

TENANTS AND LEASEHOLDERS PANEL

To: Councillors Sherwan Chowdhury, Lynne Hale, Maddie Henson, Oliver Lewis, Dudley Mead, Michael Neal, Joy Prince

A meeting of the **TENANTS AND LEASEHOLDERS PANEL** will be held on **Wednesday 20th May 2015 at 6:30pm**, in **The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX**.

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13 May 2015

AGENDA - PART A

1. Disclosure of Interest

In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPIs) and gifts and hospitality in excess of £50. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Business Manager at the start of the meeting. The Chairman will then invite Members to make their disclosure orally at the commencement of the meeting. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

2. Welcome and Introductions

3. Apologies for absence

4. Minutes of the meeting held on Wednesday 4th February 2015 (Page 1)

To approve the minutes as a true and correct record.

5. Welcome to the new directors

Introducing Leonard Asamoah, Director of Housing Need, and Stephen Tate, Director of District Centres & Regeneration.

6. The Croydon Challenge and Reorganisation of Housing Services

The report of the Executive Directors of People (Paul Greenhalgh) and Place (Jo Negrini) is to follow

7. The Eyes & Ears project (Page 11)

A presentation will be given by Andy Opie (Director of Safety), Dwynwen Stepien (Head of 0-5 Early Intervention) & Sian Foley (Head of Service Development) - copy attached
(Hard copies of the presentation will be available at the meeting)

8. Feedback

- a) London Tenants' Federation – Michael Hewlett
- b) Mayor's Housing Forum - Michael Hewlett
- c) ARCH – Michael Hewlett
- d) Croydon Voluntary Sector Alliance (CVSA) – Guy Pile-Grey
- e) Croydon Congress – Marilyn Smithies
- f) All Ages Inter-generational update – Sian Foley

**9. FOR INFORMATION ONLY
Resident Involvement Activity Report (Page 23)**

The report of Chris Stock, Resident Involvement & Scrutiny Manager, is attached.

10. Any Other Business

11. Dates of next meetings

all in the Council Chamber, Town Hall, Croydon at 6.30pm
Tuesday July 2015
Tuesday October 2015
Wednesday February 2016
Tuesday April 2016

AGENDA - PART B

None

TENANTS AND LEASEHOLDERS PANEL

**Minutes of the meeting held on Wednesday 4th February 2015 at 6:30pm in
The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX**

Present: Michael Hewlett (Chair), Marilyn Smithies (Vice-Chair), Syed Ahmed, Peter Cooper, Chris Crossdale, Bernard Daws, Bob Dean, James Fraser, David Palmer, Guy Pile-Grey, John Piper, Stephen Pollard, Laurence Taylor, Kim Wakely and Colin Wood.

Councillors: Councillors Maddie Henson, Dudley Mead, Michael Neal

Observers: Dave Sutherland (Director of Housing Management Services), Peter Brown (Director of Housing Needs & Strategy), Sian Foley (Head of Service Development), Justin Hills (Service Manager, Facilities Management), Yvonne Murray (Head of Tenancy & Neighbourhood Services), Tim Nash (Resident Involvement Co-ordinator), Jo Negrini (Acting Executive Director for Place), Judy Pevan (Service Manager Stock Investment), Bob Richardson (Head of Planned Maintenance & Improvements), Keith Robbins (Business Partner, Finance & Assets), Lorraine Smout (Head of Responsive Repairs), Elaine Wadsworth and Oriel Weekes
Committee Manager: Margot Rohan (Senior Members' Services Manager)

A41/15 DISCLOSURE OF INTEREST

There were no disclosures of pecuniary interest at this meeting.

A42/15 WELCOME AND INTRODUCTIONS

The Chair, Michael Hewlett, welcomed all to the meeting.

A minute's silence remembered Ken Coates who sadly passed away in January. He had taken an active interest in community activities and been on the Tenants' & Leaseholders' Panel for many years.

A43/15 APOLOGIES FOR ABSENCE

Apologies were received from Councillors Sherwan Chowdhury, Oliver Lewis, Joy Prince and Matthew Kyeremeh; Sheila Howard and Peter Mason.

A44/15 MINUTES OF THE MEETING HELD ON WEDNESDAY 15TH OCTOBER 2014

The minutes of the meeting held on Wednesday 15 October 2014 were agreed as a true record of the proceedings, apart from the following omission:

Councillor Joy Prince attended the meeting but was left off the attendance record in error.

