

Public Document Pack

Tenant & Leaseholder Panel

To: Marilyn Smithies (Chair)

Jill Arboine, Binta Barry, Ishia Beckford, Aishnine Benjamin, Yaw Boateng, Peter Cooper, Teresa Cox, Bernard Daws, Susan Devonish, Neide Dias, James Fraser, James Gitau, Petra Johnson, Desmond Ojumu, Grace Osoata, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby, Jamil Tarik and Kim Wakely

Councillors Pat Clouder, Clive Fraser, Felicity Flynn, Patricia Hay-Justice, Richard Chatterjee, Lynne Hale and Michael Neal

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 16 October 2018 at 6.30 pm** in **Council Chamber - Town Hall**

JACQUELINE HARRIS BAKER
Director of Law and Governance
London Borough of Croydon
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www.croydon.gov.uk/meetings
Monday, 8 October 2018

AGENDA

1. Welcome and Introductions

2. Apologies for absence

To receive any apologies for absence from any members of the Committee.

3. 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.

4. Minutes of Previous Meeting (Pages 5 - 12)

To approve the minutes of the meeting held on Tuesday 3 July as an accurate record.

- 5. Welcome to relaunched panel**
Verbal report from Chris Stock (Resident Involvement and Scrutiny Manager)
- 6. HRA Business Plan**
Report to follow.
- 7. Fire Safety Update**
Verbal report from Saheed Ullah (Head of Capital Delivery For Homes and Schools) and Kirsteen Roe (Head of Assets and Involvement)
- 8. Asset Management Update**
Verbal report from Robert Hunt (Asset Manager)
- 9. The Social Housing Green Paper (Pages 13 - 18)**
Report from Kirsteen Roe (Head of Assets and Involvement)
- 10. Tenancy & Caretaking Restructure (Pages 19 - 20)**
Report from Yvonne Murray (Head of Tenancy & Neighbourhood Services)
- 11. Resident Involvement Refresh Update (Pages 21 - 34)**
Report from Chris Stock (Resident Involvement and Scrutiny Manager)
- 12. Resident Involvement Activity Report (Pages 35 - 38)**
This report is attached for information only.
- 13. Scrutiny Update**
Verbal report from Yaw Boateng (Tenant Scrutiny Panel)
- 14. Feedback**
 - a) London Tenants' Federation - Jamil Tarik
 - b) ARCH - Yaw Boateng
 - c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey
 - d) All Ages Inter-generational update and Youth Provision and Communities Fund - Sian Foley
- 15. Any Other Business**

16. Date of next meeting

Tuesday 8 January at 6:30pm in the Council Chamber, Town Hall,
Katharine Street, Croydon CR0 1NX.

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Tenant & Leaseholder Panel

Meeting held on Tuesday, 3 July 2018 at 6.30 pm in Council Chamber - Town Hall

MINUTES

Present: Marilyn Smithies (Chair);
Colin Wood (Vice-Chair);
Jill Arboine, Aishnine Benjamin, Yaw Boateng, Peter Cooper, Bernard Daws,
James Fraser, Sharon Swaby and Kim Wakely

Councillors Cliver Fraser, Lynne Hale and Patricia Hay-Justice

Also Present: Director of Housing Need, Director of District Centres & Regeneration, Head of Tenancy and Neighbourhood Services, Resident Involvement and Scrutiny Manager, Senior Involvement Support Officer, Oriel Weekes (Resident), Sanito Williams (Resident).

Apologies: Councillors Alison Butler and Pat Clouder
Head of Service Development, Head of Assets and Involvement, Ken Constantine, Sandie Fernando, Grace Osoata and John Piper.

PART A

13/18 **Welcome and Introductions**

The Chair welcomed everyone to the meeting and asked members to introduce themselves before asking their question.

14/18 **Disclosures of Interest**

There were no disclosures at this meeting.

15/18 **Minutes of Previous Meeting**

Proposed by Kim Wakely, seconded by Bernard Daws. The minutes of the meeting held on 17 January 2018 were approved as an accurate record.

16/18 **Overview from the New Administration: Priorities for the Housing Service for the next 4 years**

Councillor Patricia Hay-Justice made a presentation to the panel:

The panel were informed of the importance of having a place to call home and how determined the Council was in ensuring members of the community lived in decent homes.

The following was also stated in relation to affordable housing:

- Purchasing 250 additional homes for families in housing need
- Reintroducing wardens into all sheltered accommodation
- If there was a need to demolish any property a regeneration ballot would be held for residents

It was expressed by Councillor Hay-Justice that despite the provision of affordable homes being a great challenge for Croydon, efforts were still being made to supply homes for people in Croydon.

A member of the panel had asked what determined the affordability of a home and it was said that it needed to be 80% of the market rent as defined by the central government. However this was considered to not be attainable for many residents which is why Croydon Council aimed to reduce it to 65% of market rent.

An Officer informed panel members that the Government recently announced £500 million was available which London Authorities could bid on. This meant that there was an opportunity for the Council to receive a grant in September 2018.

A question was asked as to whether the lack of jobs within the local population would be resolved. The panel heard that contractors were being encouraged to put people first by providing apprenticeships which would help increase the availability of jobs. There was also many opportunities for employment in the private sector.

Members of the panel **NOTED** this presentation.

17/18 **The Hackett Review - Croydon's Response**

The Director of District Centres and Regeneration presented this report to the panel in the absence of the Head of Assets and Involvement.

The panel was informed that the report outlined key findings identified due to the Hackett Review.

The report demonstrated that:

- Fire safety remained a priority, this was important to the Council
- Engagement with people needed be maintained to ensure residents' views were and continue to be heard.

A question was asked as to how these findings would be dealt with between now and the next T&L Panel in October 2018. An Officer stated they would be contacting residents to hear their views, with the findings of the Hackett Review being the main focus.

Members of the panel **NOTED** this report.

18/18 **Scrutiny Report on Responsive Repairs**

Yaw Boateng (Tenant Scrutiny Panel) reported that the Tenant Scrutiny Panel visited Access Croydon and had a session with the access operators employed by the Council. It was emphasised that Access repairers and Access Croydon referred to two different things and a distinction had to be made to avoid confusion. The report highlighted that:

- There were 3 focus groups used to assess responsive repairs
- Other desktop reviews in boroughs such as Bromley and Southwark showed that residents can make reports on repairs without MY Account.
- Residents visited Axis and had conversations with various operatives about this function
- The Croydon MyApp was limited and could only be used to inform on others
- There were inconsistencies with the delivery of service including a lack of communication for residents.
- Since meeting with access operators, an effort was made to improve communication between residents and operators so that tenants knew when repairs would be complete.

It was stated that the recommendations in the report had already been made or were in the process of being actioned.

The Officer involved in finalising this report and working with residents added that there was an existing service approval plan and residents cannot report repairs on MY Account for security reasons. Although other boroughs could use MY Account for this purpose, Croydon Council could not because of data protection agreements. An officer stated that the MY Account could be used to book appointments and pay bills amongst other functions.

The panel heard that the Council was recruiting for Chief Digital Officer.

Members of the panel **NOTED** this report.

19/18 **Staffing Restructure of Housing Needs: Who's Who and What it means for residents**

The Head of Tenancy and Neighbourhood Services informed the panel:

All the services had been brought together under a new structure since April 2018.

The presentation slides demonstrated that there were Operational managers for:

- Tenancy and Caretaking Service (7, there were 3 vacancies)
- Service Development (3)
- Income and Lettings (5)

It was intended for officers to report to their operational managers and having them across all services made it easier for staff to collaborate and ensure the delivery of their services was co-ordinated well.

