

TENANTS AND LEASEHOLDERS PANEL

To: Councillors Richard Chatterjee, Pat Clouder, Mike Fisher, Lynne Hale, Maddie Henson, Oliver Lewis, Wayne Trakas-Lawlor

A meeting of the **TENANTS AND LEASEHOLDERS PANEL** will be held on **Tuesday 4th July 2017 at 6:30pm**, in **The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX**.

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26 June 2017

AGENDA - PART A

1. Disclosure of Interest

Members will be asked to confirm that their Disclosure of Interest Forms are accurate and up-to-date. Any other disclosures that Members may wish to make during the meeting should be made orally. 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 relevant disclosable pecuniary interests at the meeting.

2. Welcome and Introductions

3. Apologies for absence

4. Minutes of the meeting held on Tuesday 4th April 2017 (Page 1)

To approve the minutes as a true and correct record.

5. Fire Safety Review (Page 11)

The Council's response to the Grenfell Tower fire – a presentation from Kirsteen Roe (Head of Partnerships & Engagement)

6. Parking on council estates – future plans

A verbal report from Colin Alexander, Head of Income & Lettings

7. Choice Based Lettings

A presentation from Mark Meehan, Director of Housing Need.

8. Scrutiny update

A verbal report from Yaw Boateng, Scrutiny Panel member

9. RI activity update (Page 29)

A report from Chris Stock, Resident Involvement & Scrutiny Manager, including a proposal for an informal panel meeting to discuss the housing service plan in relation to future agenda items and the future operation of the panel (report attached)

10. Feedback

- a) London Tenants' Federation - Jamil Tarik
- b) ARCH - Yaw Boateng
- c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey
- d) Croydon Congress - Marilyn Smithies
- e) All Ages Inter-generational update - Sian Foley
- f) Youth Provision and Communities Fund - Sian Foley

11. Any Other Business

12. Date of next meeting

AGENDA - PART B

None

Tenants and Leaseholders Panel
Minutes of the meeting held on Tuesday 4th April 2017 in The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX

Present: Marilyn Smithies (Chair), Colin Wood (Vice-Chair), Syed Ahmed, Jill Arboine, Yaw Boateng, Peter Cooper, Bernard Daws, Sandie Fernando, James Fraser, Sheila Howard, Jim Mansell, Sheila Mitchell, Grace Osoata, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby and Kim Wakely

Councillors: Councillors Richard Chatterjee, Lynne Hale, Maddie Henson, Oliver Lewis, Joy Prince and Manju Shahul-Hameed

Absent: Councillor Mike Fisher

A12/17 Welcome and Introductions

The Chair welcomed everyone to the meeting.

A13/17 Remembrance

Sadly, Michael Hewlett died on 10 February, following an illness. The Chair commended his dedication as a representative for the whole of Croydon. He was Vice-Chair of Tenants' & Leaseholders' Panel for many years, then Chair in 2012-2016. He did not mince words but put over points in a whimsical manner. He will be missed.

A minute's silence was held by the members of the panel, in his memory.

A14/17 Apologies for Absence

Apologies were received from Aishnine Benjamin, Maureen Symes, Mark Meehan (Director of Housing Need) and Bob Richardson (Head of Homes and School Improvements). Councillor Maddie Henson gave apologies for lateness.

A15/17 Minutes of the meeting held on Wednesday 18th January 2017

Agreement of the minutes of the meeting held on Tuesday 4 October 2016 were proposed by Yaw Boateng and seconded by John Piper and these were agreed as a true record of the proceedings.

A16/17 Disclosure of Interest

There were no disclosures at this meeting.

A17/17 New shared contract for waste management

The Chair made it clear that any questions on this topic should relate to borough-wide issues only.

