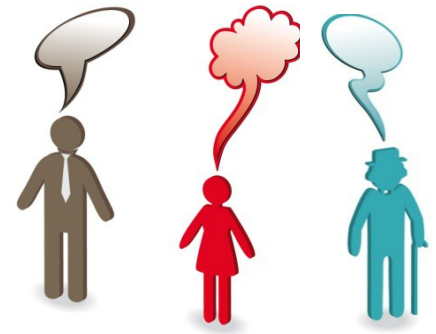





Resident involvement & scrutiny team activity sheet:


July - September 2014



Activity	What has happened
Housing services forums	<p>The panel met in July and September, both meetings were attended by more than 30 residents.</p> <p>In July the panel heard from officers about the selection process for the future contractors who will be carrying out our planned maintenance and improvement works. Residents will be involved in the procuring of the contracts by means of working groups.</p> <p>The September meeting heard from officers regarding the work of the tenancy teams and about the wide range of initiatives available to get Croydon tenants and leaseholders online.</p> <p>100% of those who completed feedback forms felt able to take part and thought the meeting was useful.</p> <p>The next meeting is on 25 November.</p>
Your housing, your questions	<p>An event especially for Leaseholders took place on 15 July. It was a popular event attended by 55 people. The focus was on issues of specific interest to leaseholders, such as service charges and the cost of improvement works. The event included a surgery and presentations from service managers followed by Q&A sessions.</p> <p>Feedback forms were only completed by 18 attendees. Of these all felt welcome, however only 78% felt able to take part. 83% considered the event to be useful.</p> <p>The next YHYQ will be taking place in New Addington on 7 October and will be open to all tenants and leaseholders.</p> <p> We will be trialling a new format following feedback from residents. The event will be held in a surgery format to enable residents to ask more individual questions. There will also be information stands provided by relevant third parties, such as Axis repairs.</p>
Sheltered housing panel	<p>The panel meeting in July was attended by 21 residents.</p> <p>Agenda items included support for older and vulnerable tenants in relation to repairs services and Age UK Croydon's new information and advice services. There was also a discussion about the council's initiative to help more tenants access services and</p>

	<p>information on-line and the IT training and support available for older people. Several panel members took the opportunity to join training schemes.</p> <p>Next meeting 31 October.</p>
Housing disability panel	<p>The panel met on 23 July with 16 residents attending.</p> <p>The panel discussed IT training and the report from the Croydon adult social services user group (CASSUP). They were also given an update on the re-procurement project for home adaptation services by Corinne Masters, head of housing renewal and Jacky Reeve, major adaptations and projects team leader.</p> <p>Those that completed feedback surveys showed that all felt welcome and able to take part and 100% considered the event very, or quite informative.</p> <p>The next meeting is on 18 November.</p>
Resident involvement group (RIG)	<p>The group met in August and 10 residents attended an agenda-packed meeting.</p> <p>The council are keen to increase numbers of residents who are online and RIG considered a number of options that will help with this work, including providing more IT training, providing access to low cost hardware and broadband connections.</p> <p>The group also agreed that a specialist group of residents and officers be established to consider issues related to the housing revenue account (HRA). The HRA is primarily funded by council rents and service charges and pays for the day to day running of the housing service.</p> <p>Residents also gave their views on some revised information about resident forums and also looked at an updated Code of Conduct and the proposed training leaflet.</p> <p>Feedback forms indicated that all felt able to take part and that the meeting was useful.</p>
Housing Sounding board	<p>Membership currently at 443.</p> <p>Members were invited to take part in online pharmacy survey, YHYQ leaseholder event, housing finance group, web site testing and neighbourhood voice.</p> <p>The HSB form is being updated and the scheme will be re-launched soon, as the housing involvement database or 'Housing I.D.'</p>
Adult social services	<p>Croydon adult social service user panel (CASSUP) met in July.</p>