INTRODUCING JO NEGRINI, EXECUTIVE DIRECTOR OF DEVELOPMENT & ENVIRONMENT – THE CROYDON CHALLENGE AND WHAT IT MEANS FOR THE HOUSING SERVICE

Jo Negrini introduced herself:

- Looking at how services delivered and how it affects the structure of the Council
- Changing way the Council delivers services and how the back-room operation is managed
- Responsibilities of residents - need a lot more involvement
- Need to ensure the services needed are provided
- Old way of working not financially sustainable
- Croydon Challenge programme - series of big transformational projects:
 - Eyes and Ears - ensuring people feel safe wherever and whenever they are anywhere in Croydon
 - Digital Enabling -
- Structure - from 1 April - 3 departments:
 - Resources
 - People
 - Place
- Anything to do with physical fabric of borough will be managed under 'Place'
- Jo Negrini will be Executive Director of Place
- Paul Greenhalgh will be Executive Director of People
- Services will be the same across the whole borough
- Some housing services are different between tenants and corporate - in future they will be the same
- On estates - also about shops, school, parks - looking at neighbourhood as a whole
- Sense of having everything joined up
- Paul Greenhalgh's area will be about integrated services for people

Issues raised:

- The Panel is concerned with Croydon stock which is financed out of the HRA account. The HRA budget is going up so Council cuts do not seem relevant to tenants. The Housing department has its own budget - why does it have to be changed? There will be a mix between officers working and being paid by HRA and those paid by the Council. How will it work?

Response: Jo Negrini - Understand HRA fund spent on housing stock. That will not change. Lot of HRA budget spent on physical fabric. Planned maintenance - not going to change. Aware of separation of HRA and general fund. Richard Simpson manages the HRA account and will be held to account each year.

- Can you assure us that none of the services we have now will be diluted?

Response: We think they will be better. The new arrangements will reduce any duplication and improve services overall.

- Within any organisation, communication and consultation are usually the biggest issues. We commend Croydon Council that there is resident participation offered. With changes, we hope there will be similar concentration on what residents feel, think and how they want to be involved.

Response: Jo Negrini - People will need to work more closely with residents in order to save £100m. The best way to move forward is for people to work together around issues in a neighbourhood - there will be more scope to get people engaged. We can galvanise people to work together in a local area. Allotments, parks offer opportunities for the Council to work with local people to create the environment people want. The 'Don't Mess with Croydon' campaign has brought residents together - people feel very passionately about 'place'.

- If fewer people are delivering the services, how will quality be managed?
- How is this money going to be saved if no staff cuts and no changes?

Response: Jo Negrini - The whole priority is to focus on backroom operations. There is a big Croydon Challenge project (Digital Enabling) - changes do not include huge cuts in staff. Lot of people are signing up to My App. Teams of people are being trained to understand all needs - housing, benefits, education etc. The HRA will maintain its position with ring-fenced services. Not all housing staff are paid for by the HRA. There probably will be some job losses.

- We are concerned that resources dictated by central government have to be cut. With fly tipping, we are told you can't afford to prosecute due to cost. It is endemic in South Norwood. How can it be put right?

Response: Jo Negrini - Enforcement is important - there will be Directors of Enforcement & Streets. It is a key area where we will try to protect the budget.

- Unless you ring-fence the HRA, surely you will have to cut staff in other areas. Can you explain how the HRA will be protected?

Response: Jo Negrini - We are not going to use the HRA to underpin other spending. We have a statutory responsibility to ensure the HRA is ring-fenced.

- New projects are all very well. You cannot just move staff - there will not be enough work if it is more integrated. How will staff morale be kept up?
- We are talking about £100m over 3 years - national government cuts - loss of services, austerity measures. To lose £30m a year without services being cut is not possible. Concerned about service cuts and rate increases.

Response: Jo Negrini - Part of the saving has been made by moving from 4 to 3 departments and losing one director. We cannot commit to no staff losing jobs. In the 2015-16 budget, jobs at risk have been minimised. All housing staff are coming over to the Place department - the risk of job loss is at senior levels. But we have to look in 2016-17 for more savings. There are ways in which the Council can be a lot more efficient. However, the biggest cost is salaries.

The first stage is backroom efficiency improvements. We have managed to plan for £30m cuts - they are in the budget papers going to Cabinet on 17 February. We have balanced the budget with very little impact on frontline services. We now need to go through the process of identifying where further savings can be made. During this year, we will be looking at how to find an additional £30m saving in each of the next two years.

