

Resident Involvement & Scrutiny Team

Performance Report



April 2018

Resident Involvement & Scrutiny

Performance Report

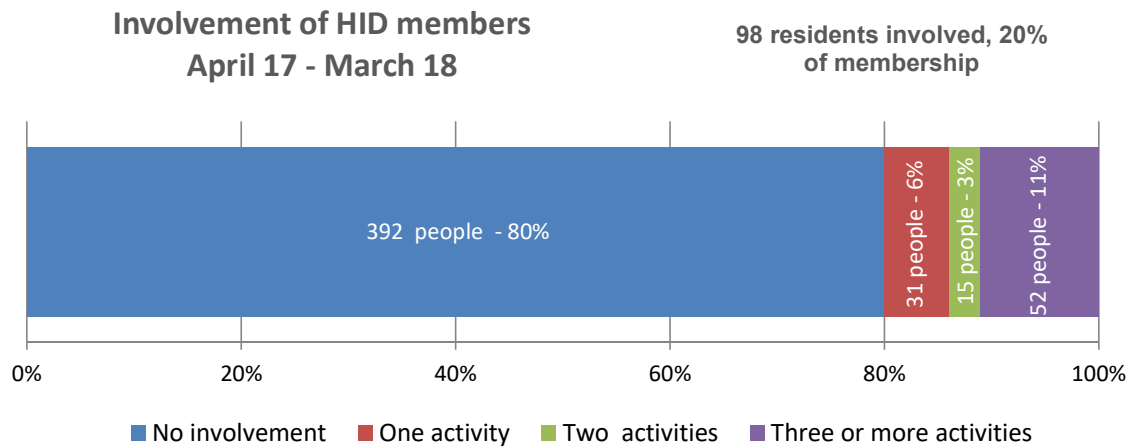
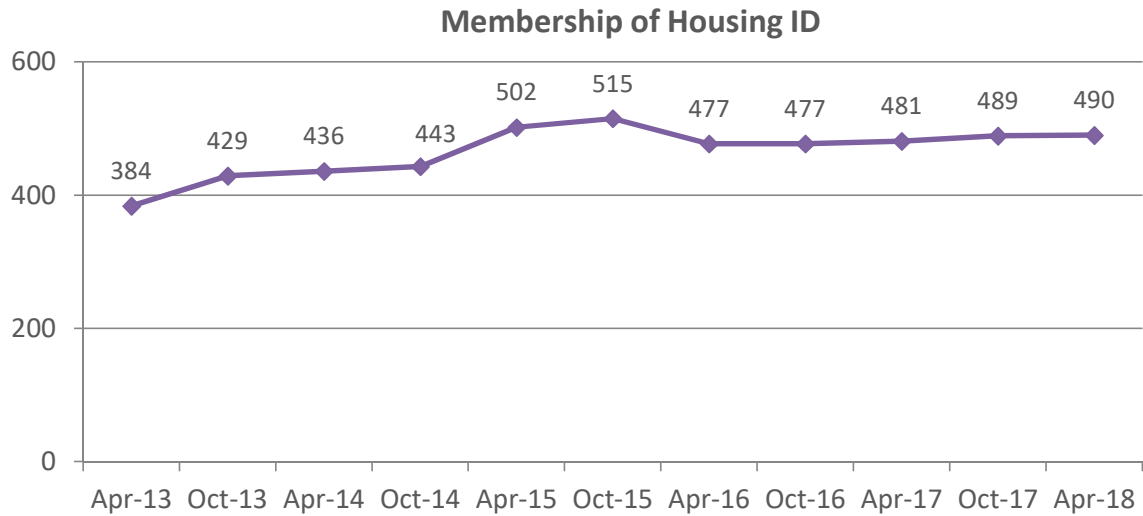
April 18

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Housing ID (Housing involvement database)

April 2018 - Total Number Registered: 490



Figures include all methods of involvement, except resident associations. Not accounted for are those who have participated but are not registered on Housing ID.

