

Public Document Pack

Tenant & Leaseholder Panel

To: Yaw Boateng (Chair)
Petra Johnson (Vice-Chair)
Marilyn Smithies, Jill Arboine, Binta Barry, Ishia Beckford, Aishnine Benjamin, Monica Binns, Peter Cooper, Teresa Cox, Susan Devonish, Neide Dias, James Fraser, James Gitau, Desmond Ojumu, Grace Osoata, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby, Jamil Tarik and Kim Wakely

Councillors Pat Clouder, Patricia Hay-Justice, Niroshan Sirisena, Louisa Woodley, Richard Chatterjee, Lynne Hale and Michael Neal

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 2 July 2019** at **6.30 pm** in **Town Hall**

JACQUELINE HARRIS BAKER
Council Solicitor and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
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www.croydon.gov.uk/meetings
Monday, 24 June 2019

THIS MEETING WILL BE WEBCAST LIVE
Click on link to view:
<https://croydon.public-i.tv/core/portal/home>

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 3 - 8)**

To approve the minutes of the meeting held on 16 April 2019 as an accurate record.

5. Waste Collection & Estate Cleaning

Verbal Report from Tom Lawrence (Head of Environment and Leisure) and Veolia.

6. Maintenance of Communal Gardens and Enforcement of Tenant Gardens

Verbal Report from Sharon Murphy (Head of Tenancy and Caretaking Service)

7. Fire Safety Update

Verbal Report from Jon Robbins and Nick Coleshill (Croydon Fire Safety Team, London Fire Brigade)

8. Tenant Satisfaction Survey (STAR) (Pages 9 - 14)

Verbal Report from Chris Stock (Resident Involvement Manager)

9. Tenant Training (Pages 15 - 20)

Verbal Report from Chris Stock (Resident Involvement Manager)

10. Scrutiny update

Verbal report from Yaw Boateng (Tenant Scrutiny Panel)

11. Resident Involvement Activity Report (Pages 21 - 26)

This report is attached for information only.

12. 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

13. Any Other Business

14. Date of next meeting

15 October 2019 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, 16 April 2019 at 6.30 pm in Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

MINUTES

Present: Marilyn Smithies (Chair);
Jill Arboine, Binta Barry, Ishia Beckford, Monica Binns, Yaw Boateng, Peter Cooper, Susan Devonish, James Gitau, Petra Johnson, Desmond Ojumu, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby, Jamil Tarik, Kim Wakely and Oriel Weekes.

Councillors Patricia Hay-Justice, Richard Chatterjee and Lynne Hale

Also Present: Councillor Alison Butler, Interim Director for Council Homes, Districts and Regeneration, Director of Housing Assessments & Solutions, Acting Head of Assets and Involvement, Regeneration Manager, Resident Involvement Manager, Senior Resident Involvement Officer.

Apologies: Teresa Cox, James Fraser, Jamil Tarik and Councillor Pat Clouder.

PART A

Before commencing the meeting, members of the panel held a minutes silence in remembrance of Bernard Daws who was a former member of the Tenant and Leaseholder Panel.

13/19 **Welcome and Introductions**

The panel members, councillors and officers in attendance introduced themselves.

14/19 **Disclosure of Interest**

There were no disclosures at this meeting.

15/19 **Minutes of Previous Meeting**

The minutes of the meeting held on 12 February 2019 were agreed as an accurate record.

16/19 **Action Plan**

The Resident Involvement Manager updated members of the panel on the following action points:

- The TOR's and KPI's of service improvement groups had been agreed following a meeting that was held with members in March 2019.
- The celebration of 100 years of council housing was being held in Croydon Town Hall, August 2019.
- Panel members would receive training questionnaires for them to fill out in the next few weeks.

17/19 **Waste Collection**

The Contracts Technical Officer informed members that:

- There are 4 contract monitoring officers who check Veolia carry out their core services of waste collection.
- Online complaints regarding refuse services increased sixfold since significant changes were made to this service area.
- In the last six months, the Council's recycling collection rates increased from 38 percent to 44 percent.
- Bin collection performance was being monitored in areas such as Fieldway, New Addington to improve communal collections and the management of refuse bins
- The Contracts team continue to liaise with the housing team and Veolia to ensure effective mechanisms are used to respond to bin queries within 48 hours
- There would be a change in bin collection days and bin crews would be made aware of which days once this had been finalised.