The Officer stated that this new structure would help improve customer experience and organising resident improvement groups for each service would help further this.

It was noted that a new role for a Handy Person had been created in the Tenancy Service to assist with minor repairs. Interviews were held for 3 vacancies shown on the chart and an update would be provided on this in due course.

A panel member asked whether there were still Resident Involvement (RI) Officers and it was said that they were still supporting resident associations.

Members of the panel **NOTED** this report.

20/18 **Resident Involvement Refresh: Update and future proposals**

The Resident Involvement and Scrutiny Manager informed the panel that the RI framework and future of the T&L Panel had been considered and it was highlighted that:

- Attendance of members was decreasing
- There needed to be more people to attend for fair representation of the community

- There should be clear outcomes for the panel, should be feeding back views of services
- Newcomers had expressed interest in the panel and at least 10 people wanted to join

Panel members were informed that they had to stand down and re-apply to sit on the T&L panel if they wished to join again. The next meeting in October 2018 would be when the revised panel were expected to convene.

The presenting officer also stated an associate membership was being pursued for the T&L panel so that anybody interested who could not attend meetings could still participate.

In order to encourage interactivity amongst panel members, it was proposed that:

- Members could submit questions which could be recorded and responded to by officers
- Could watch the meeting via Skype and Webcast in the long-term

The person specification form was made available in the agenda of this meeting which people could fill out.

The Vice-Chair stated that he had been a panel member for 15 years and stood down as Vice-Chair. He expressed that he would like to become an associate member and agreed that introducing new members would help the panel. Councillors, Officers and members of the panel were thanked for their support and involvement.

Other updates included:

- A review of the service improvement groups
- The RI team was now responsible for residents with major works to homes
- Using new technology and being cost effective to benefit the restructure

Members of the panel **NOTED** this report.

21/18 **Resident Involvement Activity Report**

This report was attached for information only.

22/18 **Scrutiny update**

Yaw Boateng informed the panel that The Tenant Scrutiny panel would be reviewing the housing complaints process over the coming weeks. A key question raised within the panel was how to define a complaint since it tends to differ amongst people.

The Chair had asked for clarification as to whether or not the Vice-Chair of the T&L panel was allowed to be a member of the Scrutiny panel which was raised in January's meeting. An officer replied that anybody could be a member of both groups.

Members of the panel **NOTED** this update.

23/18 **Feedback**

a) London Tenants' Federation - Jamil Tarik

Absent.

b) ARCH - Yaw Boateng

Panel members were told that it had been a very busy period for ARCH. Yaw also stated:

- Fire safety was going to be a standing item on their agenda
- Housing pre-paper was intended to be sent soon

The Benefit to Society Campaign was briefly explained to the panel:

- This campaign was sponsored by organisations and landlords
- Stated to be important for the Council to get involved
- The campaign was aimed at the media, landlords and politicians
- The negative perception of tenants needed to be resolved

A copy of this slide presentation was circulated via post and email to members of the panel.

The Eshare Health Conference was also scheduled for 18th September 2018.

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

Absent.

d) All Ages Inter-generational update and Youth Provision and Communities Fund - Sian Foley

In Sian Foley's absence, the Chair informed the panel that there was a focus to commission providers and expand advertising which was a priority to members.

Members of the T&L Panel were asked to promote these efforts in their local areas. Furthermore members were told that more social events were taking place, including Active lifestyle sessions which had expanded. Anyone interested in participating was encouraged to contact Sian Foley.

Members of the panel **NOTED** this feedback.

24/18 Any Other Business

A resident asked whether there were any provisions in place for housing members of the armed forces and police officers.

In response, the panel heard that stating in accordance with the Housing Allocation Policy 2002, they are eligible for housing as long as they worked and lived in Croydon.

The Chair thanked everyone for their involvement in the Tenant and Leaseholder Panel and also thanked the Council for their support.

25/18 Date of next meeting

Tuesday 16 October 2018 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

The meeting ended at 8.22 pm

Signed:
Date:

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TENANT AND LEASEHOLDER PANEL
16 October 2018

Lead Officer: Hazel Simmonds, Director of Homes, Districts and Regeneration

Wards: All

Agenda Item:

Subject: - "A New Deal for Social Housing" Green Paper – Overview

1. Recommendations

1.1 The Panel is asked to note the contents of this report and to comment on the proposals set out in the social housing green paper.

2. Summary

2.1 The social housing green paper, "A New Deal for Social Housing," was published in August 2018 along with a call for evidence in relation to social housing regulation. Consultation on the contents of the paper closes on 6 November.

2.2 The green paper is also accompanied by a separate consultation on the use by local authorities of Right to Buy receipts. This ends on 9 October.

2.3 This paper summarises the principles and proposals contained in the green paper.

2.4 At the time of writing this paper, Croydon Council is in the process of preparing its responses to the green paper, the call for evidence and the Right to Buy consultation.

3. Context

3.1 Nearly one fifth of households (equivalent to about nine million people) live in social rented housing in England. Just under a half of social rented housing is owned by local authorities. Croydon Council owns just under 14,000 socially rented homes.

3.2 Nationally, the number of households who rent from a social landlord who are in work is increasing. In 2010/11, 32% of households renting from a social landlord were in full or part-time work. Today this figure is 43% (58% for social renters of working age).

3.3 Between 300,000 and 400,000 social rented homes are let in England each

year, meaning that about 8% change hands annually. Nationally, movement from the social housing sector to other sectors is low. In 2016/17, about 36,000 households moved from social housing to the private rented sector, while 18,000 households exercised the right to buy. The 2017 British Attitudes Survey suggested two thirds of social tenants would prefer to own their home.

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4. Detail

- 4.1 The social housing green paper was published in August 2018. A green paper is a consultation document produced by the Government. The aim of a green paper is to allow people both inside and outside Parliament to give feedback on policy or legislative proposals.
- 4.2 The full paper can be found at:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733605/A_new_deal_for_social_housing_web_accessible.pdf
- 4.3 The green paper is underpinned by five principles. The principles are:
- a safe and decent home which is fundamental to a sense of security and our ability to get on in life;
 - improving and speeding up how complaints are resolved;
 - empowering residents and ensuring their voices are heard so that landlords are held to account;
 - tackling stigma and celebrating thriving communities, challenging the stereotypes that exist about residents and their communities; and,
 - building the social homes that we need and ensuring that those homes can act as a springboard to home ownership.
- 4.4 Specific proposals within the paper include:
- Reviews of standards for social housing and social housing regulation, including the decent homes standard;
 - League tables of social landlords based on customer satisfaction and other performance indicators;
 - No sale of high value stock by local authorities;
 - Some flexibility over use by councils of right to buy receipts;
 - Continued lifetime tenancies for new council tenants (unless local authorities choose to offer fixed term tenancies);
 - More opportunity for residents to raise concerns about building safety, with faster resolution of complaints;
 - Tackling stigma and embedding good customer service and neighbourhood management;
 - A possible transfer of local authority housing to housing associations.

