

Resident involvement team update

October - December 2018



Service improvement groups and panels

Income, lettings and welfare benefits	The group met in October. The group looked at performance information for the income service. Angela Wallhead, operational manager for the quality team provided an update via email on void properties and work being done to reduce void turnaround times. Other agenda items included an update on universal credit, parking schemes and the income and lettings restructure.
Leaseholder group	The group met in October and looked at the relevant performance information. Adam Curtis – operational manager - attended to address issues previously raised by leaseholders regarding estate inspections, caretaking and horticultural services and outlined responsibilities for these services. Other topics discussed included revamp of the Tenant and Leaseholder panel (TLP) and current drive for new members; major works FAQ document, restructure of the housing needs service; malicious damage caused by anti-social behaviour and how it affects service charges; the feasibility of itemised repairs bills. The panel meet again at the end of January.
Responsive repairs group	The repairs & maintenance service improvement group continues to meet quarterly with an average of 8-10 regular members. Each quarter the group review the performance of 15 key performance indicators. In addition, each meeting focuses on a specific theme and over the last year these have included estate planning and communal repairs, social value update and end of year review and the resident scrutiny panel's report. A whole meeting was also dedicated to a Q&A session with the Young Mayor William Awomoyi and his deputy Shea Williams, which was very well received.
Tenancy and neighbourhood services	The December meeting for this group was cancelled.
Capital investment group	The group have not met this quarter, but will be meeting late January.
Resident involvement group (RIG)	The group have not met this quarter.
Housing complaints panel	The panel met at the end of November to review reports for Q3 (July – September 2018) for both complaints and for activity in the contact centre and Access Croydon. The complaints manager advised the panel that she is currently working with a number of services to look at areas for learning and emerging trends; this will be taken to management meetings so any learning can be filtered down to staff. Panel members were also advised that Croydon council have been re-credited for compliance, meaning that complaints were being handled well. The auditors were reportedly impressed with the council's work regarding complaints. There were no complaints adjudications this quarter. The panel are due to meet again in February.

Sheltered housing panel (SHP)	In agreement with panel members a working group was set up to review the panel. Several meetings have taken place with residents and officers from tenancy, sustainable communities, repairs and Axis. Following the pilot meeting that was held in September, the working group met again in November to review how the pilot meeting went. Feedback was positive and a second pilot meeting is going to be held at Laxton Court in Thornton Heath, date to be confirmed. The working group now has a representative from extra care housing who will champion issues on behalf of residents in these blocks. It was suggested at the last working group meeting that a pilot meeting is also held at Freeman Court in Norbury which is an extra care housing block.
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 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; carried out benchmarking with other similar registered social landlords; made decisions regarding setting up a focus group and carrying out a telephone survey of residents who have made formal complaints within the past couple of years. Training for both panel members and staff took place in October 2018. Recruitment to the panel is ongoing.
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 now in the process of re-branding and updating our information pack. The current focus is on updating the publicity materials and forms and recruiting new members from existing and unrepresented areas of the borough. We have recruited five new members who are ready to be trained.
Mystery shopping	The libraries mystery shopping exercise ended in October. The results were analysed and the first draft of the report was sent to service heads and managers for their comments. In total over 50 shops were carried out by 10 mystery shoppers (residents and staff) across the various library locations. The report will be finalised and any recommendations made before being presented at a meeting with shoppers and service heads. Other service heads are currently being approached with a view to identifying and starting the next round of mystery shopping.
Estate based involvement	
Roadshows	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. Resident involvement officers have been exploring options with the relevant teams to look at e.g. entrance doors banging and not closing properly and deep cleaning of communal areas in certain blocks. Feedback to residents about actions taken will be completed by end of March 2019.
Resident forums & associations	Tollgate estate resident forum last met in December. Residents met representatives from Brick by Brick (BxB) and Quinn (developer) to discuss their concerns about the pending development on the estate. It was agreed that residents will meet

	with BxB and Quinn on a monthly basis starting at the end of January. Issues were raised concerning anti-social behaviour, refuse collection, fly-tipping and litter-picking, which are being followed up by the tenancy officer. The next forum meeting is due in March 2019. The Longheath Gardens estate resident forum met in October. 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 operational manager. We are supporting associations in various blocks/estates across the borough. Two new groups are also in development at Laxton Court and Tamworth Road.
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Academy Gardens, Auckland Rise, Longheath Gardens, Kingsdown Avenue, Ravensdale Gardens, Shrublands, Tollers, Tollgate.
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. A resident health and safety advisory panel is in the process of being set up. This will enable residents to be better informed about health and safety issues and to make it easier for them to raise concerns. Residents will be invited to join the panel through various channels, such as Open House, Facebook and the website and during face to face engagement. Residents who have had sprinklers installed in their homes have also been invited to get involved. 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.
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. Some of the current major works projects are 98-176 College Green, 56A-76D Chertsey Crescent, Dartmouth House, Davidson Lodge and Longheath Gardens.
Communications	
Newsletters and social media	The new issue of Open House, to be published in January, marks the beginning of an ongoing promotional campaign to boost the number of tenants and leaseholders who are actively involved in resident involvement activities. The format of Open House is being reviewed to make it a more cost effective and regular communication channel. The preference is to create a shorter, more targeted online version which can be sent out more frequently, increase our communication/profile and to create more opportunities to promote involvement activities to residents. Open House will be available to download via our website, Facebook pages, and promoted via rent letters (sent to residents several time a year). The transition from

	a hard copy publication to one only produced online will be a gradual one and we will support residents through the transition. It is our aim to significantly increase readership of Open House as part of this refresh. Residents will be invited to get involved to ensure it is accessible and appealing. The resident involvement pages on the council's website are being refreshed, both in content and design. Our Facebook page is kept regularly updated and followers have increased to 96. During February and March 2019, we will be running an incentive to win shopping vouchers for residents who register to get involved.
Branding refresh	Resident involvement publicity material has undergone a branding refresh as part of a drive to increase and diversify the number of involved residents. An A5 flyer promoting resident involvement was sent to all Croydon Council tenants with rent letters. The new branding has been incorporated into our new involvement registration form, online form, posters, resident involvement website pages, Open House and social media, amongst others. Banners / flags and t-shirts are also being produced to help build the profile of resident involvement at events.
Other activities	
Surveys	The following surveys have been carried out recently: • 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.
Housing ID	The Housing ID currently has 440 residents. The Housing ID form has been re-designed as part of the publicity refresh. We will be reviewing membership of the database over the next few weeks and focusing on new recruitment. This quarter members have been invited to take part in estate inspections, scrutiny focus group and the residents' Christmas buffet.
Residents' training	Scrutiny panel training took place in October, delivered by an external trainer. It was attended by 5 resident panel members and 8 members of the resident involvement team.
Residents' Christmas buffet	The RI team organise this yearly event to thank involved residents for their time and input. This year the event was held in the Town Hall and was attended by The Worshipful the Mayor of Croydon, Councillor Bernadette Khan and Cllr Alison Butler, deputy leader and cabinet member for homes and Gateway services, in addition to officers from housing services and over 40 residents.