In response to questions, it was said that the Council would raise the member's queries with Veolia directly to find solutions and improve bin maintenance and collections. Furthermore the issue of cleaning and sweeping of residential areas and estates would be reviewed so that it is done thoroughly.

The Chair suggested that this item should be on the next agenda so that the appropriate officer could report back on the steps taken to address these issues.

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

18/19 **Health & Safety Panel**

The Resident Involvement Manager informed members of the work being carried out on the Health and Safety Panel. It was said that the panel's aim

was to make it easier for residents to report housing safety issues to the Council, therefore enabling residents to become more involved and knowledgeable in ensuring the safety of their homes. This would help benefit both the council and public to reduce accidents in residential buildings. Topics of discussion for the panel would include gas safety, electric safety and Asbestos amongst others.

Members of the panel also heard a proposal for setting up an online group on Facebook to help promote the group and increase the ways in which members communicate with one another. Residents who are not able to access the internet or use IT would still receive an open house newsletter and would be contacted by telephone so that their feedback is not ignored.

In response to questions, it was said that residents who join the Health and Safety Panel would definitely have a voice and their opinions would be necessary to help address safety concerns.

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

19/19 **Future proposals for Open House newsletter**

The Resident Involvement Manager informed members of what changes were being made to improve the Open House newsletter using a slide presentation. Officers proposed an A4 four-page newsletter instead of the A3 eight-page one which was being published. The newsletter would be printed in colour and distributed four times a year to tenants and leaseholders. Members of the panel were informed that the revised newsletter would still provide important information and would continue to be engaging for residents.

In response to questions it was said that Editorial Open House Newsletter Panel was still active and the Open House newsletter would also be circulated to local councillors and libraries.

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

20/19 **Scrutiny update**

Yaw Boateng informed the panel that the review for the council complaints process which the Tenant Scrutiny Panel used to identify many good ideas from other local authorities.

The aim was to have the final report completed between May and June which would then be published online.

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

21/19 **Resident Involvement Activity Report**

This report was attached for information only

a) London Tenants' Federation - Jamil Tarik

Absent.

b) ARCH - Yaw Boateng

The panel was informed that the next ARCH conference would be held in Brighton on 3rd October 2019. There were five spaces available and panel members were told to contact the Resident Involvement Manager if they were interested in attending.

ARCH had also met with ministry officials recently to tackle the issues of the social housing green paper. 'See the Person' (formally known as Benefit to Society) was also working to reduce the stigma associated with social housing tenants.

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 provided a summary of what work was being carried out for All Ages and Youth Services. A copy of the handout of the updates and the Community Fund Progress Report was published and circulated to panel members after the meeting.

Members of the panel **NOTED** these updates.

a) Community-led Housing

The Regeneration Manager presented a slide presentation and briefed members of the panel of how the council would help encourage Community-led Housing.

Schemes such as the Community Land Trust (CLT) and Co-housing would provide affordable homes which would be community owned and managed by residents.

In response to questions it was said that as part of the consultation, local residents would be notified and would have the opportunity to visit a Community-led housing site. Bids for these homes will be assessed

based on the how well the site works, neighbours and how it impacts the local community.

It was also stated that the pilot for community-led housing had been proposed to start this year and Cabinet approved for one-hundred percent of these homes to be affordable. The social rent levels would be determined by what type of bids the council received from resident groups.

On the subject of garden maintenance, members of the panel heard that Veolia is not responsible for the ground maintenance of residents and was now being monitored by Council staff. Officers suggested providing an outline of this function at the next meeting.

24/19 **Elections**

The Resident Involvement Manager informed members that a vote would be held to elect a new Chair and Vice-Chair of the Tenant and Leaseholder Panel. The panel thanked the chair for her leadership and contribution as Chair.

Nominations for Chair were made for Yaw Boateng and Marilyn Smithies and panel members were asked to vote using ballot papers.

