

Resident involvement team update

July - September 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 December and will continue to meet quarterly.
Housing complaints panel	The panel met at the end of September 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 Residents First programme provided by a representative from Access Croydon. Officers from both repairs and tenancy & caretaking services were invited to give an update on their service. A complaint adjudication has been received from Croydon Churches Housing Association which the panel are currently looking at. The next quarterly meeting is in early December.
Resident health and safety group	<p>The RI team is holding a meeting to launch the new resident health & safety group on Wednesday 23 October. The purpose of this informal meeting is for residents to meet other group members, speak with council officers and to share their interest or raise any concerns relating to health and safety. To date, eleven residents have expressed an interest. Following the meeting, a proposed schedule of activity will be developed, in conjunction with resident members.</p> <p>RI have responded to queries relating to H&S which have been received via the online H&S group which is facilitated on the RI Facebook page.</p>
Performance monitoring group	An induction meeting, which incorporated a training session, was held at the end of September and was attended by eleven residents. A second induction meeting is being planned for those unable to attend the first. The first full meeting will be held late Autumn when the group will be looking at quarter two performance information.
Resident scrutiny	
Housing scrutiny panel	The complaints scrutiny exercise is coming to an end. The first draft of the report has been delivered to the panel for consideration and review. Once finalised, the report will be delivered to service heads and agreed recommendations will form an action plan with timescales for delivery in the coming months. The panel will turn its attention to reviewing past scrutiny exercises to see whether their action plans have been implemented and the services improved.
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 still in the process of a recruitment drive to enlist new members,

	particularly in under-represented areas of the borough. We have now started training new neighbourhood voice members.
Mystery shopping	The completed shops are to be collected and analysed. The resulting report will be presented to the team managers for consideration. Mystery shoppers will be invited to attend the debriefing session with managers in order to discuss their findings.
Estate based involvement	
Roadshows	<p>The team carried out a door knocking exercise in July and August in New Addington along Castle Hill Avenue, Walton Green, Dunsfold Way and Homestead Way. This area was chosen as residents from New Addington have been under-represented in resident involvement activities previously.</p> <p>Officers asked residents a few questions about their area and also provided some information about resident involvement. As a result 93 residents were interviewed and 16 signed up to get involved.</p> <p>The feedback received from residents indicates that they are largely happy in their environment, liking the green areas, openness, quietness, friendliness and community spirit. Some issues raised were in relation to refuse collection, anti-social behaviour and ease of contact with the tenancy team.</p>
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Queens Road estate, Ravensdale Gardens, Tollers and Tollgate.
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 July and due to meet again October. Residents met representatives from tenancy & caretaking services to discuss their issues and concerns on their estate. • Shrublands RA will be meeting again in October. • Longheath Gardens RF met early July. Agenda items included major works being undertaken by Mulalley and the BxB development on the estate, refuse collections and fly-tipping. • Northdowns RA had their AGM end of September. There is a possibility of this RA merging with a new, wider New Addington RA, which was discussed at the meeting. • Chertsey Crescent RA - the next meeting is planned for mid-October. • Laxton Court and Garnet Road sheltered blocks originally combined to form a joint residents' association. It has been decided to reconstitute the group as a residents' forum in order to support the group until the point they develop and grow independently. The chair and other members in the group attended charring skills training in September 2019. The group is also supported by the community development team who have earmarked project funding in support of group activities and a joint BBQ which was held at Laxton House in September. A similar event is to be organised at Garnet Road. • Wingate RF met for the second time in July. This is a new group, where residents came together to discuss issues on their estate as well to seek support for their community garden. The July meeting was held outside in the parking area as the weather was warm. Wingate residents are now looking for suitable premises nearby so that they can meet on a quarterly basis going forward. • Tamworth Road RF held their first meeting at the end of July in a local church hall. The tenancy officer and community development officer also attended the meeting. Residents raised a number of issues that they

