



Resident involvement & scrutiny team update

October - December 2017



Activity	What has happened
<p><u>Service improvement groups</u></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>Tenancy and neighbourhood services</p> <p>This group met in December. The group continue to look at performance for both services, identifying issues regarding estate walkabouts, engagement with resident inspectors on estates where there are mainly street properties and contactability of tenancy officers.</p> <p>The group identified possible under-reporting of Fixed Penalty Notices on estates and it was agreed that Paul Ratcliffe, who manages the service, will be invited to the next meeting.</p> <p>Fire safety update is a standing item on agendas – group members heard about steps the Council are taking to improve fire safety and that communal areas in blocks are a high priority. Residents suggested that parts of the tenancy conditions relating to fire safety should be issued as a supplement. Members were also informed of a recent fire safety exercise at Beech House sheltered block which looked at how residents would cope in a fire and what they had to do – residents’ views were obtained through a door knocking exercise in conjunction with the London Fire Brigade.</p> <p>Door entry security was discussed, looking at some of the issues affecting residents.</p> <p>The group have also all signed up for Knife Awareness training which will be arranged early in the New Year – this will involve training resident reps in what to do if they find knives or know of knife incidents on their estates.</p> <p>Income and welfare benefits</p> <p>The group met in December. The group looked at performance information for the income service.</p> <p>Void turnaround was discussed and Sian Foley, who is the lead for the void improvement group, came along to answer questions and explain measures being taken to improve void turnaround times. The council is looking at how other authorities improve their turnaround with visits proposed to Barnet & Medway. HouseMark information was presented to the group to demonstrate how Croydon compare with other authorities.</p>

Information was provided about how the introduction of Universal Credit has impacted on council revenue streams and the steps the income team are taking to alleviate this.

The group was given an update on the introduction of parking schemes across estates.

Agenda items for the next meeting include voids and the lettings process.

Leaseholder group

The group met in September and were presented with recent leaseholder service performance information. Leaseholder survey results were provided and there was discussion relating to this. The group was also updated on the progress of the leaseholder guide and shown a video in relation to the pending sprinkler installation work to certain blocks.

Responsive repairs group

The group met in October. There was a presentation of the latest performance report for the repairs service including the contract key performance indicators; the papers for this were provided in advance to give residents an opportunity to prepare questions. An update was given on the work that has been done to enhance the information provided regarding Tenants Improvements (where tenants can apply to carry out some improvements to their properties at their own expense). A new booklet produced by responsive repairs was reviewed and questions were answered about the process. An update about the fire safety work that is being carried out was also provided. The next meeting is scheduled for late January.

Capital investment group

The group met in November. The group were given an update on the council's sprinkler installation programme. Those residents who had seen the show flat at College Green said that they were impressed with the work carried out by Mulalleys.

Saheed Ullah, homes & schools improvements manager, attended to give an update on the performance of his service area. Residents are keen to look at the work of the section, so an offer was made for residents to go on site visits on an occasional basis.

Residents were informed of forthcoming initiatives to improve fire safety around blocks, these include renewal/upgrade of fire doors, provision of mobility scooter storage and bike hangers.

At the next meeting, there will be a capital programme update, review of performance information and fire safety update.

Resident involvement group (RIG)

Members of the RIG group met twice in November to look specifically at proposed changes to the Tenant & Leaseholder Panel. The proposed changes include membership and operation of the panel. It was agreed by those present that the

	<p>existing panel should be relaunched after the January meeting and all serving panel members asked to stand down. There will then be a process of recruitment and those interested would be required to apply to become a member of the reformed panel. Applicants would be shortlisted and interviewed by a panel that would comprise officers and other residents. There would also be a training programme for all those selected. It was also agreed that the panel would deal with more strategic issues and panel members would not be allowed to raise personal matters at this panel.</p>
<p>Sheltered housing panel (SHP)</p>	<p>The panel met in October. Agenda items included a talk from the ASB Team, an update on the mobility scooter storage scheme and a report from Churchill on the cleaning contract.</p> <p>Attendees were also briefed on the proposal to change the way SHP is currently delivered. This was well received by panel members and five residents put their names forward to join a working group. An additional six residents have joined the working group as a result of visits across the borough, to improve representation from different sheltered blocks.</p> <p>Further meetings have been organised with officers who will also be on the working group. This includes staff from tenancy, sustainable communities, Careline and Axis.</p> <p>Two separate working group meetings with officers and residents are scheduled for January.</p>
<p>Housing disability panel</p>	<p>The panel have not met since March as there have not been enough agenda items to hold a full meeting.</p> <p>The role of the panel will be reviewed during the coming year. The possibility of having housing represented on the agenda of existing adult social care panels is one option being considered.</p>
<p>Housing ID</p>	<p>The Housing ID currently has 488 residents. Members have recently been invited to take part in sprinkler installation engagement work, Open House editorial group, sheltered working group, estate walkabouts and Christmas tea.</p>
<p>Surveys</p>	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> • Parking – a number of surveys are being carried out 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 • ASB – 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.
<p>Scrutiny panel</p>	<p>The responsive repairs scrutiny report has now been completed, this was written by the RI scrutiny lead with additional contributions from panel members. The panel met at the beginning of December to agree and finalise the report and it was</p>