Tom Lawrence (Service Manager) gave an update on waste management:

- Veolia street cleaning on weekly basis.
- Inspected after swept
- Grade A shows street with no refuse
- Grade B – street predominantly free apart from some small items
- Grade C – distribution of litter
- Grade D – street with extreme accumulation of litter
- 90% of streets/relevant land must meet Grade B spec.
- Achieved but lower for estates.
- Increasing work in estates to bring up to same standard
- Capital investment of £1.3m inc 4 mechanical sweepers – making a big difference
- More joint working with housing and contract monitoring team
- SLWP – KPR different – frequency based system. Monitoring at time of sweep but only again at next sweep. New contract – spec based – streets will not fall below Grade B at any time.
- Will ensure more robust response
- Where street below Grade B and reported – 24 hour turnaround

The following issues were raised:

- Who is reporting whether Grade A, B, C?
- Is there resident involvement in monitoring currently and in new contract next year?

Tom Lawrence: The national standard was put together by Keep Britain Tidy. All inspections are done by Veolia and Council Officers – approx. 200 every month. Assessments are made on site. We will go out on site with residents. We don't want a reactive service – we have to get on the front foot.

Chris Stock: There are 17 neighbourhood voices – they go out and look at street sweeping regularly.

- Why is the standard only 90%, not 100?

Tom Lawrence: The KPI (Key Performance Indicator) has to have some tolerance. The aim is 100%. Currently we are achieving well above the 90% target.

- We do not see much litter picking and street sweeping. An increase in litter picking and bin collection will reduce problem.

Tom Lawrence: There are 18 beats for estates, involving litter picking, sweeping, moss removal, weed removal etc. With the new contract it will go up to 20 members of staff. Standards will change to not falling below Grade B at any time. Inspections – we will include your estate in it.

- On estates is it grassed areas only? The only do front areas but leave back areas – it has to be reported.

Tom Lawrence: It should be any areas. We get the same crews back to those areas where they have not done a good job, so they learn to do better next time.

- Why not work with the grass cutters so they pick up litter before cutting the grass?

Tom Lawrence: Litter picking is timed around when the grass cutters are on the estates. Quadron (grass cutting) are responsible for removing litter, so it should not be an issue. If it is not done, please let us know.

- The root of problem is people – there has to be responsibility taken by individuals. Litter gets clogged up along the road in the grass – residents remove it themselves. When waste paper bins are collected, litter gets dropped and it collects.

Tom Lawrence: A lot of education work is being done through the Don't Mess with Croydon team, landlords etc. We are making sure facilities are supplied which are suitable for the housing type.

- Suggestion – we need bins wherever people are – why not have a scheme where, in certain areas (Grade C and D), you put public bins?

Tom Lawrence: We need to ensure the capacity is suitable for the footfall of the area. Landlords are making sure new tenants are aware of how things are recycled etc. We target hot spot areas of littering. It is unacceptable for litter to be left behind after refuse collection. 4 full time officers look at standards all around the borough.

- It is a shame that, for the past 2 years we are still talking about litter. We should expect 100%. If something is wrong, the Council is finally responsible. Housing officers should take responsibility.

Tom Lawrence: Our aim is to achieve 100% at all times. Work with Don't Mess with Croydon goes on. It is a constant battle. Education of school children is vital. No one size fits all.

- Orange bags - In what timeframe should they be collected once when left by road?

Tom Lawrence: They are left in strategic places to be picked up. Additional resource should ensure all bags are collected on the scheduled day of the sweep. If left, it is rectified quickly.

- There is concern about takeaway foodshops and schools – piles of empty cartons, wrappers etc. left outside. There should be concentration educating users of foodshops, particularly school children.

Tom Lawrence: There is work being done to ensure bins are located in the correct places. Education work is going on. Officers are going to schools to encourage better recycling. Activities are organised during summer months when out of school – getting school children involved in community clean ups. Where we are aware of issues with takeaways, the Council serves notices on these properties and enforcement officers follow up.

- Electronic bins – what is the cost? Sensors inside to detect when they are full but no one is using them.

Tom Lawrence: Those are the big bay solar compacting bins – have compaction up to 8 times and are much more efficient. They send an electronic message to crews when they get 80-90% full. It makes operation more efficient.