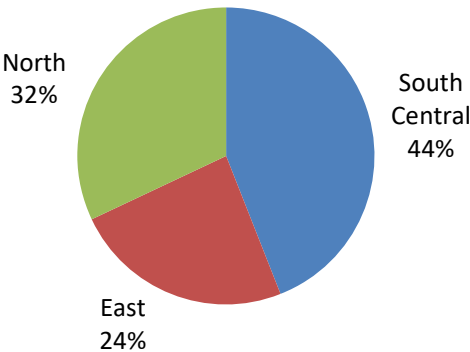
Examples of activities in which Housing ID members have been involved in 2017/18:

Service improvement groups
Neighbourhood voice
Open house editorial group
Mystery shopping
Complaints panel
Sprinkler installation engagement

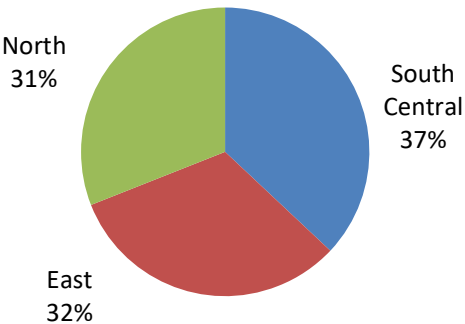
Local area involvement
Resident involvement group
Estate inspections & walkabouts
Scrutiny focus group
Repairs working group
Sheltered housing working group

Makeup of Housing ID membership

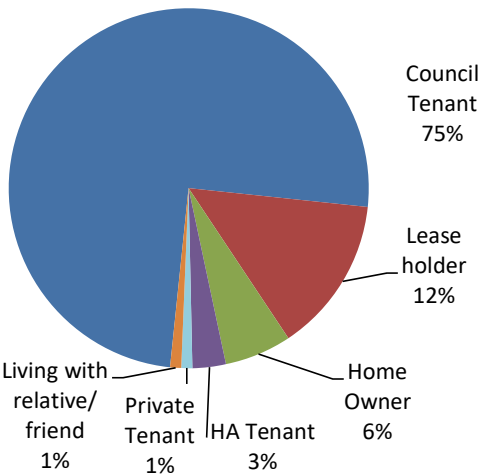
HID Membership, by District



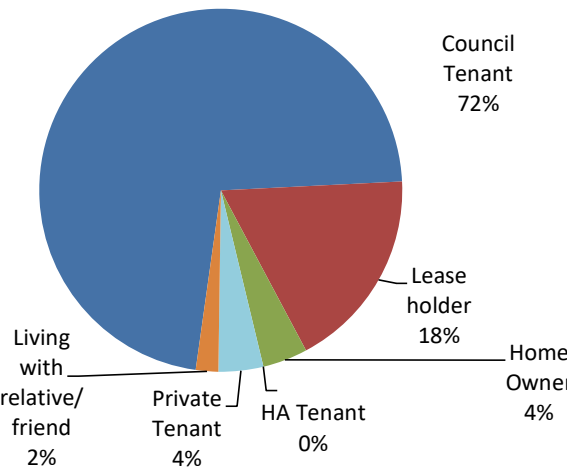
For comparison, council properties area breakdown 2018



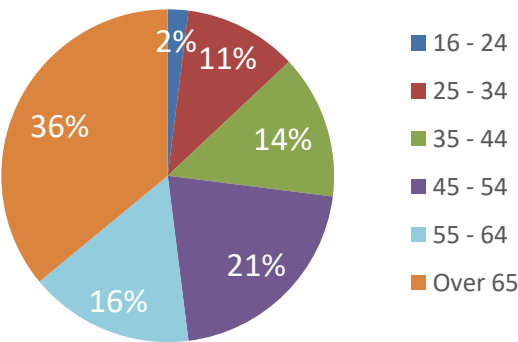
Tenure - registered members



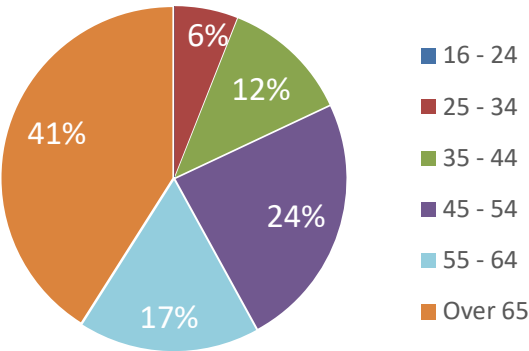
Tenure - involved members



Age - registered members
470 (96% membership)