1 National statistics throughout section 3 are taken from “Briefing: The social housing green paper” published by the LGiU, 20/08/18, <https://www.lgiu.org.uk/briefing/the-social-housing-green-paper/>

Reviews of standards for social housing and social housing regulation

- 4.5 The Regulator of Social Housing requires that social homes meet the Decent Homes Standard. Currently 99.7% of Croydon Council homes meet the Decent Homes Standard. The standard, which was last reviewed in 2006, requires homes to be:
- free of hazards that pose a risk to residents
 - to be in a reasonable state of repair
 - to have reasonably modern facilities and services such as kitchens and bathrooms and efficient heating and effective insulation.
- 4.6 Whilst the paper does not set out what could be included in a new standard, fire safety standards are specifically mentioned. The example is given of changes to drive up safety in the private rented sector that haven't been applied to the social housing sector such as regulation regarding electrical testing and fire/carbon monoxide alarms.

League tables of social landlords based on customer satisfaction and other performance indicators

- 4.7 The paper proposes that landlords are assessed against “a number of agreed and meaningful key performance indicators which will be made publically available in a way that enables easy comparison.” The paper goes on to state that these should be focused on areas that are important to residents and gives the examples of:
- “keeping properties in good repair;
 - maintaining the safety of buildings;
 - effective handling of complaints;
 - respectful and helpful engagement with residents; and,
 - responsible neighbourhood management, including tackling anti-social behaviour.”

No sale of high value stock by local authorities

- 4.8 For some years there has been uncertainty about the government's proposal to require local authorities to sell high value stock. The Green Paper proposes that no sale of high value stock will be required by local authorities.

An increase to the borrowing cap and some flexibility over use by councils of right to buy receipts

- 4.9 A consultation paper has been published alongside the green paper which sets out proposed changes to the way local authorities can use Right to Buy receipts to deliver new homes. A range of options are proposed including:
- increasing the timeframe for the use of Right to Buy receipts
 - allowing a greater proportion of the cost of new Social Rent council homes in areas of high affordability pressure to be met through Right to Buy receipts
 - allowing greater flexibility over the tenure of replacements – to include

shared ownership as well as Affordable Rent and Social Rent.

- 4.10 The paper also sets out proposals in relation to encouraging home building, community-led housing schemes, resident led estate regeneration and routes to affordable home ownership.

Continued lifetime tenancies for new council tenants (unless local authorities choose to offer fixed term tenancies)

- 4.11 The Government introduced changes in the Housing and Planning Act 2016 to restrict the use of lifetime tenancies by local authority landlords, requiring local authorities instead to grant tenancies on a fixed term basis and review these. These changes are not yet in force.
- 4.12 The government has decided not to implement the provisions in the Housing and Planning Act 2016 at this time.
- 4.13 The paper states that how social landlords use fixed term tenancies should “be decided at the local level, in consultation with residents, the wider community, and other social landlords in the area, in order to get the right balance between providing security for individuals and communities, and making best use of the homes available.” Particular mention is made of lifetime tenancies for residents who are moving as a result of domestic abuse.

More opportunity for residents to raise concerns about building safety, with faster resolution of complaints

- 4.14 The paper states, “Residents should have a stronger voice to influence decisions and challenge their landlord to improve performance. They must also be able to access good complaints processes, as well as swift and effective redress where appropriate.”
- 4.15 Proposals include support residents to raise complaints, speeding up the complaints process, listening to residents’ views and ensuring customer feedback is used to improve services. The paper also makes special mention of leaseholder concerns and states that a sector advisory group will “explore how social leaseholders can better input into consultation on major works.”

Tackling stigma and embedding good customer service and neighbourhood management

- 4.16 The paper supports the professionalisation of housing management to ensure all staff deliver a good quality of service.
- 4.17 Tackling anti-social behaviour, providing financial inclusion and employment support and signposting residents to other service are all given as examples of how landlords can add further value and tackle stigma. In addition, focusing on the design and quality of homes and their surrounding area is recognised as being “important to wellbeing, integration, tackling stigma and encouraging existing communities to accept new homes in their area.”

A possible transfer of local authority housing to housing associations.

- 4.18 The paper also states “We are considering a new stock transfer programme to promote the transfer of local authority housing particularly to community-based housing associations.”

5. Review of social housing regulation call for evidence

- 5.1 The paper also states: “Delivering good quality and safe social homes with the right services from landlords relies on a robust regulatory framework. It is nearly eight years since the last review of social housing regulation, and the proposals in this Green Paper present the opportunity to look afresh at the regulatory framework.
- 5.2 Alongside this Green Paper, we are publishing a Call for Evidence which seeks views on how the current regulatory framework is operating. This Call for Evidence, along with questions about regulation in the following chapters, will inform what regulatory changes are required to deliver regulation that is fit for purpose.”

6 Responding to the consultation and the call for evidence

- 6.1 The Right to Buy consultation ends on 9 October 2018.
- 6.2 The consultation on the green paper and the call for evidence both run until 11.45pm on 6 November 2018. The government is keen to hear from a wide range of interested parties including residents, landlords and lenders, in regards to both. Residents can submit their responses via online surveys or can complete a response form which can be emailed to:
socialhousingreview@communities.gsi.gov.uk
or posted to:
Affordable Housing Regulation and Investment Division,
Ministry of Housing, Communities and Local Government,
3rd floor, Fry Building
2 Marsham Street
London
SW1P 4DF

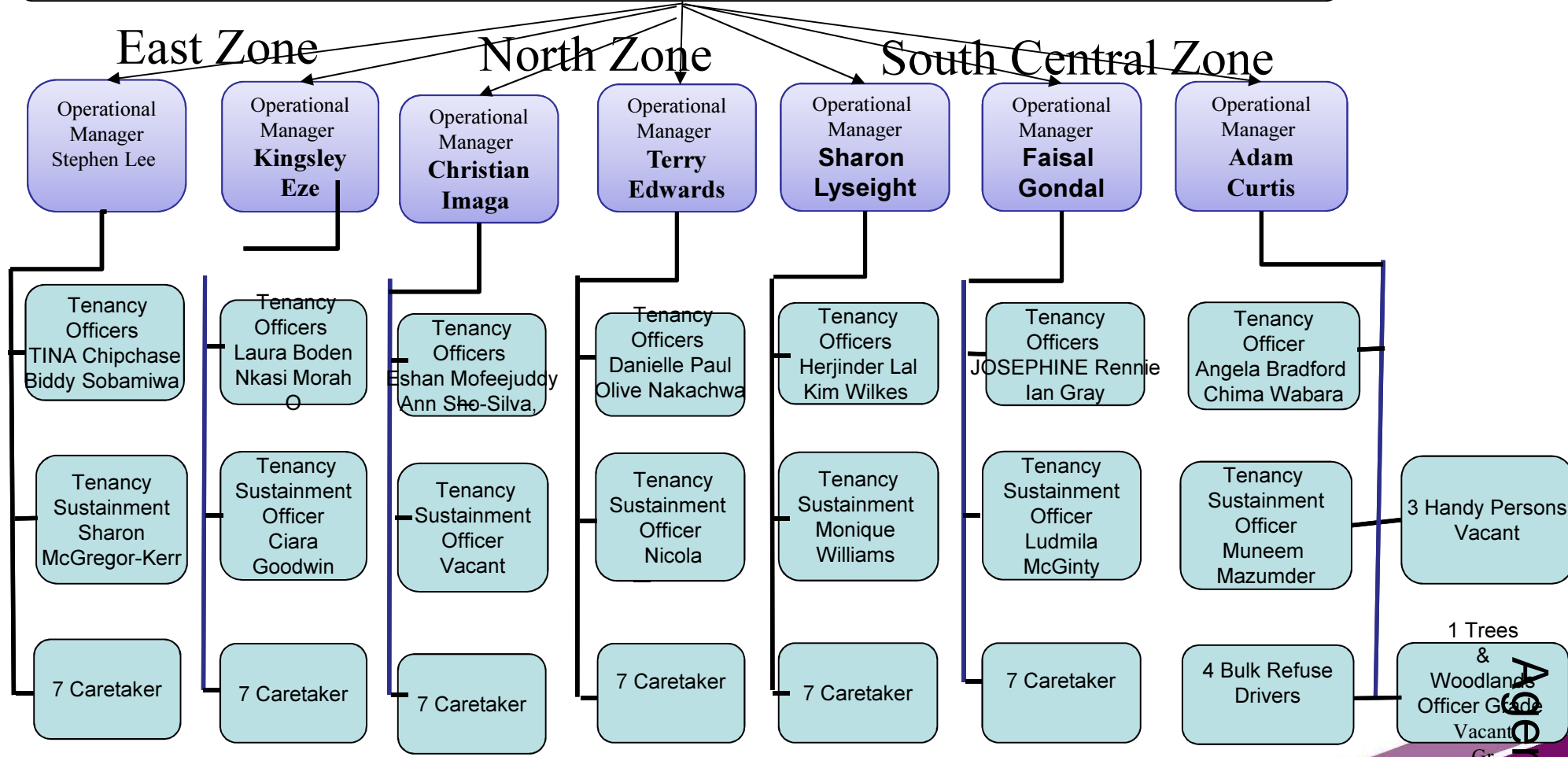
Report Author: Kirsteen Roe, Head of Assets and Involvement,
E-mail: Kirsteen.Roe@croydon.gov.uk, Tel: 020 8604 7205