- As a tenant, repairs and refurbishment are the main concern and expenditure - will these be affected?

Response: Jo Negrini - No.

- Cllr Dudley Mead: Need consultation Section 105 Housing Act. If you are making significant changes to tenant services, we must have a consultation. Need written document stating what proposals are from 1 April.
- Cllr Dudley Mead: Nothing wrong with HRA's position. The present housing service is good. You are proposing separating houses from people who sit in them. There has not been a proper consultation.

Responses: Jo Negrini - We are not changing the housing service so do not need a consultation.

Cllr Alison Butler - Reiterating - the services you receive will not be changing. There will now be 2 directors over them. We do not want residents who are outside the HRA to be receiving different services. The People department will look at a wider range of services - helping people to find jobs, ensuring you get your full benefits entitlement, welfare of your family etc.

- Cllr Michael Neal: The previous administration built up a good rapport with tenants and leaseholders. Panel members seem to feel this is going to change and they will lose one-to-one contact with officers. They want assurance about direct contact with officers.

Response: Jo Negrini - There are no plans to change housing services or relationships with officers. There is no benefit in changing relationships built up over years. We want to reinforce and build on those.

Cllr Alison Butler - No change in contact with current officers. There will be additional officers responsible for certain areas regarding regeneration etc.

A46/15

HRA RENT, SERVICE CHARGE, GARAGE RENT & BUDGET SETTING 2015/16

Keith Robbins (Business Partner, Finance & Assets) gave a summary of the report:

- Government changed way the rents are calculated
- 2.2% increase in rent and garage and parking space rents
- Heating charges remain unchanged

Issues raised:

- What is contract inflation?

Response: Index linked inflation written into contract.

- What is CPI?

Response: Consumer price index - excludes housing costs.

- Pram sheds - no longer used for prams - free of charge. Heard you are going to start charging.

Response: Dave Sutherland: 4,000 pram sheds. As refurbishing them, new locks, accurate record of who using them - small charge, rather than a free-for-all. Charge to cover maintenance.

- Garages & parking spaces - rent increasing 2.2%. When are you going to repair the garages at The Lindens (Fieldway)? We had a temporary repair because there was uncertainty about whether they are going to be demolished but they are not. No downpipes to some of garages. People are parking so we cannot use the disabled bays nor get out of the garages.

Responses: Keith Robbins - Page 11 of the report - there is a sum for refurbishment.

Dave Sutherland - We have a responsibility to carry out the repairs.

Lorraine Smout - The roof and gutters repairs are on a programme. I will speak to Bob Richardson and look at when they are down to be done. If this is some time away we could do these via Responsive Repairs, as major works.

- Are all corrugated asbestos roofs on garages to be replaced? It is a big expense to replace all, if they are not leaking nor damaged.

Response: Bob Richardson: This work is part of the external painting programme where the garages are attached to blocks. We are trying to remove asbestos where we can. If they are low yield and in good condition, we will not remove it. We have to do annual inspections.

- Cllr Dudley Mead: Appendix 1 - I commend officers as the rent collection rate shows an incredible result. Last year we were the first council to give tenants a 2 week rent holiday - why don't we do the same again this year, as rent collection is so high?

Response: Cllr Butler: We thought about this gesture - looked at whether it is a benefit to tenants this year. We decided housing stock is a priority, as we are losing properties through 'right to buy'. More people are living in B&B and coming to the council, as they cannot afford private rents. We will be taking £4m from the reserve to top up the council build. We want to ensure we keep the Decent Homes Standard.

A47/15

WINDOW CLEANING UPDATE

Justin Hills (Service Manager, Facilities Management) gave a brief verbal update:

- Since last October, good constructive meeting with cleaning company on 6 January
- Only 3 notifications about no-shows since - windows were cleaned the following day
- Encouraging caretakers to report back when there is a poor service or the cleaning company not showing up
- 20 February - follow up meeting
- Need to put in a process to evidence that the company has actually done the work
- Currently we do not do this for housing stock, although we do it for corporate work
- Cleaning specification only covers communal area - basic specification

- Site audits carried out end of November 2014 by Justin Hills and an independent cleaning expert:
 - sites visited showed a good level of cleaning with some minor rectifications required
 - Further audits will be carried out over the next few months (2015)

Issues raised:

- Contractor should leave stamped addressed envelope with one of tenants so can send back to say windows been done

Response: Not always someone on site. We could ask for it to be put through a letterbox.

- Who pays for the window cleaning?

