

# 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, Louisa Woodley, Richard Chatterjee, Lynne Hale and Michael Neal

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 15 October 2019** at **6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

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, 7 October 2019

THIS MEETING WILL BE WEBCAST LIVE  
Click on link to view:  
<http://webcasting.croydon.gov.uk/>

## 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 2 July 2019 as an accurate record.
- 5. Fire Safety on Council Estates**  
Verbal Report from the London Fire Brigade
- 6. Waste collection - Feedback from Task & Finish Group (Pages 9 - 14)**  
Report from Tom Lawrence (Head of Environmental Services) and Sharon Murphy (Head of Tenancy and Caretaking Services)
- 7. Axis Responsive Repairs Contract Review (Pages 15 - 22)**  
Report from Lorraine Smout (Head of Responsive Repairs and Maintenance)
- 8. Full Fibre Broadband in Social Housing (Pages 23 - 24)**  
Report from Rob Hunt (Asset Manager)
- 9. Digital Engagement Update**  
Verbal Report from Daniel Powell (Engagement and Digital Inclusion Officer)
- 10. Scrutiny update**  
Verbal report from Yaw Boateng (Tenant Scrutiny Panel)
- 11. Resident Involvement Activity Report (Pages 25 - 30)**  
This report is attached for information only - Chris Stock (Resident Involvement Manager)
- 12. Feedback**
  - a) London Tenants' Federation - Jamil Tarik
  - b) ARCH - Yaw Boateng
  - c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey
  - d) Croydon Congress - Marilyn Smithies
- 13. Any Other Business**
- 14. Date of next meeting**  
11 February 2020 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

## Tenant & Leaseholder Panel

Meeting held on Tuesday, 2 July 2019 at 6.30 pm in Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

### MINUTES

**Present:** Yaw Boateng (Chair);  
Petra Johnson (Vice-Chair);  
Jill Arboine, Ishia Beckford, Monica Binns, Teresa Cox, Petra Johnson, David Palmer, John Piper, Marilyn Smithies and Kim Wakely

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

**Also Present:** Director for Council Homes, Districts and Regeneration, Director of Housing Assessments & Solutions, Acting Head of Assets and Involvement, Resident Involvement Manager, Senior Resident Involvement Officer and Head of Capital Delivery for Homes and Schools.

**Apologies:** James Gitau and Guy Pile-Grey.

### PART A

#### 26/19 **Welcome and Introductions**

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

#### 27/19 **Disclosure of Interest**

There were no disclosures at this meeting.

#### 28/19 **Minutes of Previous Meeting**

The minutes of the meeting held on 16 April 2019 were agreed as an accurate record.

#### 29/19 **Waste Collection & Estate Cleaning**

The Head of Environment and Leisure informed members that a representative from Veolia was due to attend to answer questions but was not in attendance and as a result this item would be deferred to the next panel meeting.

Panel members were disappointed at the lack of participation and attendance which was an ongoing issue.

The Chair informed members that this matter was being taken seriously and as a result a Task and Finish group was being formed to further investigate Veolia's performance as well as issues that have been highlighted in their service.

Volunteers for the Task and Finish group were sought, with members asked to register their interest with Chris Stock, Resident Involvement and Scrutiny Manager.

Christ Stock informed members that a list of issues had already been gathered and forwarded to Veolia and further encouraged members to complete forms to detail any other areas of concern as these would also be presented to Veolia and responses obtained.

#### 30/19 **Maintenance of Communal Gardens and Enforcement of Tenant Gardens**

The Director of Housing Assessments and Solutions provided a verbal update to members which clarified roles and responsibility of maintenance of the following:

- Cutting of Grass was the responsibility of the Community Spaces Team
- Trees and Communal Spaces was the responsibility of the Trees and Woodlands officers.
- Communal Areas in Estates was the responsibility of the Caretaker
- Council property garden was the responsibility of the Tenant

It was asked who held responsibility for monitoring council properties to ensure compliance with regulations. Officers responded that the tenancy officer was responsible for monitoring and issuing any breaches as appropriate. The steps taken included a verbal warning in the first instance followed by written warning where appropriate with necessary action taken to reach an amicable resolution. The Council was not responsible for the monitoring of private properties.

