

Resident involvement team update

January - March 2019



Panel meetings	
Leaseholder group	The panel did not meet this quarter but is due to meet again on 25 April.
Resident involvement group (RIG)	The group met in March to discuss the proposal to replace some of the service improvement groups with a performance monitoring panel.
Housing complaints panel	<p>The panel met at the end of February and looked at performance reports on complaints, as well as Access Croydon and the contact centre which the panel also monitor. The main focus of the meeting was informing the panel about IT improvements to the check in systems in Access Croydon and the new telephony system which is due to be rolled out late summer.</p> <p>There were no complaints adjudications this quarter. The panel are due to meet again in May.</p>
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. The next pilot meeting is due to be held at Freeman Court (an extra care housing block), in April. After this, a schedule will be drawn up and meetings will take place in different blocks across the borough over the next year. It is hoped that these meetings will take place once a month and will be in line with the council's new "Localities" model. There are also plans to increase engagement in general with residents in extra care housing over the next six months.
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. Work is on-going with colleagues in adult social care who have involvement with existing panels.
Resident health and safety advisory panel	This panel is being set up and recruitment is underway. The panel will enable residents to be better informed about health and safety issues and to make it easier for them to raise concerns. It will be possible for panel members to 'meet' virtually online through the creation of a closed Facebook group to encourage wider and regular participation. Proposed membership, format and terms of reference of this to be reviewed by TLP.
Performance monitoring panel	The proposal to replace some of the service improvement groups with a performance monitoring panel has been agreed. The RI team is look at the performance information that will be provided and meeting with residents in April to discuss this further.
Resident scrutiny	

Housing scrutiny panel	The complaints scrutiny exercise is ongoing. 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 focus group was held which comprised residents who have gone through the formal complaints procedure to find out their experience and any areas for improvement. A further focus group is planned. Staff interviews are also being arranged as the panel reaches the final stages of the exercise.
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 just completing the re-branding and updating of our information pack. We have now doing a big recruitment drive to enlist new members particularly in under-represented areas of the borough.
Mystery shopping	<p>The libraries mystery shopping exercise ended in October 2018. The service has since been restructured and the report used to assist in shaping the service moving forward. The final report was presented to mystery shoppers in March and they had a chance to feedback directly to library service managers regarding their experiences during the exercise. Mystery shoppers were updated regarding proposed refurbishment of libraries throughout the borough, which includes improved signage, an IT upgrade and a new out of hour's self-service facility. Some of the recommendations from the report are already being introduced. For example, one of the libraries was noted as being particularly unwelcoming by shoppers and it has since been remodelled to remove the large reception desk at the entrance which gives a more open and welcoming impression. Staff also received additional training.</p> <p>The next service area to be mystery shopped has already been identified and managers are currently working on developing scenarios for the exercise.</p>
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 have 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 taking place on the 2019/2020 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 in the coming months.</p>
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. 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. Residents were introduced to their new tenancy officer who will be following up concerns raised with regards to anti-social behaviour, refuse collection and fly-tipping. The next forum meeting is in June.

	<ul style="list-style-type: none"> • The Longheath Gardens RF met in March. Residents discussed their concerns with the major works being undertaken by Mulalley coinciding with the BxB development on the estate. Issues were also raised concerning garden allocations, refuse collections, fly-tipping and litter-picking which are being followed up by the relevant service managers. • Northdowns RA met in March. The meeting was attended by the tenancy officer for the area along with the police and local ward councillors. The next meeting is due to take place in June, which a representative from waste management will also attend. • Laxton Court Resident Group in Thornton Heath are now a recognised RA. The RI team have supported the group in setting the association up and will continue to work with them going forward. Around 20 residents attended a 'social prescribing' pilot event along with various housing staff, library services, the police, and volunteers from Croydon Voluntary Action. Feedback from this event was positive and is now being used in the on-going work around the locality model.
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Ravensdale Gardens, Tollers and Tollgate with a more sites starting by summer 2019. The sites at Ravensdale Gardens and Auckland Rise are nearing completion and interest is being registered for these newly developed properties.
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. In addition, engagement has now been completed with residents in blocks where sprinkler systems are being installed.
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 and Longheath Gardens.
Communications	
Newsletters and social media	The review of resident involvement comms is continuing and our new branding is being rolled out across our leaflets, newsletters and online platforms. The latest issue of Open House was published in March with both paper and online versions distributed to those who had requested it. Proposed changes to the way we publish Open House are to be considered by T&LP, these include a streamlined printed version, sent quarterly with rent statements to all tenants and a digital version produced more frequently which will be distributed via mailing lists and links from the website and social media.

	<p>The resident involvement pages on the council’s website have been updated to include the new RI branding and simplified information. Our 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 96 to 142. Popular posts have included features relating to the 100 years of council housing (see below) and a resident profile.</p> <p>The integrated multi-media approach is intended to build more interactivity between the resident involvement team and residents, with the aim of encouraging a broader range of tenants and leaseholders to get involved.</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 – ongoing. 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 regular 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. 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) is being reviewed. All current members have been invited to re-join and we are also recruiting new members through publicity in newsletter, 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 also recently been invited to take part in the scrutiny focus group and the new resident health and safety advisory panel.</p>
Residents’ training	<p>There was no resident training this quarter. However, the committee of the newly constituted residents association at Laxton Court will receive committee skills training within the coming weeks.</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 will be producing a special edition of Open House in the summer.</p>