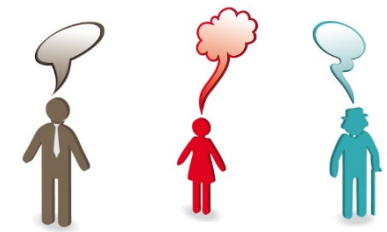




**Tenants' & Leaseholders' Panel 10 October 2017**  
**Resident involvement & scrutiny team update**

July - September 2017



Activity	What has happened
<p><a href="#"><u>Service improvement groups</u></a></p>	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service and discussing opportunities for improvement with managers.</p> <p><b>Tenancy and neighbourhood services</b>            This group met in September. They looked at performance information and also identified their priorities resulting from the STAR survey – Anti-social behaviour (ASB), improving neighbourhood services and contact with tenancy officers. They will be looking further at these topics in future meetings. There was an extensive discussion on fly tipping and an exchange of ideas of how this problem can be tackled through education of residents and joined up working. The group was also updated on the current situation on fire safety and measures being implemented by the council. The review of the neighbourhood voice scheme was circulated to the group and will be discussed at the next meeting in December.</p> <p><b>Income and welfare benefits</b>            The group met in September and residents were provided with recent performance information for the service. They had a presentation from the family link team about their work with vulnerable families. The group also heard about the continued impact of the introduction of Universal Credit on tenants and what steps the council are taking to soften the impact. The group meets again in December.</p> <p><b>Leaseholder group</b>            The group met in September and were presented with recent leaseholder service performance information. Leaseholder survey results were provided and there was discussion relating to this. The group was also updated on the progress of the leaseholder guide and the pending sprinkler installation work to certain blocks.</p> <p><b>Responsive repairs group</b>            The group met in July. Lorraine Smout, head of service, gave a presentation on fire safety, including the council's immediate response following the Grenfell Tower fire, what inspections and work we have carried out to date and what the position is going forward. There was also a presentation of the Q1 performance for the repairs service. The group had been provided with papers prior to the meeting so had the opportunity to prepare and ask questions relating to the performance. Future agenda items were discussed for the next meeting which is scheduled for late October.</p>

<b>Activity</b>	<b>What has happened</b>
<a href="#">Service improvement groups (contd)</a>	<p><b>Capital investment group</b> The group met in July with fire safety as the main topic following the Grenfell Tower fire. The terms of reference for the group were also agreed. The group meets again in October with home improvements performance, the process used to select door entry systems and fire safety on the agenda.</p> <p><b>Resident involvement group (RIG)</b> RIG has not met this quarter.</p>
<a href="#">Sheltered housing panel (SHP)</a>	<p>The panel met in July and agenda items included a presentation from Axis about the repairs service, delivered by Ian Rhodes, divisional manager, a report from Churchill on the cleaning contract, information for residents on fire safety and an update on the mobility storage scheme.</p> <p>The next meeting is in October. Agenda items include: a presentation from the ASB team (as they were unable to attend July's meeting), and proposals to change the way SHP is currently delivered and updates on the mobility storage scheme and cleaning contract.</p>
<a href="#">Housing disability panel</a>	<p>The panel met in March. Discussion focussed on Universal Credit and active lifestyles. Officers from the welfare rights team and active lifestyle team attended the panel to facilitate discussions. Feedback was given on the March TAASC event.</p> <p>The panel have not met since March as there have not been enough agenda items to hold a full meeting. There is also a lack of suitable venues for this group now the community space is not available. Rachel is to meet with Ken Constantine, sustainable communities manager and Andrew Slegg, PCP Coordinator, adult social care in regard to a possible joint initiative for HDP going forward.</p>
<a href="#">Your Housing, Your Questions</a>	<p>There were no YHYQ events this quarter.</p>
<a href="#">Housing ID</a>	<p>The Housing ID currently includes 489 residents. Members have recently been invited to take part in mystery shopping, neighbourhood voice, a leisure centre engagement event and sprinkler installation engagement work.</p>
<a href="#">Surveys</a>	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> <li>• Parking – a number of surveys are being carried out in areas and on estates where complaints are being made by residents regarding unauthorised parking. This engagement is gauging how much support there is from residents for the introduction of resident parking permit schemes</li> <li>• 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> </ul>

