

Resident involvement team

Performance headlines June 2019



GET INVOLVED

YOU CAN MAKE A DIFFERENCE...

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for Croydon
www.croydon.gov.uk

RI team – performance headlines June 2019

Comms & online engagement



Facebook

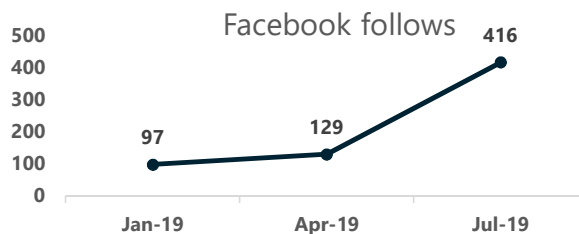
225
Posts
in Q1



112
Posts
in Q4



416
follows



Facebook top 5 posts 2019

- Kim Wakely photo story - 10,000 reach
- Mary Smith photo story - 9,000 reach
- Christine Hoffman photo story - 6,000 reach
- Paul Bradshaw's grandparents kitchen - 6,000 reach
- Norbury Estate historic photos - 6,000 reach



Newsletters



3 online newsletters sent in 2019

732
May 19

recipients



563
Feb 19

Newsletter update

- Compact paper issues of Open House now being distributed to all tenants quarterly via rent statements.
- Online supplement to paper issue with additional features
- Monthly Open House e-newsletter sent to those who sign up to mailing list

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RI involvement

Pre-review Housing ID stats April 2019

Number registered

435  **490**
April 18

Age registered

% under age 44 **28%**  **27%**
April 18

Number involved

62  **98**
April 18

Age involved

% under age 44 **19%**  **18%**
April 18

New DB stats June 2019

Number registered

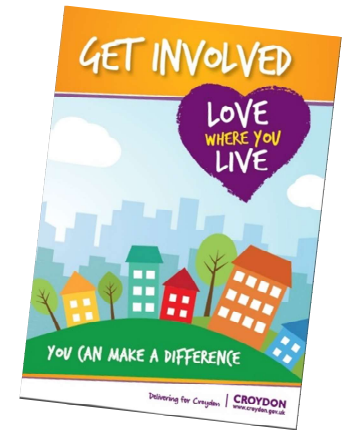
117

Age registered

% under age 44 **21%**

Recruitment:

- Newsletters
- Facebook
- Posters
- Surveys
- Rent statements
- Existing panels & groups
- Roadshows
- Prize draw initiative



Q1: Members have been invited to take part in...

- Health & safety advisory panel
- Neighbourhood voice
- Local activities in Broad Green
- Housing scrutiny focus group
- Mystery shopping

RI team – performance headlines April 2019



Team performance

October 2018 – March 2019

Resident satisfaction with meetings

Satisfaction with organisation

100% ↔ 100%
Oct 18

Able to take part

94% ↓ 96%
Oct 18

Felt welcome

100% ↔ 100%
Oct 18

Thought meeting was useful

94% ↓ 100%
Oct 18

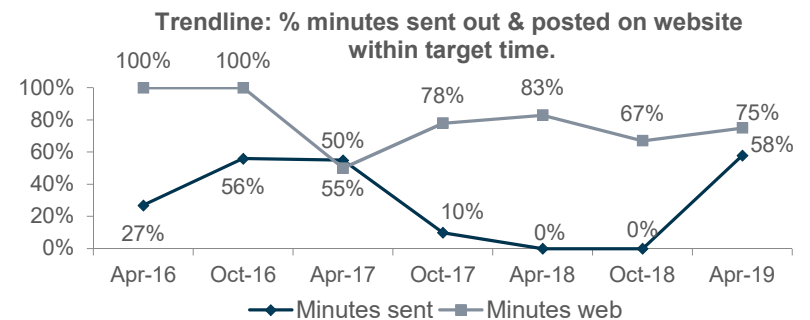
Minutes performance

Sent out within 10 working days

58% ↑ 0%
Oct 18

Posted on website in 5 working days of completion

75% ↑ 58%
Oct 18



RI team – performance headlines June 2019



Meeting support

October 2018 – June 2019

Residents' associations and forums

Associations

- Tollers estate
- Northdowns
- Shrublands estate
- Chertsey Crescent

4

Forums

- Tollgate estate
- Laxton & Garnet (new)
- Longheath Gardens

3

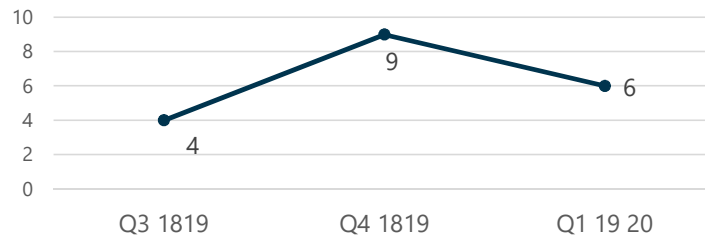
Brick x Brick meetings



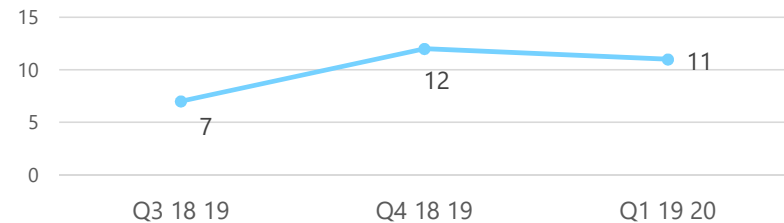
8
Sites

- Tollers estate
- Ravensdale
- Auckland Rise
- Kingsdown
- Tollgate estate
- Heathfield Gardens
- Longheath Gardens
- Belgrave & Grosvenor