Contact Person: As above

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Tenancy & Caretaking Services Structure (April 2018)

YVONNE MURRAY - HEAD OF TENANCY AND CARETAKING



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**TENANT AND LEASEHOLDER PANEL
16 October 2018**

Lead Officer: Hazel Simmonds, Director of district centres and regeneration

Wards: All

Agenda Item:

Subject: - Update on the Refresh of Resident Involvement Framework

1. Recommendations

- 1.1 The Panel is asked to note the progress made on the refresh of the resident involvement framework and comment on the:
- a) Ideas put forward on the review of the Service Improvement Groups
 - b) Establishment of a Health & Safety panel
 - c) Housing Green Paper's proposals in relation to resident involvement

2. Summary

- 2.1 This report summaries the progress made to refresh the resident involvement framework with the aim of increasing the engagement of residents in the management of their homes and neighbourhoods and increasing feedback from residents on their satisfaction and priorities in relation to housing services.
- 2.2 The report also summaries the Housing Green Paper's proposals in relation to resident involvement and welcomes comments.

3. Background

- 3.1 At the July 2018 meeting of the Tenant & Leaseholder Panel (TLP) a report was received proposing changes to the operation of the panel and it agreed a wider review of the involvement framework was required to ensure that the council is engaging with residents effectively, increasing the numbers of those involved and making better use of digital technology.

4. Relaunch of the Tenant & Leaseholder Panel

- 4.1 At the last meeting of this panel in July existing panel members stood down and a recruitment exercise took place during the following months and is ongoing. To date 25 applications to be a panel member have been received. Those who met the membership requirements were invited to an induction session in September. 21 residents are now registered as panel members of which 9 are new members.

- 4.2 The aim is to establish a panel of 'expert' residents to work in partnership with the council to improve housing services. Members of the panel will regularly be offered training and information sessions to continually increase their knowledge and skills to support them in their role.
- 4.3 The resident involvement team will work with the new panel membership to discuss the future operation of the panel. This will include the option of introducing a rotating chair, the venue & structure of meetings and the possibility of taking the meeting to estates across the borough.
- 4.4 It is recognised that not all residents are able to commit to or able to attend regular panel meetings and in such circumstances residents can apply for associate membership. Associate members will be sent agenda papers electronically and are able to comment on these before the meeting. All comments raised by associate members will be considered at the meeting. Associate members will also receive the minutes of meetings electronically. Recruitment of associate members will commence shortly.
- 4.5 Arrangements are being made for future meetings to be web cast so that residents can view meetings on their laptops, tablets or phones. In addition we will explore options to enable residents to interact with the meetings through Skype or other social media.
- 4.6 Forward planning for the year's meetings is now taking place to ensure both panel members and officers receive early notice of all upcoming strategic issues which will be discussed by the panel.
- 4.7 Report forms will now be issued at all meetings to enable panel members to report personal housing issues and not raise them during the meeting. The resident involvement activity report (included on all panel agendas) now includes more detailed information on the issues being discussed at the service improvement groups and other panels. The minutes of these meetings will now include an action plan detailing all agreed actions, responsible officer and completion date.

5. Review of the Service Improvement Groups

- 5.1 Six service Improvement Groups (SIGs) currently exist covering the following service areas:
- Tenancy & Neighbourhood Services
 - Income & Lettings
 - Leaseholder services
 - Resident Involvement
 - Capital Investment
 - Responsive Repairs
- 5.2 The purpose of these groups is to monitor the performance of the service

area and work with service managers to improve services where performance is not meeting expectations or targets. Attendance at these meetings (with the exception of leaseholders) is low and outcomes are minimal (see appendix A). In addition, a number of very committed residents attend TLP and multiple SIGs but this means that more diverse and varied views and opinions are not captured through the current groups.

5.3 Currently these groups are organised by the operational service. This creates a silo'd way of engaging with residents and makes it more difficult to focus on areas of improvement that involve a number of service areas. Whilst some services lend themselves to a regular forum (ie leaseholders), this is less true for others. We have been trialling new approaches through the Capital investment service improvement group including site visits to monitor and report back on the resident experience of major works and task & finish activities focusing on specific improvements – in this case, we are engaging with residents to review and rewrite standard letters that are sent when major works are due to be carried out. The intention is to ensure that information provided is easy to understand and the impact of this will be assessed in terms of resident satisfaction and service demand.

5.4 A meeting was held in September to which all SIG panel members were invited. A number of **ideas** to improve the operation of the SIGs were discussed. These can be summarised as follows:

- The leaseholder SIG to be replaced by a leaseholder led panel to which all leaseholders will be invited to join/attend
- Less meetings and more site visits enabling group members to inspect council services and talk to tenants who are receiving/affected by services face to face
- More benchmarking and possible visits to other social housing landlords to witness best practice
- Develop a virtual performance monitoring group. Reports sent electronically. Questions/comments submitted by group members and responded to by service managers
- Establish a performance monitoring panel reviewing key performance/benchmarking information across the housing service
- Performance & benchmarking data site to be developed on housing area of council's web site (to include all survey reports)
- Merging of Responsive repairs & Capital Investment SIGs
- Merging of Tenancy & Income SIGs
- Income SIG to become a virtual panel
- SIGs to monitor/review performance & benchmarking reports and establish task & finish groups where services require improving.

5.5 The resident involvement team will develop detailed proposals for the future role of these panel and discuss these further with SIG members. In the meantime panel members' comments on the above ideas are welcomed.