Members **NOTED** this update.

Appendix 1: Tenancy Patch List

#### 31/19 **Fire Safety Update**

The Head of Capital Delivery for Homes and Schools, Saheed Ullah read out a briefing note that has been submitted by the London Fire Brigade in their absence:

*Croydon was the first London Council following the Grenfell Tower tragedy to announce, it would retrofit Automatic Fire Suppression Systems (AFSS) into all their high rise blocks over 10 storeys. This constituted 26 blocks in total as part of their ongoing fire safety programme. A fire safety board has been created and the LFB sit on this board and attend regular meetings with members of the Local Authority. Sprinklers play a significant role as part of an appropriate package of fire safety measures in reducing the impact of fire on people, property and the environment, so we welcome the retrofit project because it gives residents reassurance as part of a wider fire safety package.*

*The LFB and Croydon Council have worked collaboratively to ensure that the project runs smoothly. This has included attending pre consultation meetings with relevant parties, comprehensive guidance/advice provided and developing excellent working relationships. The LFB were consulted on all projects.*

*The benefits of this collaborative approach are clear to see. They include enhanced safety for residents including the vulnerable, appropriate onsite information available for fire crews by use of a premises information box (PIB) and earlier detection, warning and suppression of a fire. A further major benefit of the sprinklers is that a fire will be suppressed in the early stages and therefore damage by fire will be limited.”*

Panel members were disappointed that a representative was not in attendance and stressed the importance of them attending a future meeting. Officers replied that it was envisaged that the Borough Commander would possibly be at the next meeting and he had expressed an interest to attend.

A question was raised on how assurance could be sought that an incident such as Grenfell would not occur again. The panel was informed that risks assessments were carried out on an ongoing basis for existing as well as new tenants. A fire evacuation process was in place for all properties as well as mobile sprinklers in place in properties where residents could not self-evacuate. These processes would be reviewed regularly with strategic measures put in place to ensure the safety of residents.

Officers informed the panel of the consultation in progress on the proposals for reform of the building and safety regulatory system, of which further details can be accessed via the following link:

<https://www.gov.uk/government/consultations/building-a-safer-future-proposals-for-reform-of-the-building-safety-regulatory-system>

Members **NOTED** this update.

### 32/19 **Tenant Satisfaction Survey (STAR)**

The Resident Involvement and Scrutiny Manager informed members of the panel of the survey that has been developed and recently launched to gather intelligence on what was occurring in different parts of the borough. It was projected that 350 residents would be interviewed.

As a result of the surveys it was envisaged that quarterly reports would be produced and shared with the community which detailed residents' experiences and thoughts of the service they received.

Members **NOTED** this update.

### 33/19 **Tenant Training**

The Resident Involvement and Scrutiny Manager alluded that in previous meetings it had been raised that training opportunities required increased promotion by officers. As a result a survey was conducted to identify training needs and means of delivery and the following information was gathered:

- A wide range of activities were preferred including shadowing of officers, sharing of experiences with others residents and production of training packs.
- Health and safety training was preferred by a high number of respondents.
- Preference of training on Equality and Diversity, Complaints Handling and Scrutiny was also expressed.
- Accredited training.

A training programme would be developed and presented to the resident involvement panel.

Officers were asked to consider opportunities for residents to receive training in areas such as panel participation, chairing of meetings, effective interaction with councillors and officers and public speaking.

It was asked what the situation was with the training budget and officers responded that the budget was being maintained with no plans to reduce the budget.

An idea for an open day for residents and officers was put forward to meet, and share ideas. A panel member endorsed this idea as it was felt that this would be an opportunity to meet face to face with officers in an effort to build and improve relationships.