<b>Activity</b>	<b>What has happened</b>
<a href="#"><u>Scrutiny panel</u></a>	The responsive repairs scrutiny is ongoing. As part of the exercise panel members conducted several focus group meetings with residents from a range of locations. This was followed by a visit to Axis offices to observe operations. Interviews with staff from Croydon and Axis were undertaken in August and September. The panel continue to meet fortnightly and will be having an information gathering day in October to start compiling the report for this exercise.
<a href="#"><u>Housing complaints panel</u></a>	<p>The panel met to adjudicate on one complaint in September.</p> <p>The panel did not physically meet in July as scheduled. However, all information was sent out electronically to panel members. They were able to feed back their observations and comments to the complaints manager and contact centre manager. The panel will meet again in November.</p>
<a href="#"><u>Your rent, your say</u></a>	The group did not meet this quarter.
<a href="#"><u>Local resident involvement – Residents’ associations, forums &amp; surgeries</u></a>	<p>Longheath Gardens Resident Forum met in July. Topics for discussion included the Brick by Brick development, general building works taking place on the estate and the potential formation of a resident group for the estate.</p> <p>A meeting of the Tollgate Resident Forum took place in July and residents were able to ask questions regarding the management of estate, work of their local councillors and progress on the Brick by Brick project.</p> <p>Monks Hill residents had a successful celebration of the 70<sup>th</sup> Anniversary of the estate and are formally launching their community association on 16 September.</p> <p>Chertsey Crescent High Rise had their AGM in June and the committee for the next twelve months were elected.</p> <p>A resident forum meeting was held at Laxton Court in July to address concerns from residents regarding anti-social behaviour in the block and look at potential for forming a resident group. The tenancy sustainability officer, Nicola Payne, came along to introduce herself and the neighbourhood safety officers also attended.</p>
<a href="#"><u>Neighbourhood voice (NV)</u></a>	<p>86 NV forms have been completed by 41 residents so far this quarter.</p> <p>Neighbourhood voices across the borough continue to give a valuable insight to services delivered to residents. Where service issues have been identified council officers having been proactive in solving problems. Neighbourhood voices have also been encouraged to attend joint estate inspections with officers.</p> <p>The review of the scheme has been completed and an action plan produced. The report was taken to the tenancy and neighbourhood services group for consultation with group members.</p>

<b>Activity</b>	<b>What has happened</b>
<a href="#">Neighbourhood voice (NV) (contd)</a>	The monitoring form (both paper and online versions) have had questions added regarding any fire safety issues that residents are concerned about along with any suggestions for minor estate improvements.
<a href="#">Mystery shoppers</a>	A new mystery shopping exercise is about to start. A training session with potential shoppers was held in mid-September with the shopping taking place in September and October. Results will be analysed and a report drafted and presented to service heads for discussion in subsequent months.
<a href="#">Residents' training</a>	Mystery shopping training was carried out with 12 residents taking part. Feedback was positive with all attendees finding the training useful and clearly presented.
Newsletters	A one-off paper edition of Open House newsletter was put together in July and delivered to all residents in blocks with three or more storeys. The newsletter focused on fire safety and the work being carried out by housing services following the Grenfell Tower fire. Involvement e-newsletter was last sent out in July and included a link to the online version of Open House.
Additional activities	<p><b>Asset management team</b> The RI team are continuing to provide support for the asset management team on pre-work engagement with residents for major works and special projects. This is administrative and frontline support, working with project officers and managers at engagement meetings and drop-in sessions to ensure all affected tenants and leaseholders have the opportunity to give their views and receive consistent, accurate information regarding proposed works</p> <p><b>Consultation &amp; resident liaison team</b> The consultation and resident liaison team have recently moved over to resident involvement from the homes and schools improvements team. Their main role is to deliver a programme of consultation with residents relating to planned and major works programmes prior to delivery. Consultation involves communication with affected residents on a number of work streams including, but not exclusive to, external decoration, communal flooring, lift renewal and major refurbishment and improvement works</p> <p><b>Fire safety engagement work</b> The resident involvement team has been heavily involved with the ongoing fire safety work following the Grenfell Tower fire. This included co-ordination of letter deliveries and door knocking in blocks, producing Open House newsletter, organising and attending fire safety drop in sessions and starting engagement work around the installation of sprinklers.</p>