6. Involvement Roadshows and Surveys

- 6.1 The resident involvement team organised roadshows across a number of estates during the summer with the main purpose of encouraging involvement. This also included a short survey asking residents how they would prefer to receive information from the housing service and how they want to make their views heard. We also took the opportunity to ask residents what they liked about where they live and what could be improved.
- 6.2 96 residents were called on in their homes or talked to on the street across 4 estates. 43 expressed an interest in getting involved in future events. A summary of their views on communication can be found in appendix B.
- 6.3 The results show that many more residents (58%) are happy to be kept informed electronically and the most popular method for residents to give their views is through surveys of which on-line surveys are the most popular. We will be using this data to help shape the way we communicate with residents in the future.
- 6.4 We will use residents' views of their home and neighbourhood, coupled with data and evidence, to develop further local involvement events and to work with other services to target local concerns or opportunities. The information has also been shared with the tenancy teams so they are able to focus on issues which are most important to residents.
- 6.5 These roadshows proved to be an effective method engaging with residents and it is proposed that a schedule of further roadshows will be delivered during the coming months.
- 6.6 Croydon is also one of four London boroughs participating in research funded by London Councils and being carried out by The Campaign Company to understand the views of residents living in higher rise properties (blocks of flats of 6 storeys or more). Once the final evaluation and report of this research is available it will be shared with TLP and used to inform the way the council engages with residents in higher rise blocks in particular.

7. Increasing Digital Engagement and Resident Feedback to improve services

- 7.1 An audit of how Croydon obtain and use resident feedback to improve housing services took place in August by Acuity, a leading company for customer research in the social housing sector. Their report has recently been received and they will be presenting their findings and recommendations to managers shortly.
- 7.2 The current involvement framework is currently very focused on face to face engagement activities. Based on this report, we will develop an action plan to also explicitly include the use of data and insight the council gathers and

holds to ensure that a wide evidence base of resident viewpoints and data (for example in relation to customer satisfaction, demographics or social need) is considered when making recommendations for improvements or changes to services or evaluating the impact of resident involvement activities.

- 7.3 We will share the draft action plan with residents at the January TLP so that you can comment and contribute your ideas.

8. Development of a Health & Safety Panel

- 8.1 Following the tragic events at Grenfell the Hackitt report made a number of recommendations in relation to resident engagement. These were reported to this panel in April.
- 8.2 One of these was that social landlords should be more transparent about fire safety issues with their residents. In response Croydon is establishing a health & safety panel. We are currently recruiting residents who are interested in joining such a group or just working with officers to agree its membership and remit.

9. Housing Geen paper

- 9.1 The social housing green paper published by the Government in August contains a number of proposals for strengthening the way all social housing landlords engage with residents and involve them in the management of their homes and neighbourhoods. These are summarised in another report included on the agenda for this meeting.
- 9.2 A summary of how Croydon is responding to these proposals in relation to resident involvement follows:

9.2.1 Faster resolution of complaints

It is proposed that landlords should look to process complaints faster and a standard formal complaints procedure may be introduced for all social landlords.

- Croydon has a published formal complaints procedure which has two stages. This procedure is currently being reviewed by the Tenant Scrutiny Panel and will look at how well it is publicised, response times, the quality of responses and satisfaction with the service. Their report together with its recommendations is due before the end of the year and will be brought to this panel.
- For the past five years Croydon has operated a Tenant Complaints Panel which acts as a 'delegated person' under the Localism Act. This means that if a resident is not satisfied of the outcome of a complaint under stage 2 of the formal complaints procedure they can opt for the Complaints Panel to review

it. This can help resolve the situation locally without the need to refer to the Housing Ombudsman. We can explore ways of using this panel more regularly in a bid to resolve complaints faster.

- The Complaints Panel currently meets quarterly to monitor the performance of complaint handling, the nature of the complaints received and how the council is learning through these complaints.

9.2.2 **Building safety**

- It is proposed that landlords should be more transparent with residents about health & safety issues. Paragraph 8 of this report summaries our plan to establish a health & safety panel with the aim of reviewing health & safety arrangements in all our properties.

9.2.3 **Performance reporting**

It is proposed that landlords are assessed against “a number of agreed and meaningful key performance indicators which will be made publically available in a way that enables easy comparison.” The paper goes on to state that these should be focused on areas that are important to residents and gives the examples of:

- “keeping properties in good repair;
 - maintaining the safety of buildings;
 - effective handling of complaints;
 - respectful and helpful engagement with residents; and,
 - responsible neighbourhood management, including tackling anti-social behaviour.”
- Performance reports are currently presented to residents who are members of SIGs and residents representatives receive a presentation of our annual Housemark benchmarking report which compares our costs, performance and resident satisfaction with similar landlords.
 - In light of these proposals we will review, together with residents, the way we present information to resident panels and residents generally.
 - The recommendations in Acuity’s report referred to in paragraph 7 will also be considered and their implementation should enhance the way we use performance data and feedback from residents.

9.2.4 **Housing regulation**

It is proposed that there should be more robust regulation of landlords to ensure that they are meeting the housing regulations. The current regulations in relation to engagement require landlords to ensure that residents are involved in the management of their homes and that there are opportunities for them to scrutinise their housing services.

- Croydon has an excellent track record in resident involvement and scrutiny and is continually working with residents to ensure that their involvement is effective and leads to service improvements which meet residents needs and priorities.

9.2.4 **National tenant voice**

It is proposed that a national tenant voice be established to ensure that tenants across the country have a collective voice.

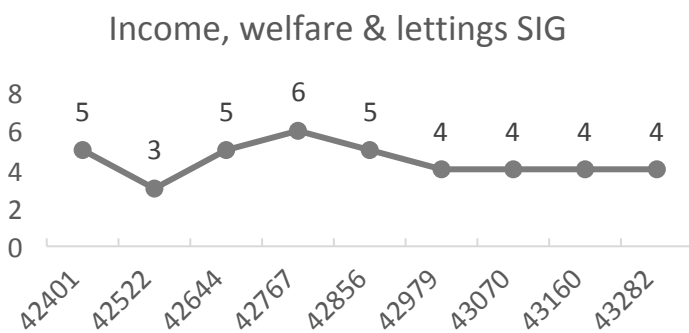
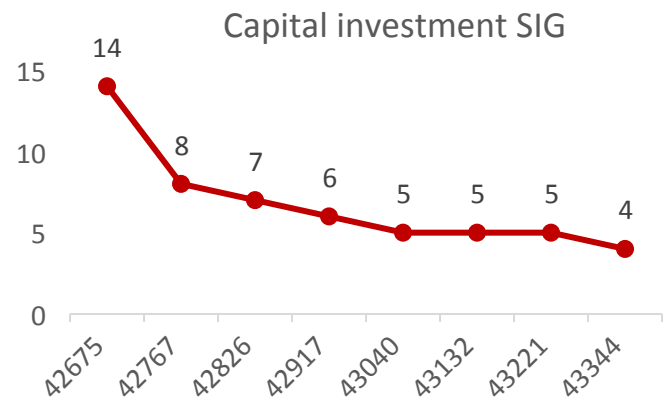
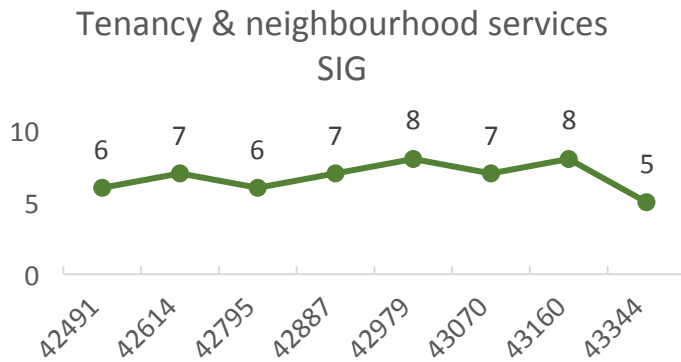
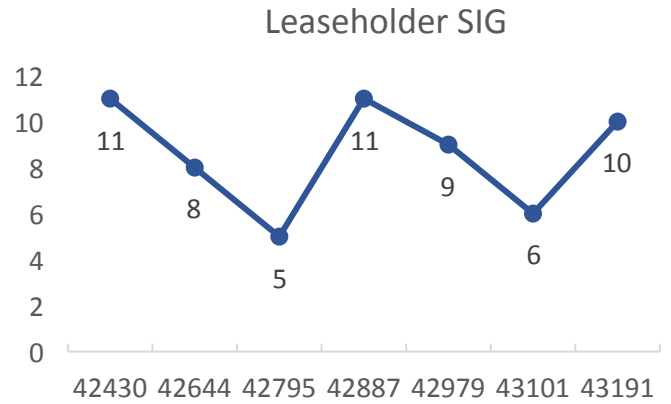
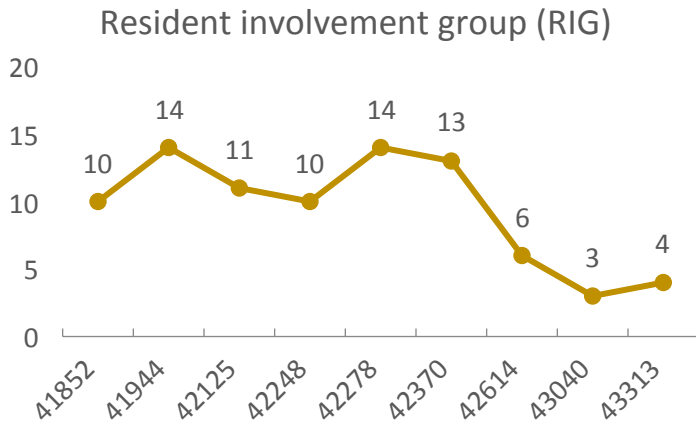
- Croydon tenants are already represented on the London Tenants Federation and Association of Retained Council Housing (ARCH) and we would encourage representation on a new national group if invited to do so.