Members **NOTED** the update.

34/19 **Scrutiny update**

The Chair informed the panel that the complaints review was nearing completion as all the fact finding process had been completed.

It was asked whether the final report would be available in time for the October meeting. The Chair advised that they would work towards this but it was unclear at this stage if the report would be ready in time for that meeting.

35/19 **Resident Involvement Activity Report**

This report was attached for information only.

36/19 **Feedback**

The Chair suggested that going forward, each representative submit their briefing in writing ahead of the meetings and questions could be directed via email with subsequent questions asked at the meeting where necessary.

a) **London Tenants' Federation** - Jamil Tarik

- Absent

b) **ARCH** - Yaw Boateng

- Panel members were informed of the upcoming October conference and advised that there were 5 free spaces available for anyone who wished to attend.
- It has been noted that recommendations made in the past had not been acted on and ARCH was working to obtain responses. The Chair was keen for a report on actions following recommendations to be produced.

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

- Absent

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

- The briefing paper on the Community Fund programme 2020-2023 that was circulated and published ahead of the meeting was read out.

37/19 **Any Other Business**

An update paper on residents parking was sought by a member as an item for the 15 October 2019 meeting of the panel.

38/19 **Date of next meeting**

Tuesday 15 October 2019 at 6:30pm in the Council Chamber, Town Hall,  
Katharine Street, Croydon CR0 1NX.

The meeting ended at 7.50 pm

**Signed:**

**Date:**

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**TENANT AND LEASEHOLDER PANEL**  
**15 October 2019**

**Lead Officer:** Stephen Tate, Director of council homes, districts and regeneration

**Wards:** All

**Agenda Item:** Waste management on council estates

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**1. Recommendations**

1.1 The Panel is asked to support the action plan produced by the task & finish group and monitor its implementation at future meetings of this panel.

**2. Summary**

2.1 This report proposes an action plan to improve waste collection services on council estates. The action plan has been developed by a task & finish group consisting of residents from this panel and the service managers from waste management and tenancy & caretaking..

**3. Background**

3.1 At the last meeting of this panel some residents raised a number of concerns regarding the revised waste collection service to their homes and/or neighbouring estate.

3.2 The panel agreed to establish a task & finish group the develop an action plan to address residents' concerns about the performance of the council's contractors, Veolia and the tenancy teams in relation to waste management.

3.3 All members of this panel were invited to participate on the group together with Tom Lawrence, Head of Environmental Services and Sharon Murphy, Head of Tenancy & Caretaking. The group was facillitated by the Resident Involvement Team and met on two occasions during September. A total of 13 residents contributed their ideals at the meetings.

3.4 Feedback from residents and the service managers was that the meetings were very productive and generated a number of positive suggestions for service improvements which have now been incorporated into the attached action plan (appendix A).

**4. Proposal**

4.1 That the action plan be approved by the panel and updates on the implementation of the plan be reported at future meetings of this panel.

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Report Author: Chris Stock , Resident Involvement Manager

Contact Person: As above

## ACTION PLAN - Waste Management Task & Finish Group (WMT&FG)

### ACTION PLAN

Action	Mins ref no.	Issue / problem & Action agreed	By whom	By when	Update
1	4.2  18/9	Update the noticeboards in the blocks. The notices will specify the day of collection, how to get rid of waste, recycling, reporting missed collections, etc - a simple guide/education piece - and ideally, a photo of the caretaker and contact number.  Education piece to include what constitutes fly-tipping (ie even leaving a toaster by the bins).	Sharon Murphy	TLP 15 October 2019	On track for completion
2	4.2	Duty officer to be available in Access Croydon where residents can come in and have face to face meetings.	Sharon Murphy		Has been implemented WEF 30 September 2019
3	4.2	Each tenancy patch will also have local surgeries - fortnightly or monthly. To be advertised on notice boards and letters to houses	Sharon Murphy	Immediately	Ongoing
4	4.3	Regular articles in Open House to inform & educate residents regarding waste management	Katherine Monk	Winter edition & ongoing	
5	4.7	Caretaking service standards/expectations	Sharon Murphy	At staff	Completed