- Pathway cleaning on estates – when will it be implemented? On New Addington estate there is no litter picking. Quadron cut the grass with whatever is on it. When Veolia empty the bins, they do not pick up what is dropped and there is fly tipping.

Tom: Inspections and meetings, continuous performance improvement plans will take time. It is a matter of getting estates up to the same standard. Collections are not being done correctly which adds to the problem. We want to make sure bins are being locked properly. We will continue to go in and inspect and arrange monitoring. We will be happy to meet you on site.

A18/17 STAR survey report

Chris Stock (Resident Involvement & Scrutiny Manager) gave an overview of the survey (see full feedback report attached).

There was a good return – the survey is done every 2 years to find out what issues there are on estates. An external company carries it out and makes a comparison with other authorities.

- 77% satisfied with quality of home (Sutton and Westminster higher)
- Value for money 75% up on previous survey

Housing service – 72% satisfied (Sutton highest at 90%)

Repairs service – 68% satisfied (Sutton 82%) - Contact centre – cannot get through; monitoring the service; lighting in communal areas – quicker repairs; better feedback to residents who report issues; replies to emails and telephone calls

Neighbourhood – 74% satisfied (down on previous survey)
Security and ASB (Anti Social Behaviour) - hold contractors to account; high powered motorbikes making a noise late at night; safer neighbourhood teams and wardens

Panel members suggested things which could be improved – communicate better; listen to the customer; charge extra rent to make tenants more responsible; pay more attention to gardens (see attached).

Major problem on estates – 32% rubbish and car parking; 31% fly tipping; 18% dog fouling
Internet access – 47% - not risen since 2 years ago

What support do residents have for cost saving measures?

Suggestions:

- ASB – charge perpetrators – 65%
- Incentive to tenants to leave in good repair – 61%
- Reduce no. of local housing surgeries – 16%
- Council tax bills – 7 pages – waste of paper
- Put warnings and other information all into one envelope with Council tax.

A19/17

Mystery Shopping of Leaseholder Services

Chris Stock (Resident Involvement & Scrutiny Manager) and Sian Foley (Head of Service Development) gave a verbal report.

A small pool of residents are trained to either ring up the Council, send emails or visit Access Croydon, to see what response they get to a certain scenario.

They checked service officers were giving the correct information and being respectful.

23 'shops' between March 2016 and January 2017.

- Responses positive.
- Number of suggestions for improvements
- Generally answered within 5 rings
- Officers polite
- No one used jargon
- Majority left feeling confident and happy to contact Council again
- Several different scenarios.
- Team seemed to be rushing through calls.

Managers will meet with the team, to discuss feedback.

They will provide training, as needed

They will address issues on 1-2-1 meetings

The Housing team has discussed findings with the service improvement group. A further update will be provided at the next meeting.

Issues raised by the Panel:

- If you phone, it can take 20 mins being passed round to find the right person to speak to.
- My Croydon app does not work for leaseholders.
- A lot of improvements needed.

Sian Foley: A recommendation will go in the report.

A20/17 Scrutiny Update

Yaw John Boateng (Tenant Scrutiny Panel) reported on the Communications Scrutiny project.

- Taberner House still appears on some communications
- Website is poor
- Most of literature is clear but there is room for improvement
- Next Scrutiny on responsive repairs
- More members of the Scrutiny Panel are needed

A21/17 Elections

Chris Stock explained what is involved. Meetings for both are about 4 times a year.

Nominations were requested for representatives on:

- ARCH

Yaw Boateng self-nominated and was elected unanimously.

- London Tenants' Federation

Jamil Tarik & Colin Wood self-nominated and were elected unanimously.