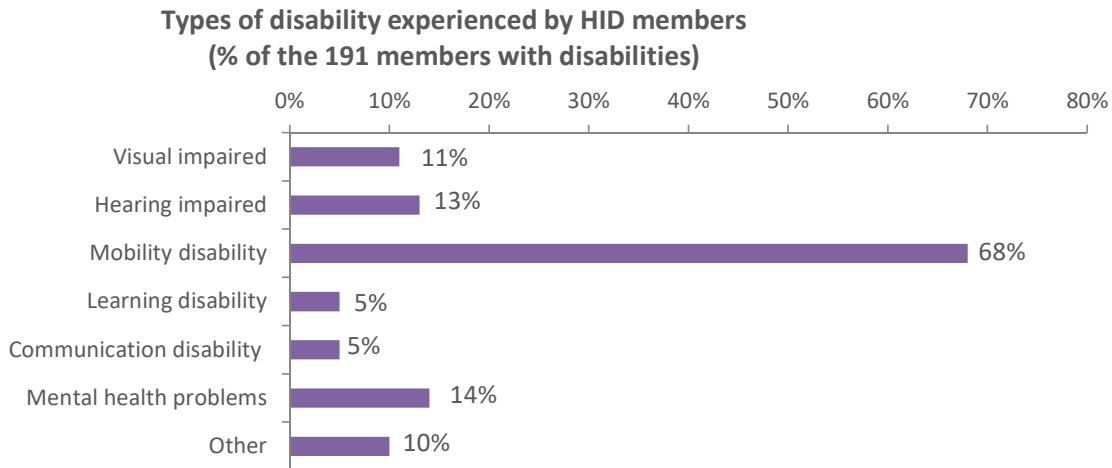
Age - involved members (95%)