	<p>presented formally to senior managers from both Croydon Council and Axis on 4 January. An action plan will be put together in January.</p>
<p>Housing complaints panel</p>	<p>The panel met at the end of November. Contact centre and complaints managers went through the figures for the second quarter of the year. Contact centre call volume is down 12%. Footfall in Access Croydon also down during this period. Online activity and My Account sign-ups are also down. Tenancy officers now have an auto response feature on their emails which informs customers that the tenancy officer will respond within 10 working days. This has reportedly reduced the number of calls received from customers chasing their tenancy officers for a response to their email. Overall customer satisfaction level is 98%.</p> <p>Most complaints received relate to responsive repairs, although this figure has fallen recently compared to previous quarters. The panel highlighted that a high number of complaints are being upheld, which they feel suggests that lessons are not being learned from previous complaints. Complaints manager to look into this and report back to panel.</p> <p>The panel adjudicated over one stage 2 complaint this quarter. The complaints were not upheld, but the panel made several recommendations to Axis and the council regarding improving communication with residents when things do not go according to plan and there are delays.</p>
<p>Local resident involvement – Residents' associations, forums & surgeries</p>	<p>Longheath Gardens Resident Forum met in November. Topics for discussion included the Brick by Brick development and general building works taking place on the estate. Residents took the decision that they would like to form a resident group for the estate which is hoped to be launched in the New Year.</p> <p>A meeting of the Tollgate Resident Forum took place in October and residents were able to ask questions regarding estate management, work of their local councillors and progress on the Brick by Brick project.</p> <p>Monks Hill residents formally launched their community association on 16 September. Since then they have organised various community activities including a craft day for residents, alongside St. Francis Church, which was very well attended.</p> <p>Chertsey Crescent High Rise Group have been involved in the consultation about the refurbishment of their block.</p> <p>Laxton Court have formed a resident association for their block and are looking to do community activities for residents living there and around the local area.</p> <p>Tollers estate in Old Coulsdon are setting up an association for the estate called Community AT Tollers. Launch will take place in January 2018.</p>

	Auckland Rise residents have set up their own resident forum to co-ordinate discussions re progress on the Brick by Brick project.
<u>Neighbourhood voice (NV)</u>	<p>60 NV forms have been completed by 33 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>The review of the scheme has been completed and an action plan produced. The report was taken to the tenancy and neighbourhood services group for consultation with group members.</p> <p>The monitoring form (both paper and online versions) have had questions added regarding any fire safety issues that residents are concerned about along with any suggestions for minor estate improvements.</p>
<u>Mystery shoppers</u>	A new mystery shopping exercise is currently being carried out. A training session with potential shoppers was held in mid-September with the shopping taking place in September and October. However, due to low return of completed shops, the exercise was extended to November. Results will be collated and analysed and a report drafted for presentation to service heads for discussion.
<u>Residents' training</u>	Mystery shopping training was carried out in September with 12 residents taking part. Feedback was positive with all attendees finding the training useful and clearly presented.
Newsletters	<p>Involve e-newsletter was sent out in December and included an advert for new members of the TLP and a sprinkler installation update.</p> <p>An issue of Open House is being written and is due to be sent out in January.</p>
Additional activities	<p>Asset management team 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 have the opportunity to give their views and receive consistent, accurate information regarding proposed works</p> <p>Consultation & resident liaison team The consultation and resident liaison team have recently moved over to resident involvement from the homes and schools improvements team. Their main role is to deliver a programme of consultation with residents relating to planned and major</p>

works programmes prior to delivery. Consultation involves communication with affected residents on a number of work streams including, but not exclusive to, external decoration, communal flooring, lift renewal and major refurbishment and improvement works

Fire safety engagement work

The resident involvement team has continued to be involved with the ongoing fire safety work following the Grenfell Tower fire. This included additional mailings to residents, involving residents in developing FAQs and starting block by block engagement work with regard to sprinkler installations.

Christmas tea

Involved residents were invited to join housing managers, Councillors and The Mayor at the annual resident involvement Christmas Tea, which was held on December 12 at Jury's Inn Hotel.