A22/17 Feedback

London Tenants' Federation

- No report

ARCH

- No report

Croydon Voluntary Sector Alliance (CVSA) – Guy Pile-Grey

- Next meeting on 28 April

Croydon Congress – Marilyn Smithies

- No meeting since 23 November 2016

All Ages Inter-generational update – Sian Foley

- Resident Youth Services (RYS) panel met last week – new officer appointed to engage with young people on estates and set up a resident group – launch June
- Croydon Drop In service provided feedback on their services
- Need to get new membership
- Play Place have volunteer training programme – keen to get volunteers from RYS Panel
- Rebranding as Adult Resident Services panel meeting quarterly before TLP
- Panel member will provide feedback to next TLP meeting

Youth Provision and Communities Fund - Sian Foley

- Easter family fun days – to encourage families to play on open spaces on estates – this week and next week
- Borough wide fun day in Addington park

Questions raised:

- Why weekdays for family fun days?
- Needs to be for community at a time when they are available – many go to work.

Sian Foley: Shrublands fun day is Thursday morning – Easter holiday event. We will review timing for summer events.

- Shrublands hate event – how can we tackle the problems?

Sian Foley: We are running a family fun day event, talking to the community. The meeting is this Thursday evening. We need to get all age groups together to realise this was an horrendous event.

- Where is the fun day advertised? Not seen anything about it.

Sian Foley: Play Place have leafleted around the estate. I will take your complaint back to them.

- I would like to get the community together – organise a gathering in the cul-de-sac where I live. Am I allowed to organise something – where do I get permission?

Sian Foley: You need to consult with the Council as it will take place in the road. We are happy to provide some support.

- If arranging something, do you need a DBS check?

Sian Foley: It would depend on what officers would be attending and the nature of the event.

- What's happened to the magazine?

Sian Foley: We are looking to see how we can resurrect or develop the magazine again – probably online, some at youth and community centres. There will be a separate intergenerational magazine.

A23/17

**FOR INFORMATION ONLY:
Resident Involvement Activity Report**

This is attached.

A24/17

Any Other Business

Colin Wood: Who informs ARCH and LTF about new reps?

Chris Stock: I will organise it.

Colin Wood: Car parking – what is happening?

Yvonne Murray: Colin Alexander is carrying out surveys on estates to see if residents are happy for a parking scheme to be introduced. If no, we won't go ahead.

Sharon Swaby: There are parking issues in Shrublands – trying to make contact about buses up Shrublands Avenue – ASB and road rage. I was given an email address but it has now been replaced. Who do I contact?

Marilyn Smithies: It is an ongoing problem. It should be an agenda item for the next meeting - invite TfL (Transport for London).

Guy Pile-Grey: I am working on a form (with Marilyn) so TLP members can put down issues and get feedback.

A25/17

Date of next meeting

Tuesday 4 July 2017 at 6:30pm in the Council Chamber

The meeting ended at 8:29pm

Fire Safety

- *Regulatory Reform (fire safety) Order 2005*
- *Croydon Housing Stock*
- *Programme of activity*
- *Questions*

Regulatory Reform (fire safety) Order 2005

- *Overview*
- *Croydon's approach*
- *Enforcement powers of LFB*
- *Working with LFB*

Regulatory Reform (Fire Safety) Order 2005

– Overview

- The Regulatory Reform (Fire Safety) Order 2005 is a statutory instrument applicable in England and Wales. The Order came into force in 2006.
- The 2005 Order formed part of secondary legislation under powers granted by the Regulatory Reform Act 2001. It replaced much of the fire safety legislation available at the time.
- It deals with the non-residential parts of a building; up to the front door of flats.
- The Order requires fire precautions to be put in place 'where necessary' and to the extent that it is reasonable and practicable.
- Responsibility for complying with the Order rests with the 'responsible person.' The 'responsible person' will be the person in control, commonly the freeholder. Duties can be delegated.
- The local fire and rescue authority (in Croydon this is the London Fire Brigade) will enforce the Order. The enforcing authority will have the power to inspect premises to check compliance with duties under the Order.

Regulatory Reform (Fire Safety) Order 2005

– Fire Risk Assessments

- If you are the responsible person you must carry out a fire risk assessment which must focus on the safety in case of fire of all ‘relevant persons’.
- Your fire risk assessment will help you identify risks that can be removed or reduced and to decide the nature and extent of the general fire precautions you need to take.
- Fire risk assessments are recorded and are ‘live’ documents.
- Fire risk assessments must be carried out by a “competent person.” A competent person is someone with enough training and experience or knowledge and other qualities to be able to implement these measures properly.
- The enforcing authority (LFB) will look for evidence that a suitable fire risk assessment has been carried out and that significant findings of that assessment have been acted upon.