## ACTION PLAN - Waste Management Task & Finish Group (WMT&FG)

		communicated/clarified to all tenancy staff.		away day on 27Sep2019	
6	4.8	Where (smelly) bins are reported the deep clean team will be asked to attend.	<b>Sharon Murphy</b>	Immediately	Completed and on-going – not aware of any outstanding cases as of 3 October 2019
7	4.17	To explore solutions to IT issues and the reasons for the council's decision to go down this route for the reporting of waste collection issues.	<b>IT Team</b>		
8	4.20	Need an option to report food waste bins on estates online.	<b>Tom Lawrence</b>	Already exists (My Account)	
9	4.20	Communal composting – to look into on a case by case basis, if requested by residents/managers.	<b>Tom Lawrence</b>	As requested	
10	4.21	Communicate to all residents how to correctly dispose of waste.	<b>Tom Lawrence</b>	This happened July 19 and work will be ongoing to reinforce.	
11		All caretakers to have smartphone and relevant training, especially on using the 'Don't Mess With Croydon' App	<b>Sharon Murphy</b>		Roll-out of smart phones completed. Training programme to be completed for all

## ACTION PLAN - Waste Management Task & Finish Group (WMT&FG)

					caretakers by the end of this calendar year.
12		When notified, signage on bin stores to be replaced where this has been removed/defaced.	<b>Tom Lawrence</b>	Within 2 weeks of notification	
14		Check with lettings team what information is provided in new sign up packs. New tenancy visits to include information on refuse disposal	<b>Sharon Murphy</b>		Outstanding
15		Ensure new builds receive information on refuse disposal and responsibilities	<b>Tom Lawrence</b>	Nov 19	
16		When tenancy conditions are reviewed to include refuse disposal information and how this can be seen as anti-social behaviour when not carried out correctly	<b>Sharon Murphy</b>		This is actually included and so complete.
17		To add to Neighbourhood Voice - information on residents not disposing of refuse correctly. To follow up with leaflets to blocks where this is identified.	<b>Chris Stock/Sharon Murphy</b>	October 19	
18		Provide contract monitoring data for Performance Monitoring Panel & Complaints Panel.	<b>Tom Lawrence/Chris Stock</b>	As requested	
19		Collection frequencies to be looked at on a case by case basis ie where space for bins is too small.	<b>Tom Lawrence</b>	As requested	
20		Residents representatives to attend tenancy officer estate visits	<b>Sharon Murphy</b>		All TOs have been advised to invite resident reps to their estate

## ACTION PLAN - Waste Management Task & Finish Group (WMT&FG)

					walkabouts
<b>21</b>		Provide information for the website on the lifecycle of recyclables.	<b>Tom Lawrence</b>	Currently available	

# Responsive Repairs & Voids Contract Review – presentation for information and comments

*Tenant & Leaseholder Panel  
15<sup>th</sup> October 2019*

*Presented by Lorraine Smout*

# Background

- Axis (Europe) Plc were appointed in April 2014 to deliver the following services to Croydon Council:
  - Responsive Repairs to Housing Stock
  - Void repair works to Housing Stock
  - Gas servicing and maintenance to domestic boilers
- Contract is potentially 15 years but includes break clause at 7 years i.e. March 2021 when can
  - Terminate
  - Extend by 4 years



# Key dates & timetable

Responsive Repairs, Gas and Voids contract (Axis) review		Resource	2019 / 20												
			Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
Resident and stakeholder involvement															
	Tenant and Leaseholder Panel	LS							15/10/2019						21/04/2020
	Focus groups	LS/SD													
	Obtain end user feedback (resident) (telephone & workshop)	PG													
	Wider digital consultation - via Website and link from Open House	SD													
Decision making															
	RP1 'Make or Buy' to CCB	LS													
	Scrutiny - Streets, Environment and Homes sub-committee	LS										04/02/2020			
	RP2 'How we Buy' to CCB	LS													09/04/2020
	Cabinet	LS												23/03/2020	
	Lead member updates	LS/SD							Key update	Key update	Key update	Key update	Key update	Key update	Key update
	Decision communicated to Axis	LS													