	<p>were experiencing on the estate including fly tipping, ASB and gang-related activity. Residents were in favour of forming a forum in order to receive support from the RI team. One of their first projects was an estate clean-up which was funded by the community development team and supported the community champions.</p> <ul style="list-style-type: none"> • Tollers group's latest meeting took place in September. Brick by Brick and the construction company, Henry's, gave an update on the building works taking place on the estate. Refuse collection, fly tipping and the installation of new street lighting, which is currently being undertaken, 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. The work is ongoing.
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, Davidson Lodge, and Longheath Gardens.
Special sheltered schemes	Croydon Council will be taking back care management of its six extra care sheltered schemes from contract holders London Care in January 2020. In preparation for this, Croydon are implementing various programs of works and consultations with residents. All extra care schemes will have the communal and dining areas redecorated, refurnished and flooring replaced following consultation, which the RI team will be co-ordinating.
Communication	
Newsletters and social media	<p>The latest issue of Open House was published in its new compact form and sent with rent statements to all tenants in July. This was launched alongside the new online supplement OH eXTRA to the quarterly newsletter, which features additional articles and interactive features. The new Open House online newsletter is now produced more frequently on a monthly basis, increasing the frequency of engagement and currency of the news. The Autumn edition of Open House is now ready to be released.</p> <p>The content of the magazine is now broader and while it features mostly housing news there are other features of interest for residents to keep them reading. Partnerships with Fairfield Halls and the David Lean Cinema have been formed in order to be able to offer prizes and attract more readers as well as offer community interest features.</p> <p>Each edition of Open House is now being themed with a focus on attracting target demographic groups. The fire safety edition has more family focus than the 100 years edition, attempting to attract younger parents, particularly mothers. This links into the Facebook page where we have begun to follow local parent groups and begun to share posts of interest to these groups.</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 301 to 620 and followers now stand at 650 from the last count of 321. Posts are a variety of local interest features, often shared from other sites in the area in which residents are involved or could be involved. The purpose is to keep in regular, informal contact with residents and to build positive relations while also putting out council information and residents are also able to download Open House and OH eXTRA from the facebook page.</p> <p>Facebook groups are still 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>Residents living in Croydon blocks will be supported in their uses of digital technology with the fibre broadband project allowing more people to access new communication methods.</p>
Other activities	
Focus groups	A waste management task & finish group has met in August and September and was attended by 10 & 11 residents. An action plan to improve the service on council estates has been agreed with managers and the implementation will be monitored by TLP.
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 - 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. • Sprinkler surveys – surveys have been sent out to residents in blocks where sprinkler installation has been completed. • STAR survey – telephone satisfaction surveys, in partnership with Acuity Services, are now being conducted. This is a quarterly tracker survey which means we get regular feedback from a different sample of residents. Survey results will be fed back to housing service managers and residents each quarter. • 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	Membership of the resident involvement database has been reviewed. We currently have over 150 interested residents. We are recruiting new members through publicity in newsletters, social media, exit surveys, STAR surveys and roadshows. All new and re-joining members are entered into a prize draw for a chance to win shopping vouchers. Members have recently been invited to take part in the programmed works re-procurement focus group, neighbourhood voice, a private leasing focus group and the performance monitoring group.
Residents' training	<p>Three training events were provided by the RI team this quarter:</p> <ul style="list-style-type: none"> • Mystery shopping training was attended by 7 residents ahead of the latest mystery shopping exercise.

	<ul style="list-style-type: none"> • A 'Chairing & participating in successful meetings' course was attended by 9 residents in September • An introductory session for potential members of the new performance monitoring group was held at the end of September including training on understanding performance reports and asking appropriate questions. 11 residents attended.
100 years of council housing	The RI team worked collaboratively with the Museum of Croydon, Croydon archives and installation artist PINS, to deliver a successful exhibition at the Croydon Clocktower during August. The launch was attended by around 40 guests, including Cllr Butler, Cllr Lewis and residents from across the borough. The exhibition is now touring a number of libraries in the borough. A sustained campaign on the RI Facebook page to help raise awareness of the exhibition resulted in a surge of online engagement by residents, which is ongoing.

Non-housing activities

Park Hill Park surveys	The RI team have taken on an ongoing project for the Livewell team looking at how Park Hill Park is used. The first two weeks surveying was completed in early September and there will be follow on work in February and April.
Outdoor Gym surveys	At the end of September the team have been checking use-age and conducting surveys at two of the council's outdoor gyms. This will be fed back to the Livewell team who commissioned the project and will be analysing the data.
Adult social care Croydon Adult Social Services User Panel (CASSUP) & Talking About Adult Social Care (TAASC)	CASSUP continue to meet regularly. A working group meeting took place in September. On-going recruitment for new panel members will continue. Adverts have been placed in Carers News and on the resident involvement Facebook page. A TAASC event is being planned for November.