Response: Window cleaning contract is with Interserve so paid by the Council, with a contribution from the HRA.

A48/15

PROCUREMENT OF PLANNED MAINTENANCE WORK UPDATE

Bob Richardson (Head of Planned Maintenance & Improvements) and Judy Pevan (Service Manager Stock Investment) gave a verbal report:

- General building reprocurement - tender documents published 19 December - briefing 9 January
- Site visits currently being organised for March
- Resident training on ISS took place 3 February but some residents could not attend due to weather
- Reading and moderation weeks - last 2 weeks in February
- Competitive dialogue - 2 March to 30 April - meeting each week with each bidder to discuss one subject area
- £10-14m pa
- Lift reprocurement - will be including all lifts, both housing and non-housing premises
- Electrical, Mechanical and Windows - reviewing options and trying to determine best way to package the contracts
- Keen to maximise social value

Issues raised:

- Who will be involved in the reprocurement process?

Response: All services with a vested interest will have an input - some may have specific requirements different from housing requirements.

A49/15

ESTATE INSPECTIONS REVIEW

Tim Nash (Resident Involvement Co-Ordinator) gave a very brief summary:

- Estate inspection process is an important resident involvement scheme
- Review led to a number of improvements
- Changes since so decided to review again
- At last meeting, agreed need to be more cross-cutting and look at as fresh piece of work
- Ideas from meeting to be put into a new process

A50/15

FEEDBACK

London Tenants' Federation - Michael Hewlett

- Fund from UCL for research work at Old Oak Common/Park Royal area in connection with regeneration of Crossrail
- This will enable LTF to fund a reasearch worker for 2 days a week

Mayor's Housing Forum - Michael Hewlett

No further update

ARCH - Michael Hewlett

- Tenants group drawn up manifesto
- 3 manifestos - tenants group, ARCH exedc group and national federation IALMOS
- Joined into one - presented yesterday in Parliament
- Housing minister absent
- Copy of manifesto - to put on website

Croydon Voluntary Sector Alliance - Guy Pile-Grey

Nothing to report

Croydon Congress - Report from Marilyn Smithies:

"Since my report on 15th October 2014 stating there had been no Congress meeting since 22nd November 2013 and no feedback as to what benefits the meetings made and to whom, I am pleased to say that there have been several meetings since November 2014.

1. Stronger Communities Partnership meeting on 11th November. I had the first opportunity to speak to Cllr. Mark Watson, Cabinet Member for Safety & Justice and Nathan Elvery, Chief Executive and explained to them how frustrating the previous meetings had been when nothing was forthcoming with regard to what if anything had improved as a result of these 4 hour meetings and to whom?

2. Croydon Congress meeting on 27th November focusing on "Opportunity and Fairness".
3. The formal launch of Croydon Opportunity and Fairness Commission on 28th January, which unfortunately I had to give my apologies for as I was chairing the Housing Services Forum. However, I have been notified that I shall be kept informed of future meetings and receive updates.
4. Croydon Voluntary Sector Alliance meeting on 19th February.
5. Next Stronger Communities Partnership meeting on 26th February.

I am hoping that these meetings which have a united "thread" will pave the way for much better communication and co-ordination with each other, culminating in communication with Community representatives thereby giving residents a true understanding of what is actually happening and why."

All Ages Intergenerational Update - Sian Foley

- Money Magnet sessions – free money management course on 11 February for 3 weeks - how to make your money go further and ways to increase your income – book a place by contacting Theresa Rogers ext 62065
- All Ages - Community Safety Challenge quiz on 17 February working with the Fire Brigade over 46 sessions held with local community groups and 9 shortlisted teams attending
- Mayor Manju Shahul-Hameed & Cllr Alison Butler will be presenting the trophy
- Croydon Community League - running with Crystal Palace and Surrey FA – 2 year celebratory events 24 and 26 February
- Community Fun Club on 4 estates: Tollers, Handcroft, Longheath, Green Lane..
- Improving Health & Wellbeing project – Fieldway Community Centre - will fund till end of March
- 1st quarterly contract management meeting with providers on 12 and 13 February
- All Ages Steering Group meeting 15 February

A51/15

FOR INFORMATION ONLY

The Resident Involvement Activity Report was circulated with the agenda.

Tim Nash mentioned:

Your Rent Your Say - fill in self-assessment form if want to join - quite high level proposal group - anyone interested contact Tim Nash or go to 'Jobs' on the home page of the council website and search under 'Jobs at Croydon' website for job reference no. 03675
We are looking for volunteers.