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- Key decisions to be made along the way
- Updates to Tenant & Leaseholder Panel at start and end of process
- Monthly lead member updates throughout whole process

# Contract Review Process

- Look at performance and relationships since start of contract and how this has developed and improved.
- Benchmark Cost against Peers i.e. Local Authorities & Housing Associations, other social housing providers.
- Benchmark Performance – Key Performance Indicators for peer group and against targets.
- Resident & Stakeholder feedback
  - Consultation with Resident Groups
  - Wider digital resident consultation
  - Feedback from staff interviews Croydon and Axis
- At the end of this process we will have a full picture of how Axis have performed against the original contract brief and promises.
- We will have an overview of what service improvements are needed.

# Consultation with residents

- **Phone interviews to service users by echelon** - The evaluation commenced in July 2019 and was carried out over a 3-day period. A total of 87 tenants were approached to participate in this consultation exercise, of which 40 agreed to take part. The results of this consultation are based upon the feedback from these
- **E-mail survey to residents who had provided us with their e-mail address.** Sent out 6000 and had a good response around 10% . These are being analysed to add into overall resident feedback.
- **On line survey link in Open House** to a survey form on the Council website.
- **Feedback being used from ongoing customer satisfaction surveys and complaints**

# Consultation with residents

## Summary of key points and issues to date on what could be improved:

- Better van stocks to achieve right first time.
- Call ahead of appointment to aid with no access
- More appointment time slots available – instead of being too far in advance
- Joined up approach with trades and Council
- Better van stocks and quality materials required to stop recalls
- Better diagnosis of repairs – send the right person for the job
- Follow on works procedure – calls to be made whilst in tenants home
- Contractors to do what you say you will
- More robust complaint handling with one point of contact
- Empower Operatives to be able to make decisions and take responsibility for them

# Consultation with residents

## Summary of key points and issues to date on what works well:

- Able to report a repair on-line
- Text message prompt issued the day before to mobiles
- Some really good workmen
- Issues are resolved quickly when there is a problem
- Contact Centre staff helpful and appear to show a good understanding of tenants needs
- Out of hours service – timely responses
- Satisfaction feedback requested via text
- Good appointment times – AM/PM and miss school run
- Polite and helpful staff
- Uniform and ID worn and liveried vans

# What next

- We will continue to complete the contract performance review over the next few months with a view to taking a report to Streets, Environment and Scrutiny Panel in February 2020.
- If required will be looking to take outcome to Cabinet in March 2020
- Will bring the contract review report and key findings back to April Tenant and Leaseholder Panel.
- Sign off at Contract and Commissioning Board in March/April 2020.

**ANY QUESTIONS?**

**Briefing Note to TLP – 15<sup>th</sup> October 2019**

Subject	Update on Full Fibre Broadband to Social Housing
To	Tenant & Leaseholder Panel
From	Karen Crouch, Project Officer, Assets and Involvement
Cc	Robert Hunt
Date	15 <sup>th</sup> October 2019

**Current Issue**

The current level of digital infrastructure in Croydon is not adequate enough to answer the digital needs of a growing population. The lack of high-speed and reliable broadband connectivity is a barrier to growth.

**Proposal**

To install reliable and future proof full fibre broadband, providing our social housing tenants with access to digital services and inclusivity. The infrastructure installation and maintenance are free of charge to the Council, tenants and leaseholders.

**Background**

Croydon Council has been approached by a variety of fibre broadband providers who are interested in delivering full fibre broadband to the Council’s social housing estates.