Members of the panel **RESOLVED** to appoint Yaw Boateng as the Chair of the Tenant and Leaseholder Panel.

Nominations for Vice-Chair were made for John Piper and Petra Johnson and panel members were asked to vote using ballot papers.

Members of the panel **RESOLVED** to appoint Petra Johnson as the Vice-Chair of the Tenant and Leaseholder Panel.

25/19 **Date of next meeting**

Tuesday 2 July 2019 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

The meeting ended at 8.38 pm

Signed:

Date:

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TENANT AND LEASEHOLDER PANEL 2 July 2019

Lead Officer: Kirsteen Roe, Director of council homes, districts and regeneration

Wards: All

Agenda Item:

Subject: - Tenant Satisfaction Survey

1. Recommendations

- 1.1 The Panel is asked to note how the council is now conducting and reporting tenant satisfaction surveys. It also seeks volunteers from the panel to join a task & finish group to provide feedback to the national review of the STAR (tenant satisfaction survey).

2. Summary

- 2.1 This report outlines how the council will be seeking feedback from tenants which will be used to improve housing services and benchmark against similar landlords. It also advises of an upcoming review of the STAR survey which is conducted by the majority of social housing landlords and invites Croydon's tenants to take part in this review.

3. Background

- 3.1 For many years the council has sought the views of its' tenants via a bi-annual survey. The questions in this survey included those which formed part of the STAR survey. The STAR survey was developed by Housemark, a national performance benchmarking club for social housing landlords.
- 3.2 The STAR survey is conducted by a majority of social landlords and the results are collated by Housemark which enables landlords to compare the views of their tenants with those of their peers.
- 3.3 To enable statistically accurate data for Croydon the survey needed to capture the views of over 1,800 tenants. The council has always appointed Acuity to conduct this survey. Acuity are a leading market research company who specialise in the field of social housing. Acuity would randomly select around 4,000 tenants to post the survey to. When sufficient numbers had been returned they would produce a report for the council. This report would be presented to managers and to tenants and used by managers when prioritising and reviewing services.

4. Future arrangements

- 4.1 One of the weaknesses of conducting surveys of this nature every two years was the inability to monitor the immediate impact of changes to service delivery, new services or the withdrawal of a service.
- 4.2 Like many social landlords, Croydon has now decided to conduct ongoing 'tracker' surveys. This will involve surveying 350 tenants per quarter and producing quarterly reports to managers and the Performance Monitoring Group.
- 4.3 The majority of the surveys will be conducted by officers from the resident involvement team with occasional support from Acuity. The surveys will be conducted by phone and data directly input into an Acuity web portal which will create a dashboard and the quarterly reports.
- 4.4 In addition to the ability to obtain regular and up to date tenant feedback this new survey method has a number of other benefits. These include:
- The option to add, remove or amend questions when required
 - Phone surveys traditionally achieve a higher and more diverse response rate (some calls will be made out of office hours)
 - The fact that council officers are making the calls will ensure that any issues raised by tenants during the survey can be immediately raised with the relevant service area and/or advice/signposting provided to the tenant.
 - The survey will also allow us to update contact details (email & phone numbers) which will improve future communications.
- 4.5 Those tenants to be interviewed each quarter will be randomly generated by Acuity whoes software will ensure that there is minimal tenant fatigue (i.e. tenants being surveyed no more than once a year).
- 4.6 In addition to the STAR survey the council will continue to conduct separate surveys of tenants who have received repairs, major improvements to their homes or have made a complaint of anti social behaviour.
- 4.7 The survey questions for the first quarter are attached in appendix A. In most cases where tenants express dissatisfaction with a service we will probe deeper and record the reasons for this.
- 4.8 The survey has now started and the first report should be available in September.

5. STAR review

- 5.1 In light of the Housing Green Paper which emphasises the need for landlords to listen more to the views of their tenants Housemark together with Acuity will carry out a review of the STAR survey. Croydon has accepted an invitation to work with Housemark and other landlords to support this review during the next few months. Of course Housemark are keen to involve tenants and have asked if Croydon's tenants views could be feedback to them.
- 5.2 It is proposed that a task and finish group be established and volunteers for this group are sought.