Training - 3 March - challenging and asking right questions in the right way with more confidence.

A52/15

DATE OF NEXT MEETING

The next meeting will be on 29 April 2015 in the Council Chamber, Town Hall, Croydon at 6.30pm.

The meeting ended at 8:45pm

Eyes and Ears

Tenants & Leaseholders Panel

20th May 2015

What?

Croydon Challenge

To focus on delivering effective services, changing the lives of the people in our borough

Eyes and Ears project

Eyes and Ears is a Croydon Challenge project in the Place department.

The vision:

“To create a single enforcement and street based service with multi-skilled area based teams that are better able to respond to environmental and Anti-Social Behaviour (ASB) issues and so have a more effective and integrated impact on our communities and make visible improvements within the borough so it is a safer cleaner place to work and live, through better coordination, integration of enforcement services and improved ICT systems.”

Why?

Key drivers / benefits

- We have many teams working in the community who do a similar role, by joining them altogether we will be able to provide a more coordinated, consistent and visible service to everyone throughout Croydon borough
- We will deliver a service that better reflects the needs of individual areas
- There will be increased engagement with local businesses and residents
- By improving the technology that our teams use they can work in a more efficient and productive way
- We will be easier to contact and quicker to respond
- We will be more effective at reducing ASB and improving the environment

How?

It is proposed the project will involve change to:

- How our frontline services are delivered – including Neighbourhood Wardens
- Pulling together all enforcement services
- Improving processes, information sharing and technology

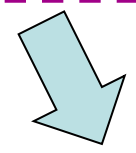
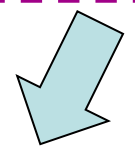
Changes to the Neighbourhood Warden Service Posts

Currently we have the Neighbourhood Wardens Team

21 Neighbourhood Wardens
2 Warden Managers

5 Neighbourhood Wardens
1 Warden Manager

In the Future:



Place department

Neighbourhood Operations

- Area Enforcement

People department

Early Intervention Support Service

- Play and Youth Outreach

Service Development

- Community Outreach

The Area Enforcement roles provide

- Borough wide, single enforcement service
- Consistent activity across the whole of the borough no matter where or who they are
- Flexible & efficient deployment of officers to ensure public safety

The Area Enforcement post holders will:

- Work as 5 area based teams within the Neighbourhood Operations service,
- Provide the first point of contact with residents, businesses and other bodies,
- Operate 7 days per week,
- Develop and maintain good relationships with local people, community groups and other stakeholders,
- Increase public confidence and reduce fear of crime,
- Prevent and deal with anti social behaviour,
- Protect the quality of the local environment.

Future roles (continued)

The Outreach roles are

- Borough wide but with Housing (HRA) emphasis
- To maximise use of local play and youth services
- To develop children and young peoples resilience and independence
- To develop community confidence and access to appropriate services

The Play & Youth Outreach post holders will:

- Work as part of the Play and Youth service so that children and young people can access high quality play and youth provision
- Work in partnership with schools, families, local services and community groups to help meet local children and young people's needs
- Be attentive to the needs of children and young people in the area, particularly those at risk, so that they can access services and early help support.

The Community Outreach post holders will:

- Work with residents to identify needs, support/ assist and signpost e.g. around digital and financial inclusion, one to one work with vulnerable residents
- Tackle social isolation and promote healthy outcomes
- Work with community groups (e.g. Fish & Chips evenings at sheltered blocks)

