

Resident involvement team update

July - September 2018



Service improvement groups and panels	
Tenancy and neighbourhood services	<p>This group met in September. Performance information for the service areas was provided in advance.</p> <p>The meeting was attended by Paul Ratcliffe, neighbourhood operations manager, who provided some performance information on his service. Other agenda items included the new structure of the tenancy and caretaking service, an overview of the tenancy mystery shopping report and a discussion on resident surgeries.</p> <p>The head of service suggested holding a focus group with residents to look at how surgeries can be made more effective for both officers and residents. This will be organised before the next meeting which is scheduled to take place in December.</p>
Income, lettings and welfare benefits	<p>The group met in July. The group looked at performance information for the income service.</p> <p>Angela Wallhead – operational manager for the quality team attended the meeting to provide an update on void properties. Other agenda items included an update on universal credit, parking schemes and the income and lettings restructure.</p> <p>The next meeting is in October.</p>
Leaseholder group	<p>The July meeting was cancelled due to a lack of agenda items and confirmation of attendees. Group members were subsequently asked to submit possible items for the agenda of the October meeting. Suggested items included an update on repairs issues and staff training regarding handling of leaseholder repairs issues; an explanation of administration fees within service charge fees; an update on the restructure of tenant and leaseholder panel including the new fire risk panel; itemised breakdown of repairs bills; the reduction in grass cutting and tree trimming services and leaseholder charges for ASB damage.</p> <p>Leaseholders were sent the final report from the leaseholder services mystery shopping exercise completed early in 2017.</p> <p>The panel meet again in October.</p>
Responsive repairs group	<p>No update for this quarter.</p>

Capital investment group	<p>The group recently met at the Longheath Gardens estate for a walkabout to view major works being undertaken by Mulalley, the council's contractor. The group were accompanied by council and Mulalley staff. They were shown blocks where work was underway (at various stages of progression) and were able to compare with other blocks identified for works, in their current state. Some areas for repairs were also noted for follow-up by staff. Overall the group were, "<i>Very impressed with the standard of work</i>" (Marilyn Smithies). The group plans to revisit the estate in the spring/summer 2019 to view completed works and meet with residents.</p>
Resident involvement group (RIG)	<p>Some RIG members took part in a one-off meeting to review the role of the service improvement groups. The report following this meeting is being presented to Tenant & Leaseholder Panel.</p>
Housing complaints panel	<p>The September panel meeting was cancelled due to lack of attendance. Several members had sent apologies beforehand. It was agreed that reports for both Q1 and Q2 will be presented at the November meeting. Recruitment to this panel is ongoing.</p> <p>There were no complaints adjudications this quarter.</p>
Sheltered housing panel (SHP)	<p>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.</p> <p>The working group agreed to pilot a roadshow event. Residents agreed to hold the meeting at Southlands Close in Coulsdon, where one of the group lives. Key focus points were identified, these were caretaking issues in the block and repair issues (mainly concerned with the laundry room and washing machines).</p> <p>The pilot meeting took place at the end of September and was attended by 10 residents from the block and managers from the repairs and tenancy services. The former chair and vice-chair of the sheltered housing panel also attended as observers.</p> <p>The meeting was well received by residents and issues that were raised were followed up on and actioned within 24 hours of the meeting taking place. The resident from Southlands who is on the working group has reported that residents in the block are very happy and feel that they are being listened to.</p> <p>A second pilot meeting will be held at Laxton Court in Thornton Heath, date to be confirmed.</p>
Housing disability panel	<p>The role of the panel is still currently 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.</p>

Resident scrutiny	
Housing scrutiny panel	<p>The complaints scrutiny exercise is ongoing. The panel continue to meet fortnightly, however, no meetings were held in August to accommodate panel members' summer holiday activities. The panel were set various tasks over the summer break that contributed to the desktop review, including looking at the complaints procedures of other similar local authorities or registered social landlord and comparing it to that of Croydon council. The panel will identify members of staff to interview and decide whether to organise a focus group.</p> <p>Training for both panel members and staff has been arranged for later in October. Recruitment to the panel is ongoing.</p>
Neighbourhood voice (NV)	Residents continue to provide us with monthly information about the services they receive, such as caretaking, litter picking and grounds maintenance. 49 NV forms have been completed by 23 residents this quarter.
Mystery shoppers	<p>The current mystery shopping exercise is coming to an end. Mystery shoppers attended a briefing session in July and were instructed to start shopping immediately. The In total over 50 shops were carried out by 10 mystery shoppers (residents and staff) across the various service locations. Once all completed shops are received, the results will be analysed and a report drafted and sent to the service head.</p> <p>Other service heads are currently being approached with a view to identifying and starting the next round of mystery shopping.</p>
Estate based involvement	
Roadshows	The team organised sessions on four estates in the summer. Through door knocking and meeting people on estates, residents were asked to complete a short survey about the ways in which they prefer to get involved and what they like/dislike about where they live. We also provided information about resident involvement and signed up people who were interested. Another round of roadshows is planned.
Resident Forums	<p>A resident forum took place on the Tollgate estate in July. Residents met the Brick by Brick and Quinn (developer) representatives and discussed their concerns about the development due to commence on the estate. Issues also 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 October.</p> <p>The Longheath Gardens estate resident forum met in July. Residents discussed their concerns with the major works being undertaken by Mulalley, coinciding with the Brick by Brick development on the estate, which are impacting on the residents. Issues also raised concerning garden allocations, refuse collections, fly-tipping and litter-picking, which are being followed up by the operational manager. The next forum meeting is in October.</p>
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, boiler and central heating replacement and external decoration.
Fire safety	Engagement with residents continues across the borough relating to essential fire safety works. These works can include 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.
Special major works projects	RI 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	There has not been an Involve e-newsletter or an Open House issue published this quarter. The resident involvement Facebook page is kept updated and followers have increased to 93.
Branding refresh	Work is in progress to rebrand all of our publicity material. The new designs have now been chosen and this will be rolled out in the coming months to all our letters, forms, website and social media.
Other activities	
Surveys	The following surveys have been carried out recently: 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.
Housing ID	The Housing ID currently has 490 residents. We are currently looking at refreshing our publicity documents and as part of this, the Housing ID form is being re-designed. Following this, we will also be reviewing membership of the database. This quarter members have been invited to take part in a capital investment focus group and a TLP induction sessions
Residents' training	Mystery shoppers were trained in July. Scrutiny panel training set up for October.