Following an assessment process Community Fibre and Open Reach have signed wayleaves with the Council giving permission to commence work. The Council are in discussions with another provider, who may come on board in the future, subject to meeting our criteria.

The roll out of Full Fibre Broadband across the borough maintains the Council’s promises in line with The Corporate Plan for Croydon 2018 – 2022, contributing to providing the infrastructure that enables development and economic growth in Croydon.

**Benefits for the Council and residents**

- Provision of faster internet connection and in areas that are currently not-spots or low speed. Fibre is installed to the front doors in the block and then into the property upon purchase of a broadband package.
- Future proofing for advancements in technology
- The need for satellite dishes is reduced, will become redundant and in time can be removed (thus addressing safety and aesthetic issues)

- A range of affordable connectivity packages, providing cost effective entry level broadband (in average entry-level charge of £10 up to £30+ / month depending on speed level) and contract terms

In addition, the two proposed providers will provide additional social, economic and environmental benefits that will be delivered as part of the agreement and will include:

- Apprentices in place and continued engagement with Croydon Works/Job Brokerage
- Work Experience placements
- New Job opportunities for Croydon residents
- Proportion of the total supply chain spend which is based in Croydon. This is to include spend with Croydon branches of national suppliers
- Workforce employed is paid London Living Wage
- The service provider and their supply chain are to measure how much of their waste is recycled.
- Free connectivity for Community Lounges in Retirement and Extra Care Housing blocks.
- Free connectivity for Community Centres and Hubs.
- To provide a tailored Digital Inclusion training programme
- Sponsorship and engagement with LBC for other community initiatives and local charities.

#### **Next steps and Milestones:**

The press release for the project was published on 19<sup>th</sup> September 2019.

Community Fibre have started their infrastructure deployment in South Norwood at Sevenoaks and Tonbridge blocks and the Regina Road Estate. They will next be surveying around South Norwood and Upper Norwood.

Open Reach are currently surveying in Thornton Heath and we are expecting a detailed delivery programme very shortly.

All works will be co-ordinated with the wider capital investment programme, to ensure as little disruption to residents as possible.

Regina Road Children's Centre and the community room at Sevenoaks House will soon have free Wi-Fi and digital inclusion training is currently being organised for residents.



## Resident involvement team update

July - September 2019



<b>Panel meetings</b>	
Leaseholder group	The panel met in September. A representative from the repairs and maintenance service and lease extension team provided an update to panel members. The panel will meet again in December and will continue to meet quarterly.
Housing complaints panel	The panel met at the end of September 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 Residents First programme provided by a representative from Access Croydon. Officers from both repairs and tenancy & caretaking services were invited to give an update on their service. A complaint adjudication has been received from Croydon Churches Housing Association which the panel are currently looking at. The next quarterly meeting is in early December.
Resident health and safety group	<p>The RI team is holding a meeting to launch the new resident health &amp; safety group on Wednesday 23 October. The purpose of this informal meeting is for residents to meet other group members, speak with council officers and to share their interest or raise any concerns relating to health and safety. To date, eleven residents have expressed an interest. Following the meeting, a proposed schedule of activity will be developed, in conjunction with resident members.</p> <p>RI have responded to queries relating to H&amp;S which have been received via the online H&amp;S group which is facilitated on the RI Facebook page.</p>
Performance monitoring group	An induction meeting, which incorporated a training session, was held at the end of September and was attended by eleven residents. A second induction meeting is being planned for those unable to attend the first. The first full meeting will be held late Autumn when the group will be looking at quarter two performance information.
<b>Resident scrutiny</b>	
Housing scrutiny panel	The complaints scrutiny exercise is coming to an end. The first draft of the report has been delivered to the panel for consideration and review. Once finalised, the report will be delivered to service heads and agreed recommendations will form an action plan with timescales for delivery in the coming months. The panel will turn its attention to reviewing past scrutiny exercises to see whether their action plans have been implemented and the services improved.
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 are still in the process of a recruitment drive to enlist new members,

