quarter.</p>
<a href="#"><u>Housing ID</u></a>	<p>Membership currently at 481 residents. Members have recently been invited to take part in the Open House editorial group, local events in Waddon/Old Town and a London-wide estate regeneration consultation.</p>
<a href="#"><u>Surveys</u></a>	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> <li>• Adult social care – an annual statutory survey of adult social care clients commissioned by the Department of Health. The purpose of the survey is to gather views on the care and support service users receive. Data from this survey enables the council to identify areas for improvement, benchmark against our peers and to gather information to support local commissioning, performance and strategy.</li> <li>• Parking – a number of surveys 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> </ul>
<a href="#"><u>Scrutiny panel</u></a>	<p>The scrutiny panel presented their report and final recommendations on the subject of communication in February. These were accepted by the senior managers who attended the presentation. The recommendations are to be monitored by the housing complaints panel. The report has been finalised and disseminated to the appropriate heads of service. Panel members have agreed to look at responsive repairs for the next scrutiny exercise. Work has started on this with panel members meeting on a fortnightly basis.</p>
<a href="#"><u>Housing complaints panel</u></a>	<p>The panel have not been asked to adjudicate on any complaints this quarter.</p> <p>The panel met in February. They were formally introduced to the contact centre manager – Hemali Cheema – who presented the latest Access Croydon report. The next panel meeting will take place in April.</p>

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<a href="#"><u>Your rent, your say</u></a>	In February, members of this group were invited to a presentation of the annual HouseMark report and the findings of the STAR survey. Senior managers also attended the presentation and residents were able to ask questions and discuss aspects of the presentation with them.
<a href="#"><u>Local resident involvement – Residents’ associations, forums &amp; surgeries</u></a>	<p>Longheath Gardens Resident Forum has met twice since the start of 2017. The latest meeting took place in March where Cllr Stuart Collins was invited along to talk about the Cleaner Campaign. Residents also were given updates on the repairs works to the drainage and structures. The main topic of discussion was the Brick by Brick development on the estate, the planning application of which has now been submitted.</p> <p>A meeting of the Tollgate Resident Forum took place in January. Residents were introduced to their new tenancy officer. There was also an update on the planning application for development of housing on the World of Golf site along with discussion on the Brick by Brick application for the Tollgate estate. An update from the local councillors was also provided. The next meeting is at the end of March and topics for discussion are improvements to the Council’s housing stock on the estate.</p> <p>Shrublands RA met in February. Amena Matin from Brick by Brick came along to answer questions about the proposed development on the estate and residents were encouraged to attend the consultation meeting the following week. There was an update from the Shirley Safer Neighbourhood Team who listened to residents’ concerns regarding crime and anti-social behaviour on the estate.</p> <p>Monks Hill residents have got together to form a community association, with the intention of holding an event to mark the 70<sup>th</sup> anniversary of the estate in June. A working group has been formed to organise the event and this is meeting on a regular basis. It is the intention to officially launch the group in the spring to recruit members.</p> <p>Deputy Cabinet Member for Housing and Regeneration – Councillor Manju Shahul-Hameed has been working with tenancy services and the resident involvement &amp; scrutiny team to encourage community involvement across the borough’s estates. Drop-in sessions have so far been held at Handcroft Road, Cromwell House and Marston Way.</p>
<a href="#"><u>Neighbourhood voice (NV)</u></a>	<p>76 NV forms have been completed by 38 residents this quarter.</p> <p>Neighbourhood voices across the borough continue to give a valuable insight to services delivered to residents. 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>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>NV news was produced and sent to members in March.</p>

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<a href="#">Mystery shoppers</a>	<p>The leaseholder mystery shopping exercise was completed this quarter. The report was presented to managers and several recommendations were made and action points agreed. The report is to be presented for information and discussion at the leaseholder SIG meeting on 30 March.</p> <p>The next mystery shopping exercise is currently in its planning stages, with scenarios and question being formulated by service managers. There will be a training session for prospective shoppers in April/May.</p>
<a href="#">Residents' training</a>	<p>There was no residents' training this quarter.</p>
<a href="#">Involve e-newsletter</a>	<p>The online newsletter was sent out in January &amp; March to over 2500 residents.</p> <p>Topics included an item on the residents Christmas tea, links to latest reports from the scrutiny panel and mystery shopping, an article on the housing complaints panel and an update on allocations policy.</p>
Additional activities	<p><b>STAR survey</b></p> <p>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. Feedback sessions to officers and residents have taken place. Requests for information from residents have been directed to appropriate teams.</p> <p><b>Asset Management Team</b></p> <p>The RI team are continuing to provide support for 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>