1. How will Eyes and Ears affect tenants and leaseholders

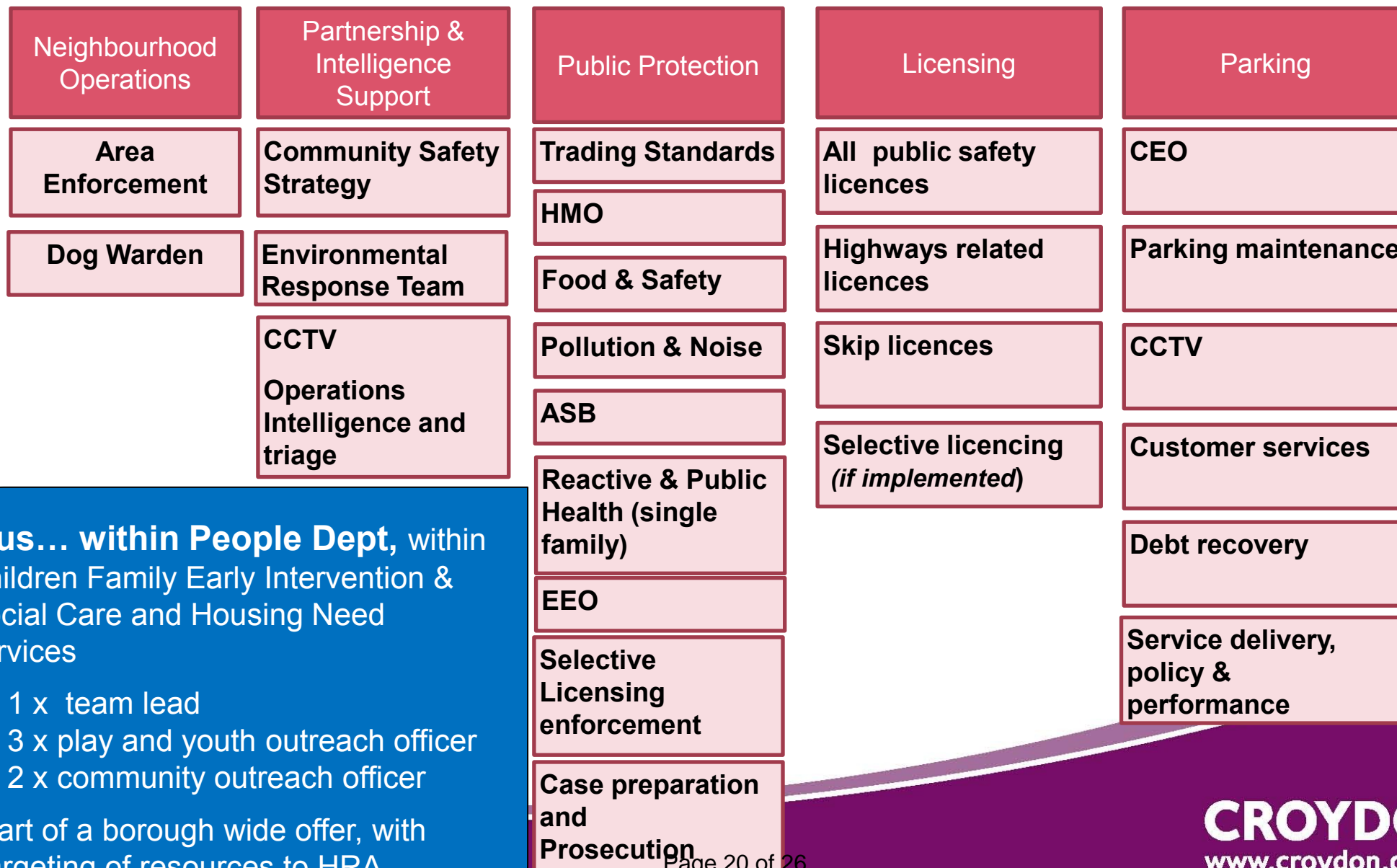
- The team will look different and be called something different but we will still be working with you to improve your neighbourhood
- Overall there will be more officers on patrols with a broader range of responsibilities working 7 days a week
- You will still get to know your local officers and they will still attend your resident, neighbourhood and community meetings to understand and help with your concerns

2. What are the implications in terms of use of the HRA

- The HRA will fund a number of officers within this Eyes and Ears structure for activity on Housing estates
- HRA will only be used for proportional activity on Housing
- Activity will be recorded to demonstrate how much work is being done on Housing so that the HRA contribution is appropriate and accounted for

Proposed Service design

Director of Safety



plus... within People Dept, within Children Family Early Intervention & Social Care and Housing Need services

- 1 x team lead
- 3 x play and youth outreach officer
- 2 x community outreach officer

Part of a borough wide offer, with targeting of resources to HRA residents and areas of need

When?

High-Level Timeline

Date	Action
22 April – 05 June 2015	Formal 45 days consultation with staff & trade unions
20 May 2015	Tenants & Leaseholders Panel meeting
July 2015 – throughout 2016	Public Engagement campaign
01 September 2015	Implementation of new staffing structure; Eyes and Ears Service commences (soft launch)
01 January 2016	Eyes and Ears Service fully operational

Summary and next steps

- This is currently a proposal that we are seeking views on from staff, partners and residents
- It is important that tenants and leaseholders have their say so that the final service model considers your feedback
- Although the deadline for comments on the proposal is June 5th officers will be working through the operational detail during the next few months so we will ensure that further information is available in the lead up to the service rolling out
- The service will be reviewed 6 months after rollout and it is suggested that this includes a review by the tenants and leaseholders scrutiny panel around this time
- For further information or to submit comments on the proposal please email Andy Opie, Director of Safety at andy.opie@croydon.gov.uk