	particularly in under-represented areas of the borough. We have now started training new neighbourhood voice members.
Mystery shopping	The completed shops are to be collected and analysed. The resulting report will be presented to the team managers for consideration. Mystery shoppers will be invited to attend the debriefing session with managers in order to discuss their findings.
<b>Estate based involvement</b>	
Roadshows	<p>The team carried out a door knocking exercise in July and August in New Addington along Castle Hill Avenue, Walton Green, Dunsfold Way and Homestead Way. This area was chosen as residents from New Addington have been under-represented in resident involvement activities previously.</p> <p>Officers asked residents a few questions about their area and also provided some information about resident involvement. As a result 93 residents were interviewed and 16 signed up to get involved.</p> <p>The feedback received from residents indicates that they are largely happy in their environment, liking the green areas, openness, quietness, friendliness and community spirit. Some issues raised were in relation to refuse collection, anti-social behaviour and ease of contact with the tenancy team.</p>
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Queens Road estate, Ravensdale Gardens, Tollers and Tollgate.
Resident forums (RF) & associations (RA)	<p>Our recent support work with RF and RA groups includes the following:</p> <ul style="list-style-type: none"> <li>• Tollgate estate RF met in July and due to meet again October. Residents met representatives from tenancy &amp; caretaking services to discuss their issues and concerns on their estate.</li> <li>• Shrublands RA will be meeting again in October.</li> <li>• Longheath Gardens RF met early July. Agenda items included major works being undertaken by Mulalley and the BxB development on the estate, refuse collections and fly-tipping.</li> <li>• Northdowns RA had their AGM end of September. There is a possibility of this RA merging with a new, wider New Addington RA, which was discussed at the meeting.</li> <li>• Chertsey Crescent RA - the next meeting is planned for mid-October.</li> <li>• Laxton Court and Garnet Road sheltered blocks originally combined to form a joint residents' association. It has been decided to reconstitute the group as a residents' forum in order to support the group until the point they develop and grow independently. The chair and other members in the group attended charring skills training in September 2019. The group is also supported by the community development team who have earmarked project funding in support of group activities and a joint BBQ which was held at Laxton House in September. A similar event is to be organised at Garnet Road.</li> <li>• Wingate RF met for the second time in July. This is a new group, where residents came together to discuss issues on their estate as well to seek support for their community garden. The July meeting was held outside in the parking area as the weather was warm. Wingate residents are now looking for suitable premises nearby so that they can meet on a quarterly basis going forward.</li> <li>• Tamworth Road RF held their first meeting at the end of July in a local church hall. The tenancy officer and community development officer also attended the meeting. Residents raised a number of issues that they</li> </ul>

