



TENANT & LEASEHOLDER PANEL
3 February 2016
Agenda Item 14



Resident involvement & scrutiny
team activity sheet:

October - December 2015



Activity	What has happened
Housing services forum	<p>The forum has not met this quarter.</p> <p>After consultation with residents, it has been agreed that the housing services forum will be replaced with a range of service improvement groups (SIGs). These would involve residents looking at the performance of a particular service area in some detail and discussing opportunities for improvement with managers. Two groups have already been established which work in this way and look at the areas of responsive repairs and resident involvement.</p> <p>The first new group to be set up will be the tenancy and neighbourhood services group, who will first meet in late January. Further SIGs will be established over the coming months to look at other areas including: income and welfare benefits, planned maintenance and improvements.</p>
Sheltered housing panel	<p>The panel met on 12 November. The meeting discussed 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. Members were also told about a pilot for the 'Visbuzz' video tablet, and offered a chance to have free use and support for one year.</p> <p>The next meeting will take place on 6 April 2016. This will be in the Community Space with an opportunity for smaller groups to discuss agenda items and feed back to the panel as a whole. One agenda item will be further review of the panel terms of reference and membership.</p>
Housing disability panel	<p>The next meeting is on 2 March 2016. A meeting had been scheduled for October but was cancelled due to a lack of agenda items.</p>
Resident involvement group (RIG)	<p>The panel met in October. Members further discussed the proposal to establish service improvement groups and particularly considered the process for recruitment to these groups and the need for a mechanism to feedback to the tenant and leaseholder panel.</p> <p>The panel also considered how to inform residents about the impact of the proposed 1% rent reduction and how to provide people with an opportunity to ask questions or comment on this issue.</p> <p>The group also looked at the resident involvement impact assessment and the costs associated with providing the service.</p> <p>The panel will be meeting in January.</p>

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Your Housing, Your Questions	There were no YHYQ events this quarter.
Housing ID (formally known as the Housing Sounding Board)	<p>Membership is now at 473 residents.</p> <p>This quarter members have been invited to take part in Open House editorial group, autumn Housing ID survey, Involve and CASSUP newsletters, neighbourhood services and tenancy improvement group and a New Addington consultation.</p> <p>A survey of Housing ID members was conducted by post, email and phone this autumn, asking residents' views on Open House and use of IT and ensuring contact details are up to date. The survey picked up those that have moved away or no longer wish to take part hence the drop in numbers since the last quarter.</p>
Adult social services involvement	<p>CASSUP met for a full panel meeting in November to meet with the team manager and transformation officer for direct payments. This will be taken forward and the main topic of the next Taasc event in March 2016.</p> <p>In addition the following also took place:</p> <ul style="list-style-type: none"> • a working group met in October • action plans were progressed with the contact centre, domiciliary care and the assessment team, including meetings with managers and written updates to recommendations. • panel members met with consultants looking at the work of the direct payments team. • members of the panel attended a domiciliary care providers' forum and presented key finding of the customer satisfaction survey. <p>The panel have one new member, and two members who have not been able to take part for several months due to health problems will be re-joining the panel from January.</p> <p>The next issue of CASSUP news, the e-newsletter, is in production and will be sent out in January.</p>
Surveys	<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. • 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. • 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.

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Scrutiny panel	<p>The scrutiny panel have begun their next exercise, examining how housing services communicate with tenants and leaseholders through both written and electronic media. This will include looking at Open House, considering how easy it is to find information on the council's website and other communication methods. It is hoped that the panel's report will be available in April 2016.</p> <p>The panel has an ongoing recruitment process and anyone interested in joining the panel is invited to complete a self-assessment application form.</p>
Housing complaints panel	<p>The complaints panel (HCP) met in October. The new Contact Centre manager – Jacqui MacIver Dix attended the meeting to discuss performance reports regarding the work of the contact centre and Access Croydon. The complaints resolution manager also attended and discussed the performance report from the housing complaints service.</p> <p>Members were updated on the outcome of the two complaints that the panel had recently adjudicated on.</p> <p>Following a successful pilot Croydon Churches Housing Association have agreed to commission the panel to review their complaints.</p> <p>The next panel meeting will take place in January.</p>
Your rent, your say	<p>The panel will meet in January to discuss the impact of the requirement to reduce rents by 1% each year from 2016/17 and how residents will be involved in reviewing spending priorities. The group will also receive the council's annual HouseMark benchmarking report.</p>
Neighbourhood voice (NV)	<p>126 NV forms were completed by 52 residents this quarter, giving valuable feedback on the services delivered to estates throughout the borough.</p> <p>Recruitment of NV's is ongoing.</p> <p>Neighbourhood Voice News was sent out in December to all members with the latest results from the scheme and features on the neighbourhood inspectors and window cleaning service.</p>
Mystery shoppers	<p>The mystery shopping of the income teams regarding universal credit and other income related questions took place in late September 2015 and the results were fed back to managers, mystery shoppers and the housing scrutiny panel. The report summarising the shop is available on the website.</p> <p>A mystery shopping exercise is currently being planned for January 2016 looking at leaseholder services and once completed a report will be produced and presented to managers with the results.</p>

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Residents' training	<p>Any resident who would like to receive training to help them in their resident involvement role can ask to be booked on a session that interests them. The full range of options is shown on the residents training page of the council website. However, the team are currently focussing on providing specific training to those who are involved in a particular group or activity.</p> <p>For example, a two hour session was arranged especially for two residents who have recently been recruited to the housing complaints panel. The session covered all the essential points around how the complaints process works and understanding performance information. This will enable the residents to take an active part in their first panel meeting, in January.</p> <p>A training day is being planned to provide support to members of the scrutiny panel, many of whom are recent recruits and so far have had to learn on the job. In addition, training is being developed for committee members of our new or fledgling resident groups.</p>
Involve e-newsletter	<p>The online newsletter was sent out in the first week of December to over 2400 residents. Topics covered included the scrutiny and resident involvement awards, housing information bus, mystery shopping and help for residents to get online.</p> <p>The next newsletter is scheduled to be sent out at the end of January.</p>
Housing information bus	<p>The housing information bus visits a different part of Croydon on the last Tuesday of each month. The bus visited Thornton Heath in October and New Addington in November. 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>After a two month winter break, the next stop will be at the end of February, destination to be advised.</p>
Other activities	<p>The residents Christmas buffet was held in December to recognise the contribution of residents throughout the year, through the various involvement activities. The venue this time was the Croydon Park Hotel and over 50 residents attended. They were joined by the Mayor of Croydon, Councillor Patricia Hay-Justice and £146 was raised for her charities through a raffle.</p> <p>The Open House editorial group met. This group includes residents and staff who discuss the content of the next issue of Open House newsletter. An additional resident joined the group following recruitment from the Housing ID.</p>