



**Resident involvement & scrutiny  
team activity sheet:**

July - September 2015



Activity	What has happened
<a href="#">Housing services forum</a>	<p>The forum met at the beginning of September. The meeting was attended by 31 residents.</p> <p>The topics discussed at this meeting were the Croydon, Merton and Sutton Credit Union and the 'village approach' to neighbourhood services. Residents heard a brief presentation from the Credit Union outlining their services. At the round table discussions residents discussed how the Credit Union may be useful to themselves and other Croydon residents who are unable to access low cost loans. Teething problems with the new village approach to neighbourhood services were also discussed and residents were able to voice their concerns with officers at the round table discussions which followed.</p> <p>The next meeting is scheduled for Wednesday 20 January 2016. The topics for this session have not been agreed yet.</p>
<a href="#">Sheltered housing panel</a>	<p>The panel met on 16 July. The meeting was about the repair and maintenance of communal areas in sheltered blocks. Officers from CareLine Plus, Interserve, tenancy, caretaking and grounds maintenance teams attended to explain what services are available and who is responsible for these. Questions were taken from panel members. Elections for Chair and Vice chair also took place.</p> <p>The next meeting will include the role of community outreach officers, social activities in sheltered blocks and a consultation on new health services for people over the age of 65 years. It will take place on 12 November 2015.</p>
<a href="#">Housing disability panel</a>	<p>The panel met on 7 July and primarily discussed accessibility issues on council estates. This included enforcement of disabled parking bays, illegal parking across access points, obstructed footpaths and safe storage of mobility scooters.</p> <p>The next meeting is on 2 March 2016. A meeting had been scheduled for this October but was cancelled due to a lack of agenda items.</p>
<a href="#">Resident involvement group (RIG)</a>	<p>The panel met in September. Members discussed proposals to establish a service improvement group to focus on tenancy and neighbourhood services. It was proposed that quarterly meetings of the group would enable residents and senior officers to review performance information and work in partnership to improve working procedures and the quality of services.</p>

	<p>The group also looked at the recent budgets relating to the resident involvement service and discussed arrangements for the annual residents buffet.</p>
<p><a href="#"><u>Your Housing, Your Questions</u></a></p>	<p>A Your Housing, Your Questions event took place in August on the Shrublands estate, Shirley. The event was attended by around 30 residents from the local area. Councillors Alison Butler (Cabinet Member for Homes and Regeneration) and Stuart Collins (Cabinet Member for Clean &amp; Green Croydon) joined senior managers from the council's housing and highways service to form the panel. Questions were asked on a broad range of subjects from charges for communal repairs and fly-tipping to estate regeneration and rehousing.</p> <p>The meeting has sparked renewed interest in resident involvement at a local level and a number of residents expressed an interest in starting a resident group on the estate. At a subsequent public meeting on 29 September a residents' association committee was elected and the council will support the committee to get the association up and running. One of their first objectives will be to support a neighbourhood action plan for the Shrublands Estate.</p>
<p><a href="#"><u>Housing ID</u></a> (formally known as the Housing Sounding Board)</p>	<p>Membership is now at 515 residents.</p> <p>This quarter members have been invited to take part in estate inspections, engagement tool testing, housing services forum, the Taasc event, Shrublands RA, London Road carnival, Involve and CASSUP newsletters.</p> <p>A survey of Housing ID members will be going out by post and email this autumn, asking residents' views on Open House and use of IT and ensuring contact details are up to date.</p>
<p><a href="#"><u>Adult social services involvement</u></a></p>	<p>CASSUP met for a full panel meeting in July and held further working group meetings in August and September to progress their work which included the following:</p> <ul style="list-style-type: none"> <li>• Follow up work to progress action plans with the contact centre, domiciliary care and the assessment team continues with meetings with managers and written updates to recommendations.</li> <li>• Panel members met with the Opportunity and Fairness commission and contributed to the interim report.</li> <li>• Members of the panel took the mobile information bus to North End to promote their work and publicise upcoming events.</li> <li>• The next Talking about adult social care event was planned</li> </ul> <p>A Taasc event took place on 30 September. 70 people booked places. They heard a detailed report on what CASSUP have been doing over the previous six months. Participants then had an opportunity to try the new CarePlace directory of care services and contribute to the development of this resource.</p> <p>The Panel have received expressions of interest for new members and recruitment will take place in October.</p> <p>A new online newsletter – CASSUP news - was planned, written and sent out in September.</p>