	<p>were experiencing on the estate including fly tipping, ASB and gang-related activity. Residents were in favour of forming a forum in order to receive support from the RI team. One of their first projects was an estate clean-up which was funded by the community development team and supported the community champions.</p> <ul style="list-style-type: none"> <li>• Tollers group's latest meeting took place in September. Brick by Brick and the construction company, Henry's, gave an update on the building works taking place on the estate. Refuse collection, fly tipping and the installation of new street lighting, which is currently being undertaken, were also discussed.</li> </ul>
<b>Planned maintenance and project consultation</b>	
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 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. The work is ongoing.
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, 55-133 College Green, 56A-76D Chertsey Crescent, Davidson Lodge, and Longheath Gardens.
Special sheltered schemes	Croydon Council will be taking back care management of its six extra care sheltered schemes from contract holders London Care in January 2020. In preparation for this, Croydon are implementing various programs of works and consultations with residents. All extra care schemes will have the communal and dining areas redecorated, refurnished and flooring replaced following consultation, which the RI team will be co-ordinating.
<b>Communication</b>	
Newsletters and social media	<p>The latest issue of Open House was published in its new compact form and sent with rent statements to all tenants in July. This was launched alongside the new online supplement OH eXTRA to the quarterly newsletter, which features additional articles and interactive features. The new Open House online newsletter is now produced more frequently on a monthly basis, increasing the frequency of engagement and currency of the news. The Autumn edition of Open House is now ready to be released.</p> <p>The content of the magazine is now broader and while it features mostly housing news there are other features of interest for residents to keep them reading. Partnerships with Fairfield Halls and the David Lean Cinema have been formed in order to be able to offer prizes and attract more readers as well as offer community interest features.</p> <p>Each edition of Open House is now being themed with a focus on attracting target demographic groups. The fire safety edition has more family focus than the 100 years edition, attempting to attract younger parents, particularly mothers. This links into the Facebook page where we have begun to follow local parent groups and begun to share posts of interest to these groups.</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 301 to 620 and followers now stand at 650 from the last count of 321. Posts are a variety of local interest features, often shared from other sites in the area in which residents are involved or could be involved. The purpose is to keep in regular, informal contact with residents and to build positive relations while also putting out council information and residents are also able to download Open House and OH eXTRA from the facebook page.</p> <p>Facebook groups are still 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>Residents living in Croydon blocks will be supported in their uses of digital technology with the fibre broadband project allowing more people to access new communication methods.</p>
<b>Other activities</b>	
Focus groups	A waste management task & finish group has met in August and September and was attended by 10 & 11 residents. An action plan to improve the service on council estates has been agreed with managers and the implementation will be monitored by TLP.
Surveys	<p>The following surveys have been carried out recently:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Sprinkler surveys – surveys have been sent out to residents in blocks where sprinkler installation has been completed.</li> <li>• STAR survey – telephone satisfaction surveys, in partnership with Acuity Services, are now being conducted. This is a quarterly tracker survey which means we get regular feedback from a different sample of residents. Survey results will be fed back to housing service managers and residents each quarter.</li> <li>• 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.</li> </ul>
Involvement database	Membership of the resident involvement database has been reviewed. We currently have over 150 interested residents. We are recruiting new members through publicity in newsletters, social media, exit surveys, STAR surveys and roadshows. All new and re-joining members are entered into a prize draw for a chance to win shopping vouchers. Members have recently been invited to take part in the programmed works re-procurement focus group, neighbourhood voice, a private leasing focus group and the performance monitoring group.
Residents' training	<p>Three training events were provided by the RI team this quarter:</p> <ul style="list-style-type: none"> <li>• Mystery shopping training was attended by 7 residents ahead of the latest mystery shopping exercise.</li> </ul>

	<ul style="list-style-type: none"> <li>• A 'Chairing &amp; participating in successful meetings' course was attended by 9 residents in September</li> <li>• An introductory session for potential members of the new performance monitoring group was held at the end of September including training on understanding performance reports and asking appropriate questions. 11 residents attended.</li> </ul>
100 years of council housing	The RI team worked collaboratively with the Museum of Croydon, Croydon archives and installation artist PINS, to deliver a successful exhibition at the Croydon Clocktower during August. The launch was attended by around 40 guests, including Cllr Butler, Cllr Lewis and residents from across the borough. The exhibition is now touring a number of libraries in the borough. A sustained campaign on the RI Facebook page to help raise awareness of the exhibition resulted in a surge of online engagement by residents, which is ongoing.

### Non-housing activities

Park Hill Park surveys	The RI team have taken on an ongoing project for the Livewell team looking at how Park Hill Park is used. The first two weeks surveying was completed in early September and there will be follow on work in February and April.
Outdoor Gym surveys	At the end of September the team have been checking use-age and conducting surveys at two of the council's outdoor gyms. This will be fed back to the Livewell team who commissioned the project and will be analysing the data.
<b>Adult social care</b> Croydon Adult Social Services User Panel (CASSUP) & Talking About Adult Social Care (TAASC)	CASSUP continue to meet regularly. A working group meeting took place in September. On-going recruitment for new panel members will continue. Adverts have been placed in Carers News and on the resident involvement Facebook page.  A TAASC event is being planned for November.

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