Resident involvement & scrutiny team activity sheet:

January – March 2015



Activity	What has happened
Housing services forum	<p>The forum met in January. The meeting was well attended by 34 residents.</p> <p>A new format was trialled which featured brief presentations by senior officers, followed by discussions in small groups. This provided residents with the opportunity to give their views on the housing services they receive in an informal environment. The topics discussed at this meeting were the anti-social behaviour service, window cleaning and information provided to new tenants.</p> <p>Feedback was positive: of those who completed evaluation forms 100% thought the meeting was well organised and useful. Several residents commented that they like the new format. In addition the service managers also felt that a number of the comments and ideas raised at the meeting could lead to improvements in their service areas.</p> <p>The next meeting is scheduled for 13 May 2015 and the topics for this session will be the grounds maintenance service and the implementation of universal credit.</p>
Sheltered housing panel	<p>The panel met on 18 March with 18 residents attending.</p> <p>The panel was presented with an explanation of the sheltered housing tenant 'journey' from first application to on-going support review. Managers from teams responsible for allocations, lettings, income, tenancy, Careline and adult social services spoke about their role in supporting older people in their move to and residency in sheltered housing. Questions from panel members were answered.</p> <p>The panel also discussed a review of how the SHP is working and any areas of improvement. Attendance is falling and action points have been relating to cleaning or repairs of individual sites, not general issues that could improve services to all sheltered housing tenants. The panel agreed to bring suggestions on how to improve publicity and membership to the next meeting, and think about agenda items.</p> <p>The next meeting will be about cleaning and maintenance of communal areas and is scheduled for 16 July 2015.</p>
Housing disability panel	<p>The panel met on 30 March. 15 residents attended.</p> <p>The main agenda item was a review of how the panel is working with a view to improve its effectiveness. It was agreed that the panel would be responsible for raising agenda items, that housing officers could use the panel to gain feedback on proposed changes to housing services, that a</p>

	<p>meeting would not go ahead if there are no agenda items.</p> <p>Ways to improve publicity and recruitment to the panel will be discussed at the next meeting which is on 7 July 2015.</p>
<u>Resident involvement group (RIG)</u>	The group has not met this quarter.
<u>Your housing, your questions</u>	There has not been a Your Housing, Your Questions event this quarter.
<u>Housing ID</u> (formally known as the Housing Sounding Board)	<p>Membership is now at 500 residents. Numbers have increased mainly as a result of contacting tenants who took part in the STAR survey and indicated an interest in resident involvement.</p> <p>Publicity has included an article in Involve newsletter, Open House and the reception screens in Access Croydon.</p> <p>Members were invited to take part in the scrutiny panel ASB survey and focus group, housing disability panel, sheltered housing panel and the London Road consultation.</p>
<u>Adult social services involvement</u>	<p>The Croydon Adult Services User Panel (CASSUP) met on 28 January. Paul Greenhalgh, Executive Director of People (the department which now includes adult social services), spoke to the panel about his vision for the future of the service and answered questions.</p> <p>Andrew Lane, Head of assessment and case management, spoke about personalisation in adult services and answered questions. Some issues were taken forward to the 'Talking about adult social care' (Taasc) event in March.</p> <p>The Taasc event in March was attended by 80 members of the public. The programme included two main sessions. A discussion about contacting the council by phone, face to face and via the internet and a discussion about what people understand by the term 'personalisation' and also about the Care Act. Feedback and action points will be published in the next quarter.</p> <p>A special meeting for panel members took place in March to review the work of the panel and agree changes that should make it more effective. Following on from this some members attended a training course on questioning and challenging skills.</p> <p>The satisfaction survey for people who use domiciliary care services was completed in January and a draft report written based on the results. This will be presented to senior managers and an action plan agreed in May 2015.</p>
<u>Surveys</u>	<p>The following 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 procedure. The purpose is to ascertain whether the reported issue has been dealt with and resolved to the client's satisfaction. The results are being used to improve the safeguarding service. Following a successful pilot, the survey has been continued until the end of the 2014/15 financial year, when a review will take place. • 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.