Regulatory Reform (Fire Safety) Order 2005

– Croydon's approach

- Croydon has 739 blocks where fire risk assessments (FRA) are required
- Under the Order, FRAs must be reviewed when there is a significant change to the premises.
- The frequency with which we carry out our FRAs out is dependent upon advice from, and agreement with, the London Fire Brigade:

Risk assessment	Number	Regularity
High risk	88	Every year
Medium risk	475	Every 2 years
Low risk	176	Every 3 years

- Our caretaking staff complete specific weekly fire safety checks of all blocks. This includes checking all communal areas, fire doors and ensuring exits are kept clear. Any issues identified are logged and raised with the relevant teams.
- We regularly advise residents about ensuring that fire routes and communal areas are clear of obstructions (eg rubbish, bicycles, mobility scooters).

Croydon Housing Stock

- *Croydon's Housing Blocks*
- *Cladded blocks*
- *Fire prevention*

Croydon Housing Stock – Croydon’s Housing Blocks

- Croydon Council has 1100 residential buildings.
- The HRA definition and that being used by the DCLG of “high rise” is any block of 6 or more storeys (18m+). Croydon has 39 blocks of 6 storeys or more. None of the blocks exceed 12 storeys.

Type	Totals	Croydon Central	Croydon North	Croydon South	Outside of borough
High Rise (6 Storeys)	39	16	16	7	0
Medium Rise (3-5 storeys)	544	245	255	41	3
Low Rise (1-2 storeys)	517	174	202	141	0
Grand Total	1100	435	473	189	3

Croydon Housing Stock – Cladded Blocks

- Of the 39 blocks above 6 storeys, 16 blocks have received cladding treatment.
- Of those 16, 4 were clad by the same sub contractor as Grenfell Towers – Harley Curtain Wall, now renamed Harley Façade
- These blocks are:
 - 2-56A and 58-108A Regina Road, South Norwood
 - 1-44 Keeling Court and 1-44 Messer Court the Waldrons, Waddon
- The cladding used in all of our blocks consists of a mineral wool insulation material (Rockwool), with a 3 mm aluminium powder coated exterior. There has been no glue or adhesive found. In addition the design provides fire breaks between each floor.
- This has been confirmed through:
 - discussion with the main contractor (Wates)
 - checking our original specification
 - examining records held by building control and planning
 - surveying each building to confirm that the materials used match the specification and building control records – all 16 blocks were surveyed by 22/06/17.
- Building control have confirmed that the this material has good fire retardant properties, and would present low risk in an event of a fire.

Croydon Housing Stock - Fire Prevention

- Within blocks there are a number of different mechanisms to reduce the risk of fire within buildings.
- These differ depending on the design of the building, and include items such as:
 - Smoke detectors
 - Automatic opening vents
 - Dry risers
 - Fire doors
- The management of these are picked up through the FRA regime plus the checks that caretaking and other front line staff undertake.
- We have written to residents reminding them to contact the Axis repair call centre if any repairs are required to fire safety measures and will prioritise any fire safety related repairs.
- In light of the recent events all equipment is being checked and assessed and we are working closely with the London Fire Brigade to review whether any other measures are required.

Sprinklers – update on progress

- On Monday 19 June, Croydon announced the intention to install sprinkler systems in all blocks of ten storeys and above (25 blocks in total)
- We are developing:
 - the detailed specification for this work
 - timeline for resident engagement and delivery
- We are expecting to start installing the first systems in the Autumn with completion of all systems by end 2018
- We are prioritising the tallest of the 25 blocks first
- Consideration of further blocks will happen once these blocks have been completed
- We believe that the government should be supporting local authority investment in fire safety and the Leader of the Council has written to the government to ask for a contribution.