<p><a href="#">Surveys</a></p>	<p>The following surveys have been carried out this quarter:</p> <ul style="list-style-type: none"> <li>• 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.</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>• Lettings survey – a telephone survey of residents who have been allocated permanent council housing. The survey obtains their views on the service they received from the allocations team when the offer of the property was made, and lettings team at the tenancy sign up. They are also asked about their satisfaction with their new home and the property condition when they moved in.</li> </ul>
<p><a href="#">Scrutiny panel</a></p>	<p>The scrutiny of the anti-social behaviour (ASB) service is now complete and the report has been written. The panel presented their recommendations to senior management and the final report was presented to residents at the Tenant &amp; Leaseholder Panel meeting in July.</p> <p>The panel have chosen to look at communications for their next exercise, specifically how housing services communicate with tenants through both written and electronic media. This will form one part of the communications scrutiny with other types of communication being looked at over a period of time. The panel decided to take on communications as this has been an over-arching theme in previous scrutiny exercises.</p> <p>As far as membership of the scrutiny panel is concerned, numbers have significantly reduced due to the untimely death of the chair Chris Crossdale and the decision of three members, including the vice chair, to leave the panel. At the time of writing the panel has 5 members: 3 tenants and 2 independents. As an interim measure panel meetings are being chaired by members on a rolling basis. We have begun a new campaign to recruit more members.</p>
<p><a href="#">Housing complaints panel</a></p>	<p>The complaints panel (HCP) met in June. The agenda included performance reports from the contact centre, Access Croydon and the report from the housing complaints team. They also heard a presentation on the responsive repairs service. A copy of the housing scrutiny panel contact centre action plan was presented to the panel as the HCP will be monitoring this in future.</p> <p>The HCP adjudicated on two complaints in August. One complaint was from a Croydon council tenant and the other was from a Croydon Churches Housing Association tenant (for whom the HCP act as a designated person). The next panel meeting will take place in mid-October.</p>
<p><a href="#">Neighbourhood voice (NV)</a></p>	<p>118 NV forms were completed by 53 residents this quarter.</p> <p>There are now 75 registered neighbourhood voices throughout the borough giving valuable feedback on the services delivered to estates.</p>

	<p>Advertising in Involve newsletter, the website and via word of mouth has generated new members and the officer responsible for the scheme is in the process of contacting these residents and setting them up on the scheme. Recruitment of NV's is ongoing.</p>
<a href="#">Mystery shoppers</a>	<p>New mystery shoppers were recruited from the advert on the council's job site, through Involve and the Housing ID. Applicants were invited to attend one of two training sessions and 13 attended in all.</p> <p>Scenarios were developed with the income managers and the shop commenced in August with shoppers contacting staff in the income teams regarding universal credit and other income related questions.</p> <p>The exercise finished in late September and a report will be produced detailing the results which will be fed back to managers, mystery shoppers and the housing scrutiny panel.</p>
<a href="#">Residents' training</a>	<p>Two training sessions on mystery shopping were run. Those attending generally found the sessions interesting and informative and they have just completed a mystery shopping exercise to put their new skills to the test (see above).</p> <p>Further mystery shopping training as well as other in house training sessions in topics such as understanding diversity, chairing and facilitation skills are in the pipeline. These sessions will be available to any interested resident.</p> <p>One resident recently went to Trafford Hall in Chester for a two day course about planning, monitoring and evaluating large projects. Many specialist courses are available to involved residents and these courses can benefit the individual in their work or improve their chances of gaining employment.</p>
<a href="#">Involve e-newsletter</a>	<p>Newsletters were sent out in July and September to over 2400 residents. Topics covered included scrutiny, the housing information bus, mystery shopping, repairs working group and Money Magnet.</p> <p>The next newsletter will be sent out in November.</p>
<a href="#">Housing information bus</a>	<p>A new initiative, the housing information bus visits a different part of Croydon on the last Tuesday of each month. So far the bus has visited New Addington, Shrublands and Waddon estates. A variety of housing services are represented on the bus to answer a range of questions from service users. The number of visitors has been varied and we are experimenting with locations and timings.</p> <p>The next stop will be on Thornton Heath High Street on 27 October from 10 - 3 pm.</p>
Other activities	<p>The Your Rent, Your Say group met in August. Issues discussed included the role of residents in monitoring the Housing Revenue Account (HRA), the HRA budget 2014/15 and the impact of the government budget on the HRA. Panel members also discussed how future members would be selected. The next meeting of the Your Rent Your Say group will be in October, agenda to be confirmed.</p>