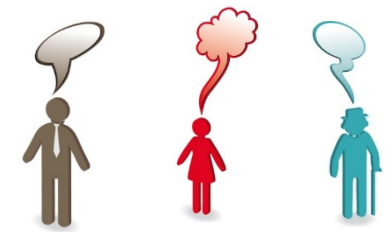




## Resident involvement & scrutiny team update

June 2018



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 March. Performance information for the service areas was provided and discussed.</p> <p>The meeting was attended by Paul Radcliffe, neighbourhood operations manager, and Sharon Murphy, who manages the ASB team. Both provided updates about their respective services and discussed queries and issues that panel members raised.</p> <p>The June meeting for this group was cancelled, this was because the tenancy and caretaking teams have recently been restructured and new process management and performance systems were being set up and we were not able to provide the usual performance information. The next meeting is scheduled for September.</p> <p><b>Income and welfare benefits</b>            The group met in March. The group looked at performance information for the income service.</p> <p>Sian Foley, head of service development, attended and gave a presentation about measures being taken to improve void turnaround times, followed by discussion with panel members. Other agenda items included universal credit update, parking schemes and the lettings and income restructure.</p> <p>The next meeting is in early July.</p> <p><b>Leaseholder group</b>            The group met in April and were presented with recent leaseholder service performance information. Graeme Nock – repairs operational manager attended the meeting on request of panel members. He outlined the repairs service and the council’s responsibilities regarding repairs to leasehold properties, especially around leaks/floods. Several leaseholders highlighted some of the issues that they had in relation to establishing responsibility to carry out certain repairs. Leaseholders were advised that the arrears procedure had been finalised. Panel members were asked to submit any ideas on what they wanted to see included in the frequently asked questions section. Information was given regarding lease extension.</p>

	<p><b>Responsive repairs group</b> Update from January meeting required.</p> <p><b>Capital investment group</b> The group met in February 2018 and again in May. The group were given an update on fire safety work including an update on the sprinkler installation.</p> <p>The upgrading of the door entry system in some blocks was also discussed and the group were provided with additional information relating to this.</p> <p>Performance information was discussed in some detail as well as KPI's for the capital contracts.</p> <p>Letters that are sent to residents prior to works commencing are being reviewed and the group were asked for input into this.</p> <p>The next meeting will be a site visit to Longheath Gardens, for the group to look at some of the work that is being carried out there.</p> <p><b>Resident involvement group (RIG)</b> This panel has not met this year.</p>
<p><u>Sheltered housing panel (SHP)</u></p>	<p>The panel last met in October 2017. At this meeting a proposal was put forward to change the way SHP is currently delivered. This was well received by panel members and several residents put their names forward to join a working group around this. Four additional residents have joined the working group as a result of visits across the borough, to improve representation from different sheltered blocks.</p> <p>Since then several meetings have taken place with officers from tenancy, sustainable communities and Axis who are also on the working group. In March 2017, two residents attended a meeting to discuss ways in which these proposals can be taken forward.</p> <p>It has been suggested that a pilot roadshow/meeting will take place in one of the blocks to see what works and what doesn't, before planning meetings borough wide.</p>
<p><u>Housing disability panel</u></p>	<p>The panel have not met since March 2017 as there have not been enough agenda items to hold a full meeting.</p>

	<p>The role of the panel will be reviewed during the coming year. The possibility of having housing represented on the agenda of existing adult social care panels is one option being considered. This work is on-going and will involve working with colleagues in social care who lead on existing panels.</p>
<u>Housing ID</u>	<p>The Housing ID currently has 490 residents. We are currently looking at refreshing our publicity documents and as part of this, the Housing ID form is being re-designed. Following this, we will also be reviewing membership of the database.</p> <p>In recent months members have been invited to take part in engagement work in South Norwood and Thornton Heath, invited to an information meeting about resident involvement and asked their opinions on the new branding for the team.</p>
<u>Surveys</u>	<p>The following surveys have been carried out recently:</p> <ul style="list-style-type: none"> <li>• Adult Social Care - an annual statutory survey of ASC service users. The aim is to gauge views on care and support services. Results are used by NHS Digital to compare services on a national level and recommend changes which benefit both service users and providers. The results are used in Croydon to inform internal and external stakeholders and to improve services going forward. This survey was completed in May 2018.</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>
<u>Scrutiny panel</u>	<p>The panel jointly decided to scrutinise the council's complaints procedure and met at the end of May to work out the scope of the exercise. The scoping exercise was carried out and it was mutually agreed that the exercise would focus on the end to end process of the corporate team. The panel received a considerable amount of information, including performance reports from the complaints manager and will start the exercise by conducting a desktop review of the complaints service as it relates to housing services.</p> <p>A new member was welcomed to the panel. Training will be organised for this new member.</p>
<u>Housing complaints panel</u>	<p>The postponed February meeting was held early in April. The panel met again in June in order to keep on schedule with the reports. Panel members reviewed quarterly performance reports from the complaints team, contact centre and Access Croydon at the meetings.</p> <p>The panel met before the April meeting to review an adjudication case. They discussed and clarified some of the points with the complaints manager at the meeting. The case is now in its final stage and a compensation offer has been made to the complainant.</p>
<u>Neighbourhood voice (NV)</u>	<p>Residents continue to provide us with monthly information about the services they receive, such as caretaking, litter picking and grounds maintenance. 110 NV forms have been completed by 29 residents this year, so far.</p>

<u>Mystery shoppers</u>	A new mystery shopping project has been identified. The lead officer has met with the service manager and scenarios have been formulated. Mystery shoppers have been contacted and put on alert to attend a briefing session. It is hoped that the project will start at the end of June/early July.
<u>Residents' training</u>	No training has been carried out during this period.
Newsletters	Involve e-newsletter was sent out in March and an issue of Open House was published in February. Articles included a sprinkler installation update, information about the new communications checked group and Facebook promotion.
Additional activities	<p><b>Asset management/Homes and schools improvements team</b> The RI team are continuing to provide support for the asset management and homes and schools teams on engagement and consultation with residents for major works and special projects. This is administrative and frontline support, working 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</p> <p><b>Consultation &amp; resident engagement – Partnering contracts</b> 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 include but are not exclusive to lift refurbishment, boiler and central heating replacement and external decoration. There are also a number of smaller projects, some of which is essential fire safety works (see below).</p> <p><b>Fire safety engagement work</b> Engagement with residents continues across the borough relating to essential fire safety works. These works include, but are not exclusive to, 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 is currently taking place with residents in blocks where sprinkler systems are being installed.</p> <p><b>Waddon gas leak</b> In March several members of the team assisted at the rest centres provided for residents, following the evacuation of several hundred homes in the Waddon area. Volunteers were on hand for practical support such as providing hot and cold refreshments, making up and taking down temporary sleeping facilities, ensuring people were fed or to provide a listening ear. A large number of council employees gave their time for this unforeseen situation and many residents, who were a mixture of social and private tenants and homeowners, were very happy with the support they received from the council.</p> <p><b>Branding refresh</b></p>

Work is in progress to rebrand all of our publicity material. The new designs have now been chosen and this will be rolled out in the coming months to all our letters, forms, website and social media.

**Roadshows**

The team have scheduled several roadshows for the end of June/beginning July. We are meeting people on estates and door knocking. Residents are being asked to complete a short survey about the ways they prefer to get involved and what they like/dislike about where they live. We are also providing information about resident involvement and signing up people who are interested.