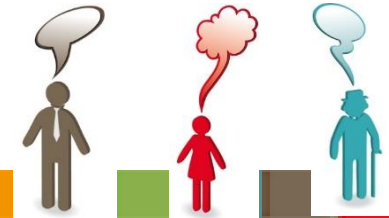
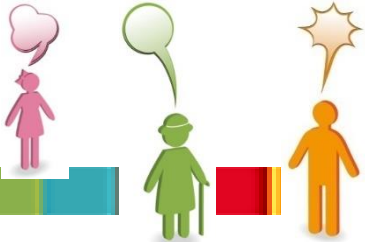


## Resident involvement & scrutiny team update

April – June 2017



| Activity   | What has happened  |
|--|--|
| <p><a href="#"><u>Service improvement groups</u></a></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><b>Tenancy and neighbourhood services</b><br/>                     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><b>Income and welfare benefits</b><br/>                     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><b>Leaseholder group</b><br/>                     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><b>Resident involvement group (RIG)</b><br/>                     RIG has not met this quarter.</p> <p><b>Capital investment group</b><br/>                     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  |
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| <a href="#">Sheltered housing panel</a>      | <p>The panel met at the end of March. A Q&amp;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>  |
| <a href="#">Housing disability panel</a>     | <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>   |
| <a href="#">Your Housing, Your Questions</a> | There were no YHYQ events this quarter.  |
| <a href="#">Housing ID</a>                   | 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.   |
| <a href="#">Surveys</a>                      | <p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</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>• 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.</li> </ul> |
| <a href="#">Scrutiny panel</a>               | 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  |
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| <a href="#">Housing complaints panel</a>   | 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.  |
| <a href="#">Your rent, your say</a>  | The group did not meet this quarter.   |
| <a href="#">Local resident involvement – Residents' associations, forums &amp; surgeries</a> | <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 70<sup>th</sup> 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> |
| <a href="#">Neighbourhood voice (NV)</a>   | <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   |
|-------------------------------------|---|
| <a href="#">Mystery shoppers</a>    | <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>  |
| <a href="#">Residents' training</a> | 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><b>Asset Management Team</b></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> |