

## Resident involvement team update

April - June 2019



<b>Panel meetings</b>	
Leaseholder group	The panel last met in April. A representative of the environmental services team provided an update to panel members. The panel meet again in the first week of September and will continue to meet quarterly.
Housing complaints panel	The panel met at the end of May 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 repairs service. The repairs manager was invited along to give an update on their service. The panel are due to meet again at end of August 2019. The panel also conducted an adjudication on behalf of CCHA during the first week of June.
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. However additional engagement is now taking place with residents in extra care housing as part of an on-going project. There has been a suggestion for the roadshow to link in with other initiatives that are taking place as part of locality working. A schedule will be drawn up and meetings will take place in the schemes in the locality clusters that were originally identified.
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.
Resident health and safety advisory panel	Recruitment is underway for this panel which will enable residents to be better informed about health and safety issues and to make it easier for them to raise concerns. To encourage wider and regular participation, a closed Facebook group has been set up so panel members can 'meet' virtually online.
Performance monitoring group	A meeting was held with residents in April to discuss the terms of reference for the group and the performance information that will be provided. Recruitment will be held over the summer with the first meeting at the end of the summer to review Q1 2019/20 performance.
<b>Resident scrutiny</b>	
Housing scrutiny panel	The complaints scrutiny exercise is coming to an end. 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 second focus group was held in May, along with staff interviews which were conducted by panel members and staff. The final fact-finding day is scheduled for early July, after which the report will be drafted for presentation to managers

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 have now re-branded and updated of our information pack. We are preparing to carry out a recruitment drive to enlist new members, particularly in under-represented areas of the borough. Training for new neighbourhood voice members will start towards the end of June.
Mystery shopping	The briefing session for the next round of mystery shopping has been organised for end June. 14 residents have expressed an interest in participating. The exercise will begin immediately after the briefing session and run for several weeks. The results will be analysed and report drafted once the shops are completed and collated.
<b>Estate based involvement</b>	
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 &amp; 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 for 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 included in the 2019/20 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 for this summer.</p>
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Belgrave & Grosvenor Road, Tollers and Tollgate. Engagement work at Ravensdale Gardens is almost complete and Auckland Rise is due to be completed this summer.
Resident forums (RF) & associations (RA)	<p>Our recent work with RF and RA groups includes the following:</p> <ul style="list-style-type: none"> <li>• Tollgate estate RF met in March and due to meet again July. 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.</li> <li>• Shrublands RA met in June, the main focus was of the meeting was the BxB development coming to the area and the opportunity to bid for a site as part of the Community Led-housing.</li> <li>• Longheath Gardens RF have not met this quarter. The next meeting will be in early July. Agenda items include major works being undertaken by Mulalley and the BxB development on the estate, refuse collections and fly-tipping.</li> <li>• Northdowns RA have their next meeting scheduled for the end of June, this will be attended by a representative from waste management.</li> <li>• Chertsey Crescent RA met in April. The meeting was attended by the Operations manager for the area along with Gwen Richards, Locality Manager for the area. The next meeting is due to take place in July, this meeting will be focusing on the Chertsey Refurbishment project and other local issues.</li> <li>• Laxton Court and Garnet Road sheltered blocks are looking to combine to form a joint residents' association. Meetings are taking place with residents from both blocks and, if this is supported, a joint group will be reconstituted and committee members selected. Training will be organised following the formation of the new group. The group is also supported by the community development team who have earmarked project funding in support of group activities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Tollers – The association has been very active organising an Easter community event and are planning a Summer event. They made a successful lottery bid for £10,000 to provide a range of activities on the estate. Their AGM will take place later this month.</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 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.
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, 170 Selhurst Road and Longheath Gardens.
<b>Communications</b>	
Newsletters and social media	<p>The review of resident involvement comms is now complete and new branding has now been rolled out across our leaflets, newsletters and online platforms.</p> <p>The latest issue of Open House is due to be published in its new compact form and will be sent with rent statements to all tenants in July. There is also an online supplement to the quarterly newsletter which features additional articles. The new Open House online newsletter is produced more frequently on a monthly basis, increasing the frequency of engagement.</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 142 to 301 and followers now stand at 321. Popular posts have included features relating to the 100 years of council housing (see below) and a resident profile, which have involved new people in the site.</p> <p>Facebook groups are 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>The integrated multi-media approach is beginning to build more interactivity between the resident involvement team and residents (also residents with other residents) and aims to encourage a broader range of tenants and leaseholders to get involved. Engagement with posts has also increased. From 13-19 June engagement was up 500%.</p>
<b>Other activities</b>	

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>• 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.</li> <li>• STAR survey – the RI team are preparing to start ongoing telephone satisfaction surveys in partnership with Acuity Services. Quarterly survey results will be fed back to housing service managers and residents.</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	<p>Membership of the resident involvement database (formerly Housing ID) has now being reviewed. We are recruiting new members through publicity in newsletters, 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 recently been invited to take part in the new resident health and safety advisory panel, neighbourhood voice, mystery shopping and local engagement work with the community development team.</p>
Residents' training	<p>There was no resident training this quarter. However, mystery shopping training and committee skills training for Laxton Court RA members are in the pipeline.</p> <p>A training needs survey has been carried out recently to gauge the type and style of training required by involved residents. A programme of training for residents is being developed to reflect the findings.</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 featuring it in a special edition of Open House in the summer.</p>

<b>Non housing activities</b>	
Parklife	The RI team will be continuing to support the Parklife project team, with further resident engagement likely this summer.
Adult social care – Croydon Adult Social Services User Panel (CASSUP)  & Talking About Adult Social Care (TAASC)	<p>CASSUP continue to meet regularly. The last panel meeting took place in April. Agenda items included an update on community led support, which will feature on future CASSUP agendas for the next two years or so and will look at adopting a set of council wide principles which will change the way people work and the way services are delivered. Other agenda items included a presentation from the One Alliance on Local Voluntary Partnerships (LVP) and a summary of the results of the 2018/2019 carers survey.</p> <p>The panel met again in May for a working group meeting. This primarily focused on the Adults Front Door service and panel members were able to discuss issues and concerns they had around this with the service manager. As a result of this panel members have been invited to BWH, to sit with officers working in this service to gain a better understanding of the work they undertake.</p> <p>On-going recruitment for new panel members will continue. Adverts have been placed in Carers News and on the resident involvement Facebook page.</p> <p>There were plans for the next TAASC event to focus on community led support. However as this is still in the innovation stage and hasn't been rolled out to all of the localities across the borough yet, it has been decided that this will be looked at in the future. At the working group meeting in May, panel members made a suggestion for the next event to look at the new A&amp;E department at Croydon University Hospital. CASSUP members were involved in the initial consultations for this but several members have been informed of negative experiences people have had when visiting there, in particular, people with a learning disability who have found it difficult to navigate their way around.</p>