RA & RF meetings supported, by quarter



Brick X Brick meetings supported

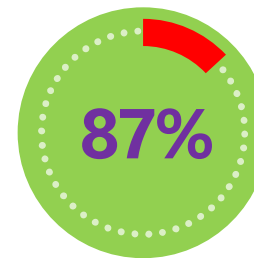
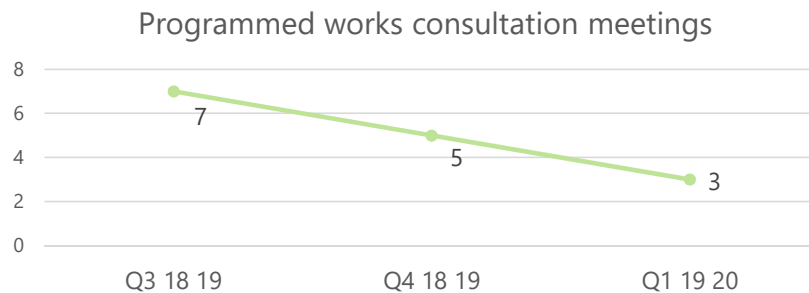


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Programmed works consultation

Current major works projects include: 98-176 College Green, 56A-76D Chertsey Crescent, Davidson Lodge, 170 Selhurst Road and Longheath Gardens.



2018/19 survey results

Residents surveyed were satisfied with the way they were consulted before the works started

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Neighbourhood voice

October 2018 – March 2019

Active voices

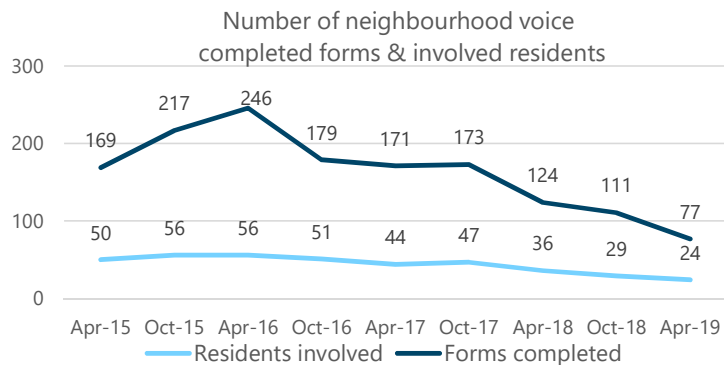
24
↓
36
Oct 18

Forms completed

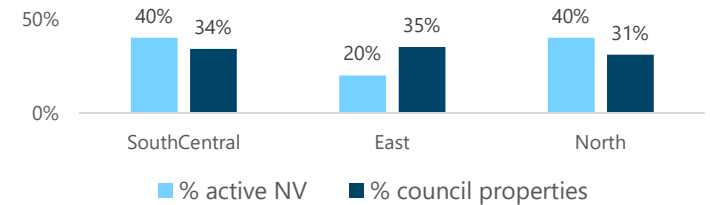
77
↓
111
Oct 18



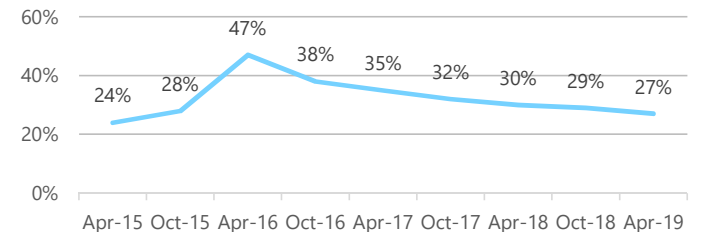
New
training pack
designed
Spring 2019



Active split of neighbourhood voices compared with number of council properties, by district



% neighbourhood voice forms completed online



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Housing scrutiny panel



Last exercise completed: **Responsive repairs services**

Active panel members

6

Recommendations made

26

Exercise included:

- Desk top review
- Focus groups
- Officer interviews
- Visit to Axis
- Report writing
- Recommendations
- Presentation
- Action plan

Current exercise (est. completion Summer 19): **Housing complaints**

Housing complaints panel

Active panel members

6

- Meets quarterly
- Reviews housing complaints performance data
- Reviews contact centre and Access Croydon data
- Reviews complaint decisions on request for LBC tenants/leaseholders and CCHA

1

Complaint adjudications in 18/19

Complaint adjudications in 19/20 (so far)