Report Author: Chris Stock , Resident Involvement Manager

Contact Person: As above

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Question set for quarterly satisfaction survey

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Croydon Council's housing services? *
2. How satisfied or dissatisfied are you with the overall quality of your home? *
Probe - Please tell us why you were not satisfied (with the quality of your home)
3. How satisfied or dissatisfied are you with the way (Croydon Council's) housing services deals with repairs and maintenance? *
Probe - Please can you explain why you are dissatisfied and what could have been done to improve the service
4. How satisfied or dissatisfied are you with your neighbourhood as a place to live? *
Probe - Please explain why you are dissatisfied with your neighbourhood
5. How safe do you feel in your home?
Probe - Can you explain why you don't feel safe, and what could be done to improve this?
6. Have you contacted (Croydon Council's) housing services in the last 12 months?
7. Overall, how easy or difficult was it for you to get your most recent enquiry resolved?
8. Which service was your enquiry about? (Dropdown service list)
9. And can you let me know the reason for your call?
10. Thinking about the last time you contacted (Croydon Council's) housing services, overall how satisfied or dissatisfied are you with the customer service?
11. How satisfied or dissatisfied are you that (Croydon Council's) housing services listens to your views and acts upon them? *
12. Please explain why you feel that about the way (Croydon Council's) housing services listens to your views and acts upon them?
13. Are you satisfied with the resident involvement opportunities (Croydon Council's) housing services provides to help you have your say? (Yes / No / Don't know)
14. Would you like (Croydon Council's) housing services to send you some information regarding this?
15. How would you like the information to be sent? email/post
16. If Croydon Council could do ONE thing to improve its services, what would you like it to be?
17. Interviewer: While you are on the phone is it okay if we check your contact details in order to update our tenancy records?
18. Can you confirm your telephone number?
19. Can you confirm your mobile phone number?
20. Can you confirm your email address?
21. [If email address given] Would you like to be sent e-newsletters from (Croydon Council's) housing services?
22. The results of this survey are confidential. However, would you be happy for us to share all your information with (Croydon Council's) housing managers so they have better information to help them improve services?
23. [If Q22 = Yes] Would you be happy for (Croydon Council's) housing services to contact you to follow up any of the comments or issues you have raised?

STAR core benchmarking questions marked *

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TENANT AND LEASEHOLDER PANEL 2 July 2019

Lead Officer: Kirsteen Roe, Director of council homes, districts and regeneration

Wards: All

Agenda Item:

Subject: - Tenant Training Programme

1. Recommendations

- 1.1 The Panel is asked to comment on the proposed training offer for residents' representatives.

2. Summary

- 2.1 This report summarises a recent tenant training needs survey which was conducted to help develop a future training programme for those residents who are currently engaged in resident involvement activities either with the council or in their local communities. In response to this it outlines the training that will be made available to residents in the coming year.

3. Background

- 3.1 The council has always supported residents who wish to get involved with the council to improve housing services or work with their local communities. It is important that those involved have the knowledge and skills to be effective in their roles. At a recent meeting of this panel some members said that they were unaware of the range of training available.
- 3.2 The council offered to conduct a training needs survey of all those currently involved and review the training offer. The survey took place in May and the results are summarised in Appendix B.

4. Traing Needs Survey Summary

- 4.1 It can be seen from the results that residents are happy to participate in a wide range of training activities the most poular being small groups sessions, shadowing staff and other residents and reading of training packs.
- 4.2 However it is clear that most preferred to attend training activities in Croydon and not travel into London or the rest of the country. Few wished to attend training on a Saturday with a preference to attend evening training on a week day.

- 4.3 Residents expressed a need for training in a number of areas including Health & Safety in Housing (this has not been offered before), Scrutiny techniques, Complaints handling, Making meetings work and Equality & diversity
- 4.4 There was also an interest in accredited training (a longer series of courses that led to a qualification).