Report Author: Chris Stock

Contact Person: As above

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Service improvement group attendance



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RI summer 'roadshow' feedback

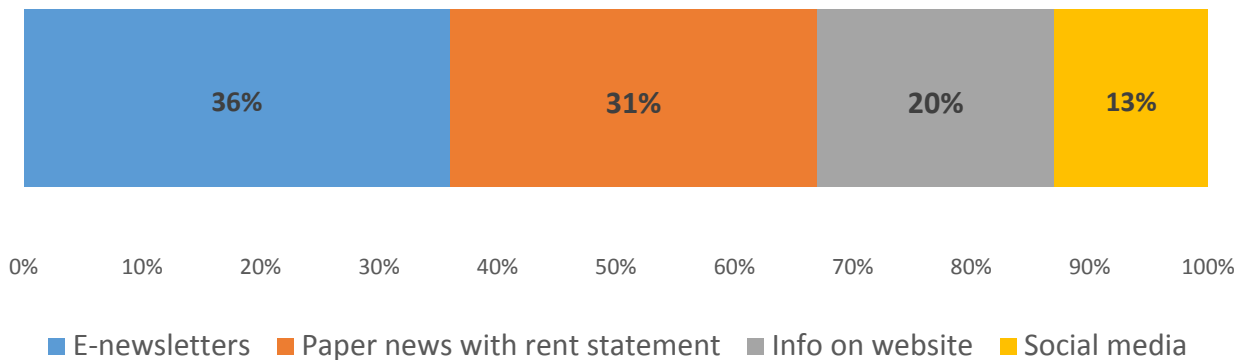
4 events, 96 surveys completed, 43 new RI sign-ups

The RI team door-knocked and met residents at four estates: Handcroft Road, Fieldway, Regina Road/Sunny Bank and Monks Hill.

A brief survey was completed and contact details and preferences were collected where applicable.

RI & comms questions

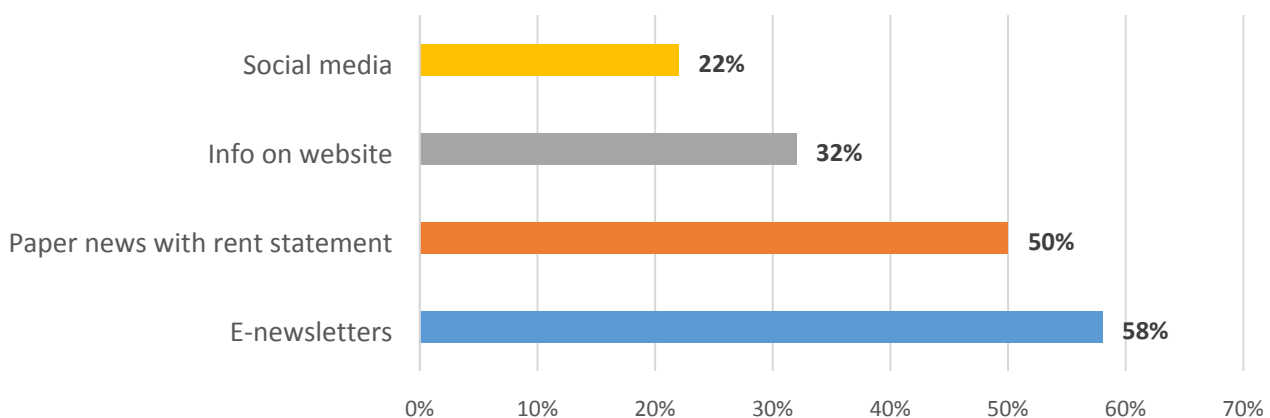
How residents want to be kept up to date with news & info about housing services



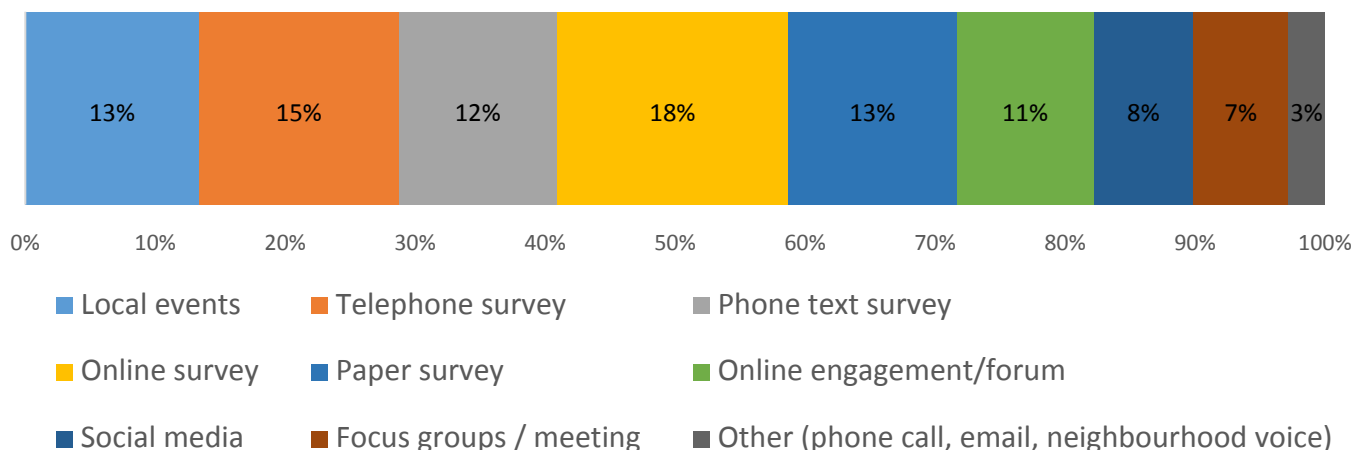
For the first two questions residents were asked to tick all options that apply, the percentages given in the first chart are the number of times each option was ticked / total number of responses.