	<ul style="list-style-type: none"> • Neighbourhood Services – A face to face survey of tenants and leaseholders to gauge satisfaction with estate services such as caretaking, neighbourhood wardens, street cleaning and grounds maintenance. The survey will be carried out twice more during 2015, to benchmark satisfaction at different times of the year. The findings will be used by service managers to improve the services where necessary. • Adult Social Care Survey – annual statutory survey from the Department of Health (DoH), for adults receiving care and support services. The survey includes questions about service user’s quality of life and how services have affected the quality of their life. The data collected will be used by the Quality Care Commission and the Department of Health for national benchmarking. Croydon will also use the results to see how happy people are and assess their experiences of local care services.
Scrutiny panel	<p>The scrutiny of the anti-social behaviour (ASB) service is nearing completion and the report is being written. The exercise included a review of documentation, interviews with officers and managers, a resident focus group and a resident survey.</p> <p>The panel intend to produce their recommendations in April and present their findings to senior management. The final report will be presented to residents at the Tenant & Leaseholder Panel in May 2015.</p> <p>The panel are now starting to consider which service to scrutinise next. They will also look at learning outcomes from the last exercise and recruiting more members.</p>
Housing complaints panel	<p>The complaints panel have adjudicated on their first complaint this quarter.</p> <p>The panel also met at the end of March. The meeting focussed on a review of the complaints adjudication process as well as looking at performance reports for housing complaints and the contact centre/Access Croydon.</p>
Neighbourhood voice (NV)	<p>87 NV forms were completed by 39 residents this quarter.</p> <p>There are now 66 registered Neighbourhood Voices throughout the borough giving valuable feedback on the services delivered to estates. There has also been a lot of interest shown in the Clean & Green Champions scheme.</p> <p>The Spring issue of NV news was sent out to members in March and included feedback on the autumn NV survey and the promotion of the Clean & Green Champions scheme.</p> <p>The Housing ID has generated several potential new members and the team are in the process of contacting these residents and setting them up on the scheme. Recruitment of NV’s is ongoing and there will also be a review of how the scheme can be improved in the next few months.</p>
Mystery shoppers	 <p>As part of the action plan drawn up after scrutiny of the contact centre, the scrutiny panel identified the need to carry out mystery shopping exercises to check the services provided in Access Croydon.</p>

	<p>Scenarios were devised and two training sessions took place to prepare mystery shopping volunteers for the shops they completed in October 2014. The results of these have been passed back to the scrutiny panel. However, low numbers taking part in this exercise has meant further shops are needed to make the process worthwhile.</p> <p>There has been considerable interest following the release of the advert on the Council's job site. Applicants were asked to complete a self-assessment form and these are currently being considered. Applicants will be invited to attend a training session and invited to take part in a subsequent mystery shop, on a subject to be decided.</p>
Residents' training	<p>In January facilitation skills training was provided to 7 members of CASSUP with the aim being to enable them to play a greater role at the March Taasc event. This event included 2 sessions of round table discussions and it was felt important that these were led and facilitated by CASSUP members. All those on the training found it useful and, after the Taasc event, members felt it had given them more confidence in their role.</p> <p>Two housing scrutiny panel members attended the SE region meeting of the Tenant Participation Advisory Service in Edenbridge in February. A combination of workshops and open discussions took place at the meeting and the two residents found the day worthwhile and enjoyable.</p> <p>17 residents from various panels attended a training day in March. The aim of the session was to improve residents' skills in challenging managers and senior officers and raising questions in a more confident manner. This was provided by an experienced external consultant, Jane Eyles. Feedback was excellent – one attendee said "I liked the whole day and found it really useful" Most of those who attended take part in activities where they will have plenty of opportunity to practice their newly acquired skills in the coming weeks.</p>
Involve e-newsletter	<p>The newsletter was sent out in January and March to over 2000 residents and covered various housing or wider involvement issues such as promotion of Housing ID, adverts for panel meetings, RI awards, clean & green champions, money magnet workshop and links to online surveys. The next newsletter will be sent out in May.</p>
Other activities	<p>A new focus group called Your Rent, Your Say met for the first time and was attended by 7 residents. This group looks at how rents and service charges are spent.</p> <p>Croydon hosted a London Tenant Scrutiny Network meeting in January. The meeting was attended by over 70 residents and officers from across London and the surrounding area. Four guest speakers presented information about a range of topics related to scrutiny and delegates took part in two round table discussion sessions. Visiting delegates are charged a fee for attending, which covers the cost of running the event. 91% found the presentations and discussions very or quite useful and 100% were satisfied with the organisation of the event.</p>