5. **The Proposal**

- 5.1 The resident involvement team will develop a training programme based on residents' training priorities. This will involve a range of learning activities and delivered by Croydon officers or external trainers where required.
- 5.2 This programme will be agreed with the Resident Involvement Group (RIG). The programme will then be published and promoted to all residents as this may encourage new residents to become involved. Residents would need to book places on each training activity which is of interest to them. If some activities are over subscribed repeat events may be organised.
- 5.3 The council is exploring opportunities to share training activities with other social landlords in in the area. In addition to potential cost savings it will also provide an opportunity for Croydon residents' to meet with and share experiences and learning with others.
- 5.4 It is also proposed that an 'Open Day' will be organised where a group of resident representatives can visit the council offices and meet and speak to officers who deliver housing services. This could take the form of a floorwalk to meet the housing teams or attending a management meeting.

Report Author: Chris Stock , Resident Involvement Manager

Contact Person: As above

Training type preference	Yes	No
E-learning	6	8
Shadowing other residents or officers	9	5
Small group training	14	0
Larger workshops or conferences	10	4
Reading training packs	10	4
Other training	1	13

Would you travel to a training event?	Yes	No
Central Croydon	13	1
Central London	6	8
Another part of the country	4	10

Are you interested in accredited training?	Yes	No
	8	6

When are you available for training?	Yes	No
Weekday morning	9	5
Weekday afternoon	9	5
Weekday evening	11	3
Saturday morning	7	7
Saturday afternoon	5	9

Level of training need by subject	No need / Not required	Low need	Medium need	High need
Introduction to housing finance (how your rent is spent)	6	0	2	4
Introduction to housing law	6	0	2	4
Making meetings work (including chairing)	1	1	3	5
Equality & diversity	1	1	5	3
Getting your point across/presentation skills	0	4	2	5
Effective challenging & questioning skills	0	2	4	6
Mystery shopping	6	1	2	0
Scrutiny skills	2	0	1	8
Understanding performance information	2	1	2	3
How the council works	1	0	4	6
Health & safety in homes & estates	0	0	3	8
Complaints handling	1	1	3	8
Basic IT – Getting on-line	7	0	2	1
Finding & using the council's web site	6	1	2	1
Using social media	5	1	1	2

Any other training needs?

- Training others
- I would like to do an estate walk about with officers to get a better understanding
- First aid training
- Note taking , assertiveness training and confidence

Any other suggestions?

- Interested in DBS checks. Training to be fed back to Tenant & Leaseholder Panel
- Allow certain managers to attend training courses to answer questions as part of learning process.

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Resident involvement team update

April - June 2019



Panel meetings	
Leaseholder group	The panel last met in April. A representative of the environmental services team provided an update to panel members. The panel meet again in the first week of September and will continue to meet quarterly.
Housing complaints panel	The panel met at the end of May and looked at the complaints performance report, as well as reports from Access Croydon and the contact centre. The focus of the meeting was the repairs service. The repairs manager was invited along to give an update on their service. The panel are due to meet again at end of August 2019. The panel also conducted an adjudication on behalf of CCHA during the first week of June.
Sheltered housing panel (SHP)	A working group is continuing to review the panel. Several meetings have taken place with residents and officers from tenancy, sustainable communities, repairs and Axis. The working group now has a representative from extra care housing who will champion issues on behalf of residents in these blocks. However additional engagement is now taking place with residents in extra care housing as part of an on-going project. There has been a suggestion for the roadshow to link in with other initiatives that are taking place as part of locality working. A schedule will be drawn up and meetings will take place in the schemes in the locality clusters that were originally identified.
Housing disability panel	The role of the panel is still 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.
Resident health and safety advisory panel	Recruitment is underway for this panel which will enable residents to be better informed about health and safety issues and to make it easier for them to raise concerns. To encourage wider and regular participation, a closed Facebook group has been set up so panel members can 'meet' virtually online.
Performance monitoring group	A meeting was held with residents in April to discuss the terms of reference for the group and the performance information that will be provided. Recruitment will be held over the summer with the first meeting at the end of the summer to review Q1 2019/20 performance.
Resident scrutiny	
Housing scrutiny panel	The complaints scrutiny exercise is coming to an end. The panel continue to meet fortnightly and have looked collectively at the corporate complaints procedure and identified areas for improvement/change. The panel are currently reviewing and collating information gathered throughout the exercise. A second focus group was held in May, along with staff interviews which were conducted by panel members and staff. The final fact-finding day is scheduled for early July, after which the report will be drafted for presentation to managers