Many people chose multiple options, but 45% of those who chose paper newsletters and 41% of those who chose email newsletters *only* selected that option. Website and social media were only chosen as the sole preferred source of information in a couple of cases.

This chart shows the % of residents who chose each option

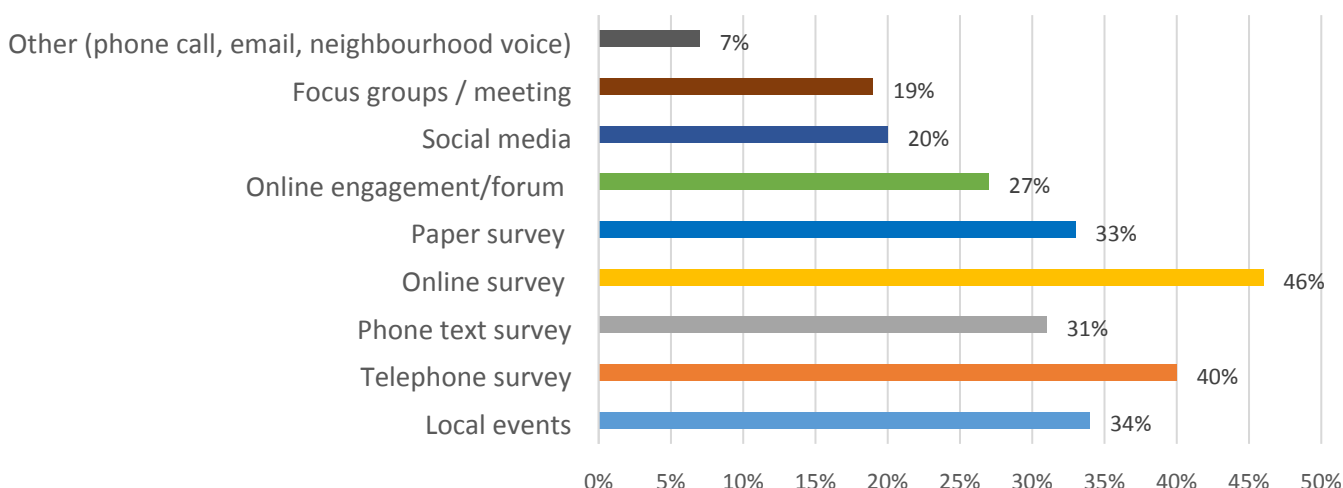


How residents prefer to tell us their views

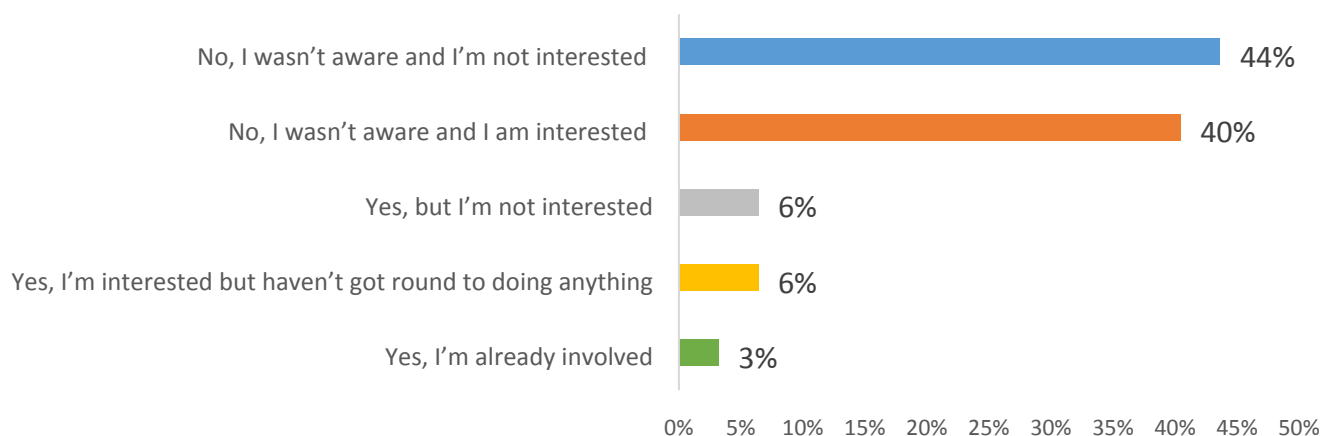


Again, most of those surveyed chose multiple options. There was a fairly even spread across the choices, but the most popular option was surveys (particularly online) with local events and other online engagement also proving popular.

The chart below shows the % of residents who chose each option.



Have residents heard about the different ways to get involved



84% of those surveyed said they had not heard about the different ways they could get involved. Almost half of those said they were interested and contact details were collected for 43 residents.

Area feedback summary

Residents were also asked what they liked about their area and what they would like to change, a summary of feedback from each of the four areas follows.

Regina Road /Sunny Bank

What do you like about the area?

- Quiet/ peaceful location x 8
- Friendly/nice neighbours/like neighbourhood x 6
- Flats nice/spacious inside x 4
- Lived here a long time x 3
- The view x 3
- Feel secure/safe living here x 2
- Family orientated/ kids play together x 2
- School close by
- Caretaker good
- Flat warm in winter / cool in summer

What would you like to change?

- Lifts breaking down x 2
- Better block and estate cleaning x 13
- Rubbish collection, smelly bins x 4
- ASB x 3
- Security door too heavy and bangs loudly x 2
- Parking x 2
- More play areas for older children over 5s
- Better community, communication between neighbours

Handcroft Road estate

What do you like about the area?

- Central location, close to town centre shops and transport x 11
- Friendly neighbours and community x 6
- Estate not too big
- Nice grassed areas
- Local police friendly
- Quiet

What would you like to change?

- Crime/policing x 7
- ASB x 5
- Gates to estate, security, CCTV to deter crime x 3
- More activities for children/young people (and better promotion of this) x 3
- Better community spirit
- Grounds maintenance x 4
- Fly tipping, more rubbish collections needed x 2
- Upkeep of estate, revamp area - make it look more attractive x 4

Fieldway estate

What do you like about the area?

- Community spirit, people look out for each other x 5
- Green areas, open space, surrounding countryside x 5
- Quiet location x 6
- The view x 2
- Convenient to shops, services and transport x 2

What would you like to change?

- Better block cleaning, maintenance of the building x 7
- Rubbish outside block, by bins x 2
- ASB x 5
- Activities for young people to do x 2
- Outside space, communal gardens, play areas x3
- Better community morale

Monks Hill Estate

What do you like about the area?

- Quiet, peaceful x 9
- Community spirit
- Local to everything, transport links and amenities x 2
- Clean/tidy
- Has a bit of everything
- Not too crowded

What would you like to change?