Programme of activity

- *Overview*
- *Programme of activity – 48 hours*
- *Programme of activity – 1 week*
- *Working with LFB*

Programme of activity - Overview

A structured programme of activity has been put into place to address the implications for Croydon. This has been structured as follows

Immediacy/Timeline:

48 Hours – immediate actions to respond to the situation

1 week – urgent actions that support any required mitigation

1 month – completion of immediate actions, planning for longer terms response

3 months – implementation of agreed approach

Longer - delivery

Type of actions:

People – residents, stakeholders, staff.

Property – inspections, remedial work, planned maintenance

Systems – immediate audit check, audit of systems, contracts and approaches.

Lobbying – government.

Programme of activity – 48 hours

(Wednesday 14th – Thursday 15th)

Action	Status
<p><u>People</u></p> <ul style="list-style-type: none">• Contact made with Kensington and Chelsea offering support – (within 24 hours)• Front line staff briefed to provide reassurance (caretakers/tenancy officers/contractors/call centres) – (within 24 hours)• Initial briefings for Leader and Cabinet member – (within 24 hours)• Email sent to all councillors – (within 48 hours)• Meeting with LFB – (within 48 hours)• Phone calls with Chair and Vice chair of TLP (48 hours) <p><u>Property</u></p> <ul style="list-style-type: none">• Immediate assessment of risk to Croydon properties, based on type and risk assessment – (within 24 hours)• Identified properties which were cladded and investigated type – (within 48 hours) <p><u>System</u></p> <ul style="list-style-type: none">• Review of FRA to ensure completeness – (within 24 hours)• Review of deficiency notices – (within 48 hours)	<p>All actions complete</p>

Programme of activity – 1 week

(Wednesday 14th – Tuesday 20th)

Action	Status
<u>People</u> <ul style="list-style-type: none">• Letters sent to all residents in the 39 blocks, 6 storeys and above (Friday 16th)• Update provided to front line staff (Friday 16th)• Briefings with MPs for Croydon North and Central (Friday 16th)• Written briefing provided for all Croydon MPs (Friday 16th)• Meeting with chair and vice chair of TLP	All actions complete
<u>Property</u> <ul style="list-style-type: none">• Inspections of all cladded buildings prepared for start on Saturday 17th June, with the priority given to the 4 with the same sub-contractor – preliminary results due week commencing 19th with full results anticipated by 1st July (Friday 16th)• Inspections raised to inspect the remainder of the 39 blocks, 6 storeys and above to commence week commencing 26th June (Monday 19th)	Started In progress
<u>Systems</u> <ul style="list-style-type: none">• Full audit of system, contracts and approaches discussed with partnering advisor, with due start date end of week commencing 19th June. (Friday 16th)• System in place to log and manage queries received from residents. (Monday 19th)	Started Complete

Programme of activity – 1 month

(Wednesday 14th June – Friday 14th July)

Action	Status
<u>People</u>	
• Update provided to front line staff by Wednesday 14th June	Complete
• Update for councillors and MPs by Friday 16th June	Complete
• Follow up letters hand delivered with door knocking to all residents in the 39 blocks, 6 storeys and above Friday 23rd June (circa 50% of residents were spoken to)	Complete
• Letters sent to all non-resident leaseholders of blocks six storeys and above Friday 23rd June	Complete Complete
• Web FAQs published Friday 23rd June – will be updated on an ongoing basis as required	Complete
• Update to SLT (Monday 26th June) and CLT (Wednesday 28th June) on actions taken and forward plan	Complete
• Letter to all residents in 3-5 storey blocks to be sent Wednesday 28th June	In progress

Programme of activity – 1 month (cont.)