Neighbourhood voice (NV)	Residents continue to provide us with monthly information about the services they receive, such as caretaking, litter picking and grounds maintenance. We have now re-branded and updated of our information pack. We are preparing to carry out a recruitment drive to enlist new members, particularly in under-represented areas of the borough. Training for new neighbourhood voice members will start towards the end of June.
Mystery shopping	The briefing session for the next round of mystery shopping has been organised for end June. 14 residents have expressed an interest in participating. The exercise will begin immediately after the briefing session and run for several weeks. The results will be analysed and report drafted once the shops are completed and collated.
Estate based involvement	
Roadshows	<p>The feedback received by residents living on Regina Road, Sunny Bank, Handcroft Road, Monks Hill and Fieldway estates has been collated and circulated to the council's resident & gateway, community development and asset management teams, as well as waste contractors, Veolia, for them to put forward a response and possible solutions to some of the issues raised. After investigation the lifts at Regina Road are due for new flooring and lighting in the lift cars and the door entry systems on Sunny Bank are being costed for upgrade or renewal. This will be included in the 2019/20 capital investment programme. Feedback to residents will be given within the letters informing them about the works.</p> <p>The team will be scheduling in more roadshows for this summer.</p>
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Belgrave & Grosvenor Road, Tollers and Tollgate. Engagement work at Ravensdale Gardens is almost complete and Auckland Rise is due to be completed this summer.
Resident forums (RF) & associations (RA)	<p>Our recent work with RF and RA groups includes the following:</p> <ul style="list-style-type: none"> • Tollgate estate RF met in March and due to meet again July. Residents met representatives from BxB and Quinn (the developer) to discuss their concerns about the pending development on the estate. It was agreed that residents will now meet with BxB and Quinn on a monthly basis. • Shrublands RA met in June, the main focus was of the meeting was the BxB development coming to the area and the opportunity to bid for a site as part of the Community Led-housing. • Longheath Gardens RF have not met this quarter. The next meeting will be in early July. Agenda items include major works being undertaken by Mulalley and the BxB development on the estate, refuse collections and fly-tipping. • Northdowns RA have their next meeting scheduled for the end of June, this will be attended by a representative from waste management. • Chertsey Crescent RA met in April. The meeting was attended by the Operations manager for the area along with Gwen Richards, Locality Manager for the area. The next meeting is due to take place in July, this meeting will be focusing on the Chertsey Refurbishment project and other local issues. • Laxton Court and Garnet Road sheltered blocks are looking to combine to form a joint residents' association. Meetings are taking place with residents from both blocks and, if this is supported, a joint group will be reconstituted and committee members selected. Training will be organised following the formation of the new group. The group is also supported by the community development team who have earmarked project funding in support of group activities.

	<ul style="list-style-type: none"> Tollers – The association has been very active organising an Easter community event and are planning a Summer event. They made a successful lottery bid for £10,000 to provide a range of activities on the estate. Their AGM will take place later this month.
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 or replacement, window replacement, external decoration in addition to major works projects.
Fire safety	Engagement with residents continues across the borough relating to essential fire safety works. This includes works to temporary accommodation blocks. These works can include fire stopping and compartmentalisation works, renewal of communal fire doors in blocks and renewal or repair of property front doors to ensure they are fire safety compliant.
Special major works projects	Resident involvement 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. Current major works projects include 98-176 College Green, 56A-76D Chertsey Crescent, Davidson Lodge, 170 Selhurst Road and Longheath Gardens.
Communications	
Newsletters and social media	<p>The review of resident involvement comms is now complete and new branding has now been rolled out across our leaflets, newsletters and online platforms.</p> <p>The latest issue of Open House is due to be published in its new compact form and will be sent with rent statements to all tenants in July. There is also an online supplement to the quarterly newsletter which features additional articles. The new Open House online newsletter is produced more frequently on a monthly basis, increasing the frequency of engagement.</p> <p>The RI Facebook page is now being used as a more productive engagement tool. It is updated daily with posts that encourage ongoing interaction with residents and other sites. 'Likes' have increased from the last count of 142 to 301 and followers now stand at 321. Popular posts have included features relating to the 100 years of council housing (see below) and a resident profile, which have involved new people in the site.</p> <p>Facebook groups are being trialled for existing panels with the aim of increasing frequency and inclusivity of communication with those involved, as well as building community and consequently retaining interest.</p> <p>The integrated multi-media approach is beginning to build more interactivity between the resident involvement team and residents (also residents with other residents) and aims to encourage a broader range of tenants and leaseholders to get involved. Engagement with posts has also increased. From 13-19 June engagement was up 500%.</p>
Other activities	