- Could be cleaner, improved caretaking x 5
- Crime x 2
- ASB
- Refurbishment of community space
- More for children x 2

Resident involvement team update

July - September 2018



Service improvement groups and panels	
Tenancy and neighbourhood services	<p>This group met in September. Performance information for the service areas was provided in advance.</p> <p>The meeting was attended by Paul Ratcliffe, neighbourhood operations manager, who provided some performance information on his service. Other agenda items included the new structure of the tenancy and caretaking service, an overview of the tenancy mystery shopping report and a discussion on resident surgeries.</p> <p>The head of service suggested holding a focus group with residents to look at how surgeries can be made more effective for both officers and residents. This will be organised before the next meeting which is scheduled to take place in December.</p>
Income, lettings and welfare benefits	<p>The group met in July. The group looked at performance information for the income service.</p> <p>Angela Wallhead – operational manager for the quality team attended the meeting to provide an update on void properties. Other agenda items included an update on universal credit, parking schemes and the income and lettings restructure.</p> <p>The next meeting is in October.</p>
Leaseholder group	<p>The July meeting was cancelled due to a lack of agenda items and confirmation of attendees. Group members were subsequently asked to submit possible items for the agenda of the October meeting. Suggested items included an update on repairs issues and staff training regarding handling of leaseholder repairs issues; an explanation of administration fees within service charge fees; an update on the restructure of tenant and leaseholder panel including the new fire risk panel; itemised breakdown of repairs bills; the reduction in grass cutting and tree trimming services and leaseholder charges for ASB damage.</p> <p>Leaseholders were sent the final report from the leaseholder services mystery shopping exercise completed early in 2017.</p> <p>The panel meet again in October.</p>
Responsive repairs group	<p>No update for this quarter.</p>

Capital investment group	The group recently met at the Longheath Gardens estate for a walkabout to view major works being undertaken by Mulalley, the council's contractor. The group were accompanied by council and Mulalley staff. They were shown blocks where work was underway (at various stages of progression) and were able to compare with other blocks identified for works, in their current state. Some areas for repairs were also noted for follow-up by staff. Overall the group were, " <i>Very impressed with the standard of work</i> " (Marilyn Smithies). The group plans to revisit the estate in the spring/summer 2019 to view completed works and meet with residents.
Resident involvement group (RIG)	Some RIG members took part in a one-off meeting to review the role of the service improvement groups. The report following this meeting is being presented to Tenant & Leaseholder Panel.
Housing complaints panel	<p>The September panel meeting was cancelled due to lack of attendance. Several members had sent apologies beforehand. It was agreed that reports for both Q1 and Q2 will be presented at the November meeting. Recruitment to this panel is ongoing.</p> <p>There were no complaints adjudications this quarter.</p>
Sheltered housing panel (SHP)	<p>In agreement with panel members a working group was set up to review the panel. Several meetings have taken place with residents and officers from tenancy, sustainable communities, repairs and Axis.</p> <p>The working group agreed to pilot a roadshow event. Residents agreed to hold the meeting at Southlands Close in Coulsdon, where one of the group lives. Key focus points were identified, these were caretaking issues in the block and repair issues (mainly concerned with the laundry room and washing machines).</p> <p>The pilot meeting took place at the end of September and was attended by 10 residents from the block and managers from the repairs and tenancy services. The former chair and vice-chair of the sheltered housing panel also attended as observers.</p> <p>The meeting was well received by residents and issues that were raised were followed up on and actioned within 24 hours of the meeting taking place. The resident from Southlands who is on the working group has reported that residents in the block are very happy and feel that they are being listened to.</p> <p>A second pilot meeting will be held at Laxton Court in Thornton Heath, date to be confirmed.</p>
Housing disability panel	The role of the panel is still currently under review. The possibility of having housing related items on the agenda of existing adult social care panels is one option that is being considered. Work is on-going with colleagues in adult social care who have involvement with existing panels.

Resident scrutiny	
Housing scrutiny panel	<p>The complaints scrutiny exercise is ongoing. The panel continue to meet fortnightly, however, no meetings were held in August to accommodate panel members' summer holiday activities. The panel were set various tasks over the summer break that contributed to the desktop review, including looking at the complaints procedures of other similar local authorities or registered social landlord and comparing it to that of Croydon council. The panel will identify members of staff to interview and decide whether to organise a focus group.</p> <p>Training for both panel members and staff has been arranged for later in October. Recruitment to the panel is ongoing.</p>
Neighbourhood voice (NV)	Residents continue to provide us with monthly information about the services they receive, such as caretaking, litter picking and grounds maintenance. 49 NV forms have been completed by 23 residents this quarter.
Mystery shoppers	<p>The current mystery shopping exercise is coming to an end. Mystery shoppers attended a briefing session in July and were instructed to start shopping immediately. The In total over 50 shops were carried out by 10 mystery shoppers (residents and staff) across the various service locations. Once all completed shops are received, the results will be analysed and a report drafted and sent to the service head.</p> <p>Other service heads are currently being approached with a view to identifying and starting the next round of mystery shopping.</p>
Estate based involvement	
Roadshows	The team organised sessions on four estates in the summer. Through door knocking and meeting people on estates, residents were asked to complete a short survey about the ways in which they prefer to get involved and what they like/dislike about where they live. We also provided information about resident involvement and signed up people who were interested. Another round of roadshows is planned.
Resident Forums	<p>A resident forum took place on the Tollgate estate in July. Residents met the Brick by Brick and Quinn (developer) representatives and discussed their concerns about the development due to commence on the estate. Issues also raised concerning anti-social behaviour, refuse collection, fly-tipping and litter-picking, which are being followed up by the tenancy officer. The next forum meeting is due in October.</p> <p>The Longheath Gardens estate resident forum met in July. Residents discussed their concerns with the major works being undertaken by Mulalley, coinciding with the Brick by Brick development on the estate, which are impacting on the residents. Issues also raised concerning garden allocations, refuse collections, fly-tipping and litter-picking, which are being followed up by the operational manager. The next forum meeting is in October.</p>
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Academy Gardens, Auckland Rise, Longheath Gardens, Kingsdown Avenue, Ravensdale Gardens, Shrublands, Tollers, Tollgate.

Planned maintenance and project consultation	
Partnering contracts	The team carry out resident engagement and consultation in relation to the partnering contracts, working with residents to ensure they have a voice and their views are considered in the planning of works. These can include lift refurbishment, boiler and central heating replacement and external decoration.
Fire safety	Engagement with residents continues across the borough relating to essential fire safety works. These works can include renewal of communal fire doors in blocks and renewal or repair of property front doors to ensure they are fire safety compliant. In addition, engagement has now been completed with residents in blocks where sprinkler systems are being installed.
Special major works projects	RI officers work with project teams to ensure affected tenants and leaseholders have the opportunity to give their views and receive consistent, accurate information regarding works in both pre-delivery and delivery stages. Works undertaken for special projects can include, but are not limited to, cladding, window replacement, roof works, security measures and landscaping. Some of the current major works projects are 98-176 College Green, 56A-76D Chertsey Crescent, Dartmouth House, Davidson Lodge and Longheath Gardens
Communications	
Newsletters and social media	There has not been an Involve e-newsletter or an Open House issue published this quarter. The resident involvement Facebook page is kept updated and followers have increased to 93.
Branding refresh	Work is in progress to rebrand all of our publicity material. The new designs have now been chosen and this will be rolled out in the coming months to all our letters, forms, website and social media.
Other activities	
Surveys	The following surveys have been carried out recently: ASB – 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.
Housing ID	The Housing ID currently has 490 residents. We are currently looking at refreshing our publicity documents and as part of this, the Housing ID form is being re-designed. Following this, we will also be reviewing membership of the database. This quarter members have been invited to take part in a capital investment focus group and a TLP induction sessions
Residents' training	Mystery shoppers were trained in July. Scrutiny panel training set up for October.