<p>involvement</p>	<p>The panel received an update and discussed the Croydon adult autism strategy; agreed to conduct a customer satisfaction survey regarding domiciliary care services and planned the next 'talking about adult social care' (Taasc) event.</p> <p>The Taasc event took place on 24 September. The event was attended by 45 residents and 8 officers from adult social services. Hannah Miller, executive director (adult services, health and housing), provided an introduction and Q&A session. This was followed by a 'speed dating' style session, with senior managers from different sections of adult social care speaking with service users in small groups. 96% of the people who completed feedback forms found the event useful and 100% felt welcome and able to take part. A full report on the event will be distributed and published on the Council's web site.</p>
<p>Surveys</p>	<p>The following new 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 safeguarding procedure. The purpose is to ascertain whether the reported issue has been dealt with and resolved to the clients' satisfaction. The results are being used to improve the safeguarding service going forward. This is a pilot survey running until December 2014. • Internet access - a face to face survey of a range of tenants and leaseholders across the borough regarding internet access. The results are being used by the housing strategy team, who are looking at the viability of wireless internet installation on some council estates in the borough.
<p>Scrutiny panel</p>	<p>The panel have completed their scrutiny of the neighbourhood wardens' service. Their findings and recommendations have been presented to officers in housing management and all the recommendations have been accepted. The report and action plan can be seen on our web site.</p> <p>The panel have now started work on their next topic for scrutiny which is the 'Anti-social behaviour' service. They have already had briefings from Council officers and the next stage will be to plan the exercise, look at the methodology and to schedule the work.</p>
<p>Housing Complaints panel</p>	<p>At the September quarterly meeting the panel looked at performance reports from the council's and repairs contractor's (Axis) contact centres. The panel discussed the reports and asked questions where appropriate.</p> <p>The panel will also now be working with Croydon Churches Housing Association (CCHA) which has asked if it can use the panel as its 'designated person' in the event of a complaint being received by CCHA. A representative from the association attended the meeting to discuss this further and the panel are looking forward to working with them.</p>

<p>Neighbourhood voice (NV)</p>	<p>99 NV forms completed by 42 residents this quarter.</p> <p>A phone round of neighbourhood voices was carried out during June to check that they are happy with the scheme and follow up any outstanding issues that they have raised. This phone round has increased the number of forms returned.</p> <p>The NV form has had some minor changes to it, to make the format clearer for residents.</p> <p>NV news has been sent out to all voices, along with a survey asking members for their views on the scheme.</p>
<p>Mystery shoppers</p>	<p>A mystery shopping exercise is being planned to check the service provided in Access Croydon.</p> <p> This area was identified by the scrutiny panel through the Contact Centre action plan. Scenarios have been devised and a training session took place in September. The mystery shop will take place in October.</p>
<p>Residents' training</p>	<p>In June two resident members of the housing complaints panel attended a 2 day course on local resolution of complaints. Both residents felt this course will prove useful for their work with the panel.</p> <p>Two members of the housing scrutiny panel (HSP) attended a good practice sharing event in London, arranged by the Tenant Participation Advisory Service (TPAS). The event was a good opportunity to share ideas and check if our approach to scrutiny could be improved. Another member of the HSP went on a one day course to improve their understanding of 'value for money'.</p> <p>Seven residents attended an introduction to IT session provided by staff from the IT section of Axis Europe, our new repairs partner. This was well received by everyone who attended and Axis hope to provide more sessions in future.</p> <p>Five members from the complaints and scrutiny panels attended a one day session about performance information, provided by TPAS. All attendees agreed the session showed them how to understand complex performance information and how to use it as part of their work.</p>
<p>Involve e-newsletter</p>	<p>Issues were sent out to around 1270 people in July and 2250 in September.</p> <p>The newsletters covered various housing or wider involvement issues such as promotion of YHYQ, housing finance group, digital inclusion, summer fun on estates and the Big Energy Switch.</p>
<p>Other activities</p>	<p>Three residents attended the Open House editorial meeting in July.</p>

Their views and comments, in particular about a reminder for tenants' contents insurance, will feed into the autumn issue of the newsletter due out at the end of October.



A small group of officers and residents met to discuss setting up an HRA (housing revenue account) focus group which will look at how housing finance priorities are decided. Recruitment for this group is underway.

The idea was suggested initially by a resident and was also one of the recommendations in the neighbourhood warden scrutiny report.