Surveys	<p>The following surveys have been carried out recently:</p> <ul style="list-style-type: none"> • Anti-social behaviour (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. • Programmed works - surveys are sent out to residents following completion of work to gauge satisfaction with all aspects of the service provided, including consultation and quality of work. Results are fed back to the contract managers on a monthly basis. • Sprinkler surveys – surveys have been sent out to residents in blocks where sprinkler installation has been completed. • Parking surveys – residents are asked their views on parking in their local area and the results are fed back to housing service managers to assist in reviewing parking options. • STAR survey – the RI team are preparing to start ongoing telephone satisfaction surveys in partnership with Acuity Services. Quarterly survey results will be fed back to housing service managers and residents. • Repairs surveys – the RI team have been assisting the responsive repairs team with completing boiler and central heating repair satisfaction surveys in order to increase the number of completed questionnaires
Involvement database	<p>Membership of the resident involvement database (formerly Housing ID) has now being reviewed. We are recruiting new members through publicity in newsletters, social media, exit surveys and roadshows. All new and re-joining members will be entered into a prize draw for a chance to win shopping vouchers. Members have recently been invited to take part in the new resident health and safety advisory panel, neighbourhood voice, mystery shopping and local engagement work with the community development team.</p>
Residents' training	<p>There was no resident training this quarter. However, mystery shopping training and committee skills training for Laxton Court RA members are in the pipeline.</p> <p>A training needs survey has been carried out recently to gauge the type and style of training required by involved residents. A programme of training for residents is being developed to reflect the findings.</p>
100 years of council housing	<p>The RI team is leading on a project to commemorate the centenary of council housing. The main focus will be an exhibition to be held at Croydon Clocktower over the summer followed by a tour of libraries across the borough. The exhibition will include stories, photos, films and other memorabilia from residents and staff as well as official documents from the council archives. We are currently promoting this project through social media and the website and featuring it in a special edition of Open House in the summer.</p>

Non housing activities

Parklife	The RI team will be continuing to support the Parklife project team, with further resident engagement likely this summer.
Adult social care – Croydon Adult Social Services User Panel (CASSUP) & Talking About Adult Social Care (TAASC)	<p>CASSUP continue to meet regularly. The last panel meeting took place in April. Agenda items included an update on community led support, which will feature on future CASSUP agendas for the next two years or so and will look at adopting a set of council wide principles which will change the way people work and the way services are delivered. Other agenda items included a presentation from the One Alliance on Local Voluntary Partnerships (LVP) and a summary of the results of the 2018/2019 carers survey.</p> <p>The panel met again in May for a working group meeting. This primarily focused on the Adults Front Door service and panel members were able to discuss issues and concerns they had around this with the service manager. As a result of this panel members have been invited to BWH, to sit with officers working in this service to gain a better understanding of the work they undertake.</p> <p>On-going recruitment for new panel members will continue. Adverts have been placed in Carers News and on the resident involvement Facebook page.</p> <p>There were plans for the next TAASC event to focus on community led support. However as this is still in the innovation stage and hasn't been rolled out to all of the localities across the borough yet, it has been decided that this will be looked at in the future. At the working group meeting in May, panel members made a suggestion for the next event to look at the new A&E department at Croydon University Hospital. CASSUP members were involved in the initial consultations for this but several members have been informed of negative experiences people have had when visiting there, in particular, people with a learning disability who have found it difficult to navigate their way around.</p>

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