

Resident involvement team update

October - December 2019



Panel meetings	
Leaseholder group	The panel met in September. A representative from the repairs and maintenance service and lease extension team provided an update to panel members. The panel will meet again in early February and will continue to meet every 4 to 5 months.
Housing complaints panel	The panel continue to meet quarterly with the most recent meeting in early January. The panel discuss performance with officers, having been provided with reports in respect of housing complaints, Access Croydon and the contact centre.
Resident health and safety group	The resident health & safety group met for the first time in October. Residents were able to ask council officers questions relating to health and safety. This group is especially keen to raise awareness of the ways residents can take steps to reduce health and safety risks in their council homes and buildings and explore how health and safety needs of vulnerable residents are monitored and updated. These two emerging themes will be explored further at the next meeting in February.
Performance monitoring group	The first full meeting of this group was held at the end of November. The panel were sent a performance report ahead of the meeting and were asked to prepare questions to be submitted in advance or on the night. Ten residents attended and discussed performance issues with service managers covering tenancy and caretaking, income and lettings, repairs and maintenance and voids. An action plan has been prepared and will be used to chart progress.
Resident scrutiny	
Housing scrutiny panel	The complaints scrutiny exercise has now ended. The first draft of the report has been finalised and has been delivered to service heads, the recommendations and timescales for delivery have been agreed and the action plan will be drafted and monitored by the panel. The panel will next turn its attention to reviewing past scrutiny exercises to see how the services improved or changed since being scrutinised. A membership drive is planned to increase panel numbers.
Neighbourhood voice (NV)	Residents continue to provide us with monthly information about the services they receive, such as caretaking, litter picking and grounds maintenance. Eight new members have now been trained, particularly from previously under-represented areas of the borough. Promotion of the scheme continues in order to attract new members.
Mystery shopping	The completed shops have been collected and analysed. The first draft of the report has been completed for delivery to service heads. Mystery shoppers will subsequently be invited to attend the debriefing session with

	managers in order to discuss their findings. A new service has been identified for the next mystery shopping exercise and the scenarios are being developed.
Estate based involvement	
Roadshows	These have not been carried out during the winter months, but more engagement work on our estates is being planned for the spring.
Brick by Brick (BBB)	<p>We are currently supporting BBB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Queens Road estate, Tollers and Tollgate. Our support for Ravensdale Gardens ended in December, as this project was finalised.</p> <p>In the last quarter, we have also been supported BBB pre-planning marketing events on the following estates: College Green, Monks Hill, Holmesdale Road, Atlanta Court, Grasmere Road and New Addington. These events have generally been well attended by residents.</p>
Resident forums (RF) & associations (RA)	<p>Our recent support work with RF and RA groups includes the following:</p> <ul style="list-style-type: none"> • Tollgate estate RF met in November when residents and representatives from tenancy & caretaking services discussed issues on their estate, including concerns over the new BBB development. • Shrublands RA took place in October and was attended by BBB and the community housing team, giving residents the opportunity to discuss the various projects that are being planned for the estate. • Longheath Gardens RF will be meeting again in Feb/Mar 2020. • Northdowns RA is under review as there is a possibility of this RA merging with a new, wider New Addington RA, which was discussed at their latest meeting. • Chertsey Crescent RA – their scheduled AGM had to be cancelled and this group is being reformed as a residents' forum group, no scheduled date for the next meeting has been made. • Laxton Court and Garnet Road RF. The community development team earmarked project funding in support of group activities and joint BBQs were held at Laxton Court in September and Garnet Road in November. The group also organised a clean-up day of the Laxton Court garden beds October, most of the volunteers were council staff and the area is now being used to grow a variety of vegetables. • Wingate RF residents have now found suitable premises for their meetings. The forum is due to meet in February 2020 and then on a quarterly basis going forward. • Tamworth Road RF hasn't met this quarter. • Tollers group's latest meeting took place in November. Brick by Brick and the construction company, Henry's, gave an update on the building works taking place on the estate. Richard Lancaster, Highways, gave an update on the 404 bus route extension onto the estate. Cleaning of communal areas, repairs issues and faulty street lighting were also discussed.
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 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, 55-133 College Green, 56A-76D Chertsey Crescent, and Dartmouth House
Special sheltered schemes	Croydon Council will take back management of its six extra care sheltered schemes from contract holders London Care in January 2020. In preparation for this and to ensure a smooth transition the RI team consulted face to face with over 50 residents in the extra care schemes. They were asked about the colours to be used, the decoration program and also the new flooring to be laid in the communal and dining areas and were also given details of the new furniture due be installed in all the schemes.
Communication	
Newsletters and social media	<p>A quarterly scaled down version of Open House is now distributed to all tenants and leaseholders with rent statements, with the option to download the full version online. OH eXTRA, the online supplement, is also sent to residents on a more regular basis, featuring online videos, such as the ground source heat pump system being installed in Chertsey Crescent.</p> <p>Partnerships with Fairfield Halls and the David Lean Cinema enable us to offer prizes and attract more readers, as well as offer community interest features. We have also talking with Croydonist magazine to explore another partnership and attract a more diverse audience.</p> <p>The RI Facebook page is updated daily to sustain engagement with residents and other sites. 'Likes' have increased from 620 to 965 and 'followers' now stand at 1016 from 650.</p> <p>Residents living in Croydon blocks will be supported in their use of digital technology with the rollout of fibre broadband in council properties. A joint venture between resident involvement and digital services is being launched to help residents living in sheltered accommodation in New Addington to develop digital skills. These projects will be promoted through all our channels to encourage participation and engagement.</p>
Other activities	
Focus groups	<p>A waste management task & finish group was set up following ongoing concerns raised by residents at Tenant & Leaseholder Panel (TLP). The aim was to bring residents and service managers together to agree an action plan. Key discussions included understanding the waste management service on council estates including the roles and responsibilities of Veolia, the council and residents and performance targets & monitoring.</p> <p>The action plan produced by the task & finish group was presented to TLP in October. The panel agreed to support the action plan and monitor its implementation at future TLP meetings.</p>

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 and which has then been investigated by their tenancy officer. • Programmed works - surveys are sent out to residents following completion of work to gauge satisfaction with all aspects of the service provided. Results are fed back to the contract managers monthly. • Sprinkler surveys – surveys have been sent out to residents in blocks where sprinkler installation has been completed. • STAR survey – telephone satisfaction surveys are being conducted in partnership with Acuity Services. This is a quarterly tracker survey which means we get regular feedback from a different sample of residents. • Repairs satisfaction surveys – the RI team have been assisting the responsive repairs team with completing these surveys in order to increase the number of completed questionnaires.
Involvement database	We have over 150 interested residents and are recruiting new members through publicity in newsletters, social media, exit surveys, STAR surveys and roadshows. Members have recently been invited to take part in estate inspections, an all-ages group, a Big Conversation focus group and our Christmas buffet.
Residents' training	<p>One training events was provided by the RI team this quarter:</p> <p>A second introductory session for potential members of the performance monitoring group was held in November and included training on understanding performance reports and asking appropriate questions. Whilst several residents had signed up, only two attended but they both found it useful.</p>
Christmas Buffet	This annual event was held on 11 December to thank involved residents for their work throughout the year. The event was attended by Councillor Humayun Kabir, Mayor of Croydon, council officers and contractors and over 40 residents. Entertainment was provided by Surrey Harmony, a Croydon based women's barbershop chorus.
100 years of council housing	The 100 years exhibition is now touring a number of libraries in the borough.