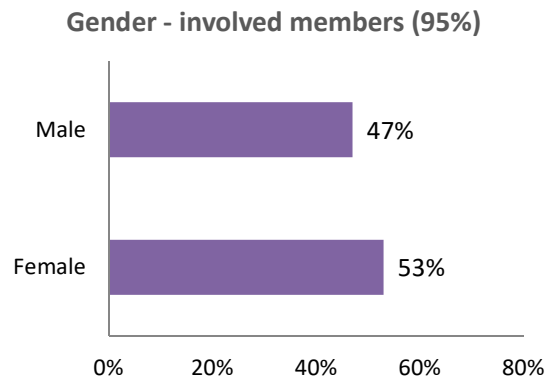
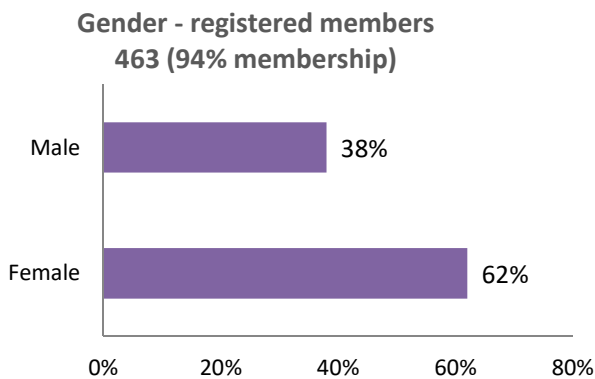
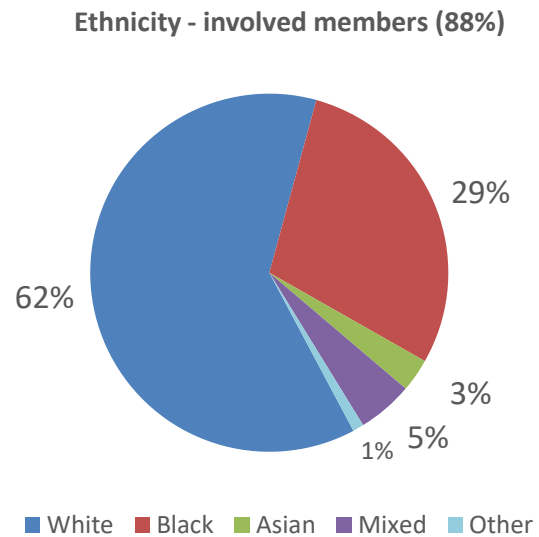
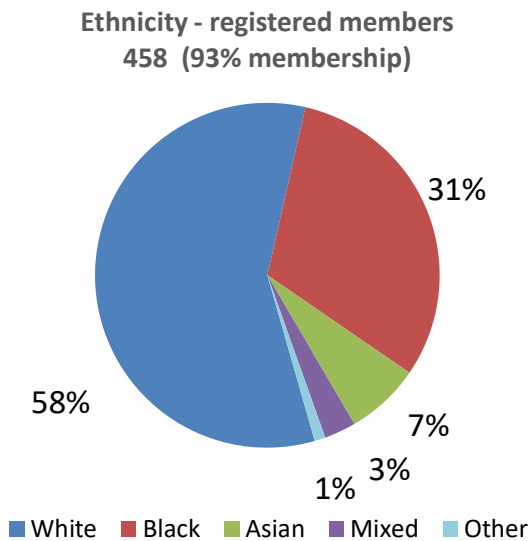
Disability

43% (191) of 450 registered Housing ID members who responded, have indicated that they have a disability. Of those, 46% say they are limited a lot and 54% a little.