(Wednesday 14th June – Friday 14th July)

Action	Status
<u>People (cont.)</u> <ul style="list-style-type: none">• Fire safety included on the agenda of all housing service improvement groups (with residents) and TLP on 4th July• Follow up drop in sessions for residents at blocks 6 storeys and above starting w/c July 3• Articles to be published in next Your Croydon• Special fire safety edition of Open House to be produced by Friday 14th July• Managing demand behaviour change communications to be developed in relation to resident behaviour (eg propping open fire doors and blocking communal areas) – plan to be developed by 14th July	<p>Complete</p> <p>In progress</p> <p>In progress</p> <p>In progress</p> <p>Not yet started</p>

Programme of activity – 1 month (cont.)

(Wednesday 14th June – Friday 14th July)

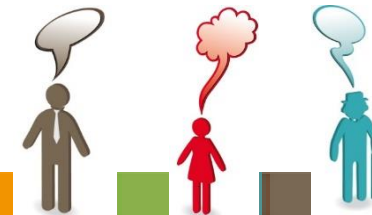
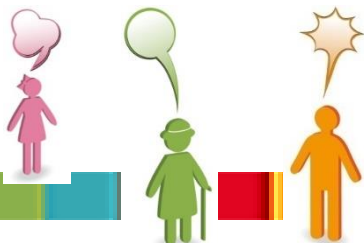
Action	Status
<u>Property</u>	
• Prepared assessments, costing and approach for installation of fire prevention measures	Not yet started
• Set-up a Sprinkler Programme team exploring tender options, Programme approach, budgets and timelines	In progress
• Review of recommendations from Lackanal House fire in relation to those implemented by Croydon.	Complete
• Inspections of all medium and high rise blocks	In progress
• Inspections of cladded terrace properties	Planned
<u>Systems</u>	
• Full audit of system, contracts and approaches discussed commenced from 19th June	In progress

Programme for 1 to 3 months and beyond to be determined.

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Resident involvement & scrutiny team update

April – June 2017



Activity	What has happened
<p><u>Service improvement groups</u></p>	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service and discussing opportunities for improvement with managers.</p> <p>Tenancy and neighbourhood services This group met in June. The group had an update from Yvonne Murray, head of service regarding possible structure changes to the tenancy service. Residents were provided with performance information from the period prior to the meeting and were able to ask questions. The minor estates improvement procedure was reviewed and the document approved. Group members also discussed the role of the neighbourhood safety officers and the issues faced by residents on estates. There was a discussion on how the council works with partners to deal with ASB. There was also a discussion on the measures taken by the council after the Grenfell fire tragedy. The next meeting is scheduled for September at which the group will be looking at their priorities from the STAR survey.</p> <p>Income and welfare benefits The group met in May and looked and heard about the introduction of the council's choice based lettings policy. The group also heard about the continued introduction of universal credit and how it is affecting rent collection and impacting on tenants. Residents were provided with performance information from the period prior to the meeting and were able to ask questions.</p> <p>Leaseholder group The next meeting takes place at the end of June. On the agenda were a look at recent performance information and a presentation on fire safety, feedback from the recent mystery shopping exercise, a review of the leaseholder services web pages and discussion about the leaseholders guide.</p> <p>Resident involvement group (RIG) RIG has not met this quarter.</p> <p>Capital investment group The group met in April and looked at the roles of the different contractors and how this applied to an estate, Monks Hill was used as an example. Residents were provided with performance information from the period prior to the meeting and were able to ask questions. The next meeting of the group is in July with fire safety and the delivery of the door entry program as agenda items.</p>

