



Tenants' & Leaseholders' Panel

17 May 2016 – Agenda Item 9

Resident involvement & scrutiny team update

January - March 2016



Activity	What has happened
Service improvement groups	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service area in some detail and discussing opportunities for improvement with managers.</p> <p>Tenancy and neighbourhood services 22 residents attended the first meeting of this group in late January and the next meeting will be in May.</p> <p>Income and welfare benefits This group met in February and 5 residents attended. The next meeting will be in June.</p> <p>Leaseholder group This group had its first meeting in March and was attended by 11 residents and the next meeting will be in June.</p> <p>The above three meetings were the first in each case and members of each group:</p> <ul style="list-style-type: none"> • were introduced to the relevant service managers • were advised of the terms of reference and purpose of the group • and discussed the performance information they would like to receive to help them monitor the service. <p>Resident involvement group (RIG) RIG has not met this quarter</p> <p>Repairs group ??</p>
Sheltered housing panel	<p>The panel has not met this quarter.</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 a further review of the panel terms of reference and membership.</p>
Housing disability panel	<p>The panel met on 2 March 2016 and was attended by 12 residents.</p>

	<p>Geoff Wills the Chair of Croydon Adult Social Services User Panel (CASSUP) came along to talk to the panel about the role of CASSUP. Sarah Randall attended from Parking Enforcement to discuss the issues affecting disability parking and Margaret Padmore (Tenancy Manager) came along to answer any tenancy related queries. There was also a discussion regarding the continuing role of the panel and it was agreed that the panel would continue.</p> <p>The next meeting is scheduled for July 4. Agenda items include:</p> <ul style="list-style-type: none"> • Keeping safe and secure at home and out and about • Improving communication with disabled residents.
<u>Your Housing, Your Questions</u>	There were no YHYQ events this quarter.
<u>Housing ID</u> (formally known as the Housing Sounding Board)	<p>Membership is now at 475 residents.</p> <p>This quarter members have been invited to take part in the income and welfare service improvement group, mystery shopping, neighbourhood voice and a consultation exercise regarding Ashburton Park.</p> <p>Following on from the Autumn survey the RI&S team have been contacting Housing ID members who requested a phone call to discuss involvement options. Many of those contacted have added additional activities.</p>
<u>Adult social services involvement</u>	<p>CASSUP met for a full panel meeting in January to meet with Pratima Solanki, the new director of adult care services.</p> <p>In addition the following also took place:</p> <ul style="list-style-type: none"> • a working group met in February • action plans were progressed with the contact centre, domiciliary care including meetings with managers and written updates to recommendations. • Some panel members visited the contact centre and Access Croydon to see them in action and gave feedback on their observations. • The panel planned the March Taasc event, briefed speakers and wrote reports to be presented. <p>The Talking about adult social care event took place in March, attended by around 50 service users and carers. Feedback on key benefits and concerns has been passed to the DP manager and transformation lead. An update will be given on how this has been incorporated in shaping the new service.</p> <p>CASSUP news, the e-newsletter, was sent out in January, with an additional mailing in February inviting people to attend Taasc.</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. • 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. • Beech & Cedar Houses – A face to face survey of tenants in both

	<p>blocks was conducted to assist the East tenancy team to resolve issues around use of the car park after concerns were raised at a meeting of Cedar House residents association.</p> <ul style="list-style-type: none"> • Windmill Bridge House – A face to face survey of tenants in this block regarding proposed changes to the car park in order to improve on-site parking and security. Changes include removing the current garages and replacing with additional parking spaces, removing the current clothes drying area and replacing with blue badge holder parking spaces and replacing the lock on the car park gate with one that is more efficient and improves security. • A face to face survey was carried out of residents in 3 sheltered blocks – Ashwood Gardens, Beech House and Cedar House to find out the Internet skills level for residents and to identify those that would be interested in getting involved in the Go On Croydon project (for IT training and support).
<u>Scrutiny panel</u>	<p>The scrutiny panel are part way through a scrutiny exercise examining the area of communication from the housing service with tenants and leaseholders. The report will be available later.</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. New applications have been received and applicants are to be interviewed for suitability by panel members and staff.</p>
<u>Housing complaints panel</u>	<p>The complaints panel (HCP) met in January. The Contact Centre manager – Jacqui MacIver Dix attended the meeting to discuss performance reports regarding the work of the contact centre and Access Croydon.</p> <p>The panel have taken on regular monitoring of the housing scrutiny panel action plan for Contact Centre services.</p> <p>The complaints resolution manager also attended and discussed the performance report from the housing complaints service.</p> <p>The next panel meeting will take place in April.</p>
<u>Your rent, your say</u>	<p>The panel met in January to discuss the impact of the requirement to reduce rents by 1% each year for 4 years from 2016/17 and how residents could be involved in reviewing spending priorities. This group will also receive the council's annual HouseMark benchmarking report.</p>
<u>Neighbourhood voice (NV)</u>	<p>119 NV forms were completed by 50 residents this quarter, giving valuable feedback on the services delivered to estates throughout the borough.</p> <p>Recruitment of NV's is ongoing and additional recruits to the scheme have been identified following the team's recent phone round of Housing ID members.</p>
<u>Mystery shoppers</u>	<p>A mystery shopping exercise took place this quarter looking at leaseholder services. 11 residents attended the training in February, most of whom carried out mystery shopping on behalf of the team during March. A report will be produced and the results will be presented to managers in April.</p>

<p>Residents' training</p>	<p>This quarter 11 residents took part in mystery shopping training.</p> <p>One resident took part in 'Tenant involvement now' event and 3 residents took part in a training course on 'measuring success in resident involvement'</p> <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>Involve e-newsletter</p>	<p>The online newsletter was sent out in January to over 2500 residents. Topics included service improvement groups, Shrublands Neighbourhood Action Plan, and help for residents to get online.</p> <p>The next newsletter is scheduled to be sent out in early April.</p>
<p>Housing information bus</p>	<p>The housing information bus visits a different part of Croydon each month. 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 winter break, the next stop is scheduled for late May in New Addington.</p>
<p>Other activities</p>	