1

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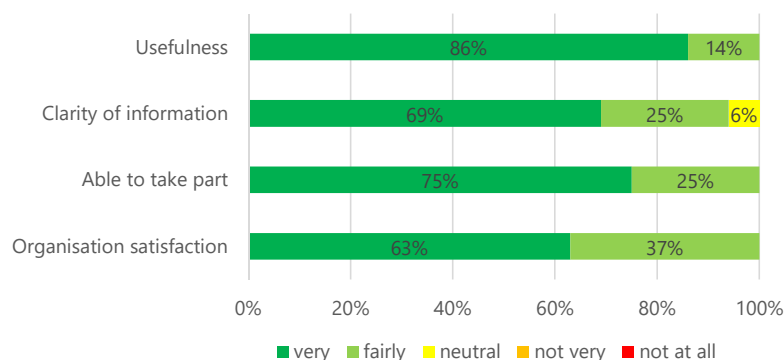
Residents' training

October 2018 – March 2019

Training held:

- Mystery shopping – 4 attended
- TLP induction - 13 attended
- Scrutiny panel – 5 attended

Training feedback results



Mystery shopping

One campaign: **Library services**

Training

Shopping

4 Took part **100%** Said it was useful

4 residents **53** Library visits
6 officers took part **13** libraries

Manager's feedback:

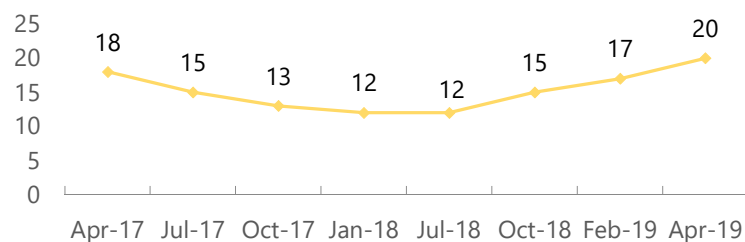
'I cannot thank you enough for capturing the details so clearly and concisely for us, so that we can prioritise training needs and make improvements...it is invaluable to have these feedback snapshots for all our branches'.

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Panel meetings

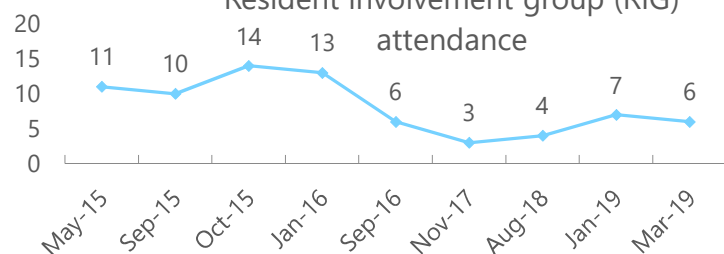
Tenant & leaseholder panel attendance



Leaseholder group attendance



Resident involvement group (RIG) attendance



This section will have a half page for each group with stats and key recent actions/outcomes. Performance monitoring group will be included.

RI team – performance headlines June 2019



Surveys

2018/19

Sprinkler



Number completed

99

ASB



Number completed

24

Programmed works



Number completed

492

Safe-guarding



Number completed

7

Car parking



Number completed

TBC

Responsive repairs



Number completed

99

Pilot now completed and surveys handed over to social care

2019/20



Quarterly tracker STAR tenants survey starting in June/July 2019, in partnership with Acuity services

- Target -1350 phone surveys each year
- Quarterly results on a dashboard, provided by Acuity
- Yearly benchmarking of core questions with HouseMark
- Flexibility to add or change questions if required

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Roadshows

Summer 2018

Roadshows **5**

96 

Doorstop surveys

Residents were asked about:

- How they wanted to hear from us
- How they prefer to tell us things
- If they had heard of RI opportunities
- Whether they would like more info about RI
- What they like about their area
- What they would like to see improved

- Regina Road
- Sunny Bank
- Handcroft Road
- Monks Hill
- Fieldway estate

Actions:

- Open House is now going out with rent statements to all tenants
- Info about RI sent to 43 residents
- Residents' comments were collated and circulated to the relevant teams and contractors
- Lifts at Regina Road are due for new flooring and lighting in the lift cars.
- Door entry systems on Sunny Bank are being costed for upgrade or renewal.

Parklife engagement

Summer & Autumn 2018

Face to face
surveys carried out

103

Info packs
hand
delivered

Over
100

65 additional online
surveys completed

Drop-in sessions
held:

2

Engagement work included:

- Project planning
- Online survey set up
- Publicity
- Door knocking & flyering
- Organising & attending drop-in sessions
- Session with Brownies
- Collating information

- Collating information
- Report writing
- Updating website
- Maintaining contact list



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Adult social care engagement

CASSUP meetings held **8**

9 **Active members**

Minutes Sent out within 10 working days

50 %  **75%**
October 18



TAASC events held **1**

19 **people took part**

Event: October 18

Topic:

- 'Making disability everyone's business'
- Round table discussions
- Housing, social care and transport

Resident satisfaction with meetings

Satisfaction with organisation

100%  **100%**
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Able to take part

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Felt welcome

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