Activity	What has happened
Sheltered housing panel	<p>The panel met at the end of March. A Q&A session with Churchill Cleaning and facilities management took place as well as updates on mobility scooter storage and the situation with rough sleepers in some blocks across the borough. The panel also met the director of housing needs – Mark Meehan who was accompanied by Adam Curtis.</p> <p>The next meeting is in July and agenda items include a presentation by the ASB team, an opportunity for residents to meet the new customer delivery manager from Axis – Jenny Scott, an update from Churchill on the cleaning contract and information for residents on fire safety.</p>
Housing disability panel	<p>The panel met in March. Discussion focussed on Universal Credit and active lifestyles. Officers from the welfare rights team and active lifestyle team attended the panel to facilitate discussions. Feedback was given on the March TAASC event.</p> <p>The panel will next meet in September with responsive repairs and parking on the agenda. This meeting was postponed from July, due to a lack of suitable venues.</p>
Your Housing, Your Questions	There were no YHYQ events this quarter.
Housing ID	Membership currently at 479 residents. Members have recently been invited to take part in scrutiny focus groups on the repairs service, service improvement groups and local activities with the community development team.
Surveys	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> • Adult social care survey / Carers survey – annual and bi-annual statutory surveys commissioned by the Department of Health to gauge how happy service users are with the services they receive / the support they receive in their caring role. Data from these survey enables the council to identify areas for improvement, benchmark against our peers and to gather information to support local commissioning, performance and strategy. • Parking – a number of surveys are being carried out over several months in areas and on estates where complaints are being made by residents regarding unauthorised parking. This engagement is gauging how much support there is from residents for the introduction of resident parking permit schemes • 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. • Leaseholder survey – a detailed postal and online survey sent to all Croydon Council leaseholders to seek their satisfaction levels on all aspects of the services provided to them.
Scrutiny panel	The responsive repairs scrutiny is ongoing. As part of the exercise panel members conducted several focus group meetings with residents from a range of locations. This was followed by a visit to Axis offices to observe operations. Interviews with staff from Croydon and Axis will be undertaken in the coming weeks. The panel continue to meet fortnightly.

Activity	What has happened
Housing complaints panel	The panel have not been asked to adjudicate on any complaints this quarter. The panel met in April where they were introduced to the interim complaints manager and discussed recent complaints, contact centre and Access Croydon performance.
Your rent, your say	The group did not meet this quarter.
Local resident involvement – Residents’ associations, forums & surgeries	<p>Longheath Gardens Resident Forum last met in March. Through concerns raised at the meeting, a small group of residents met with Cllr Alison Butler to discuss the Brick by Brick proposals. The asset management team also took on board the residents’ concerns about structural works on the estate and arranged a resident meeting.</p> <p>A meeting of the Tollgate Resident Forum took place in March and residents were able to ask questions about improvements to the council’s housing stock on the estate. The next meeting is due in June.</p> <p>Shrublands RA met in May. Brick by Brick came along to discuss the proposals for the development on the estate along with the architect who answered questions about the design. The association residents also took part in a housing scrutiny panel exercise where they were asked their views on the housing repairs service.</p> <p>Monks Hill residents celebrated the 70th Anniversary of the estate which was attended by over 150 residents. The day was an excellent example of how a community can work together to put on an event. It is the intention to officially launch the group to recruit members during the summer.</p> <p>As an ongoing commitment from the resident meeting held with Marston Way residents, an estate walkabout was conducted with residents and officers.</p>
Neighbourhood voice (NV)	<p>70 NV forms have been completed by 33 residents so far this quarter.</p> <p>Neighbourhood voices across the borough continue to give a valuable insight to services delivered to residents. Where service issues have been identified council officers having been proactive in solving problems. Neighbourhood voices have also been encouraged to attend joint estate inspections with officers.</p> <p>A review of the scheme has been carried out and the report being finalised. Fieldway and New Addington are being targeted for a recruitment drive.</p> <p>The prize draw was conducted and winners are being notified.</p>

Activity	What has happened
Mystery shoppers	<p>Feedback from the leaseholder mystery shopping report was presented for information and discussion at the leaseholder SIG meeting at the end of June.</p> <p>The next mystery shopping exercise is currently in its planning stages, with scenarios and question being formulated by service managers. There will be a training session for prospective shoppers.</p>
Residents' training	There was no residents' training this quarter.
Newsletters	Involve newsletter was last sent out in March. Open House newsletter was sent out in May.
Additional activities	<p>Asset Management Team</p> <p>The RI team are continuing to provide support for the asset management team on pre-work engagement with residents for major works and special projects. This is administrative and frontline support, working with project officers and managers at engagement meetings and drop-in sessions to ensure all affected tenants and leaseholders receive consistent, accurate information regarding works being carried out in blocks or on estates.</p>