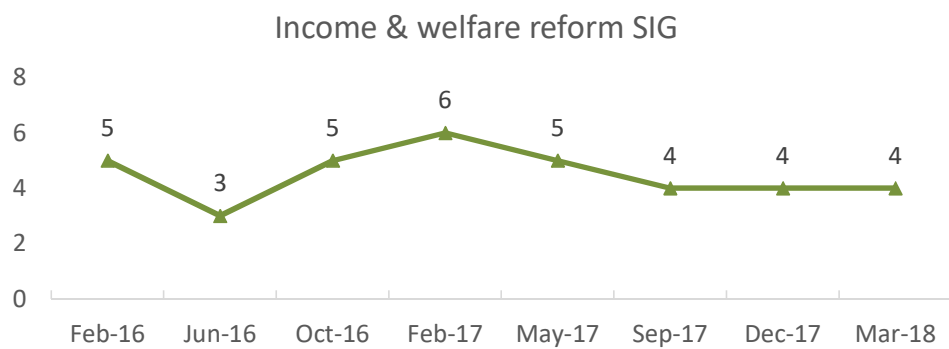
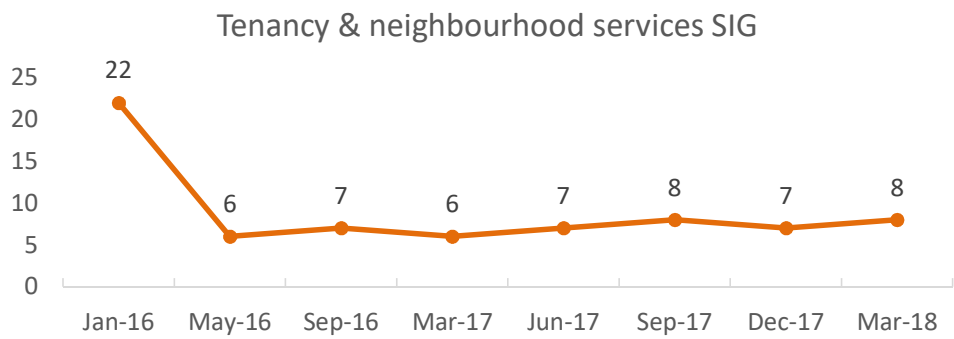
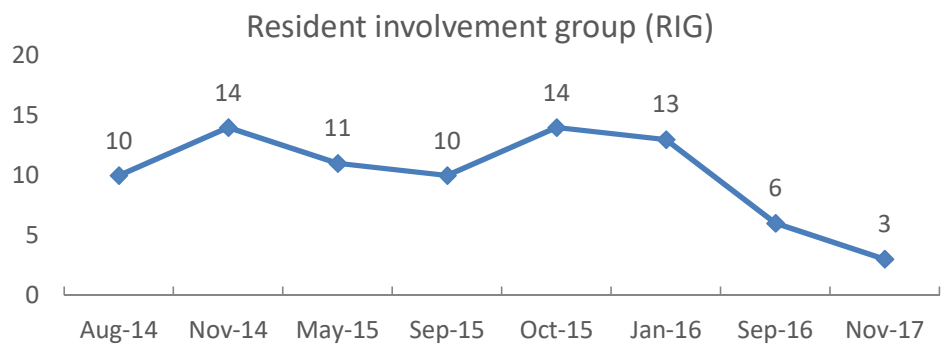
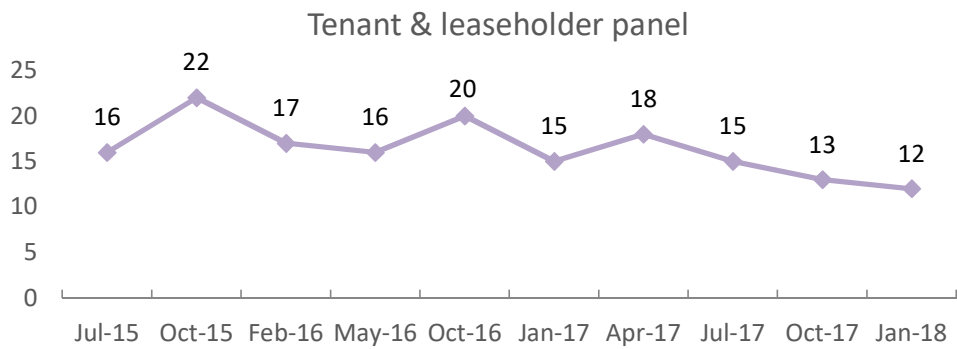
The types of disability reported are broken down as follows:

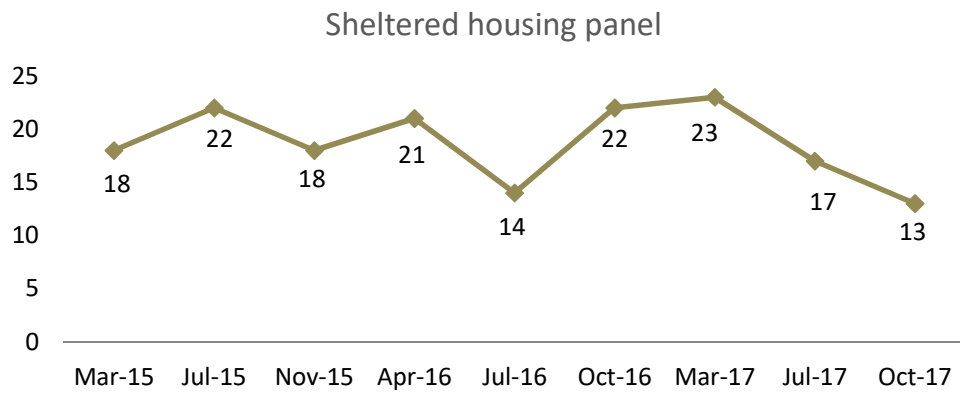
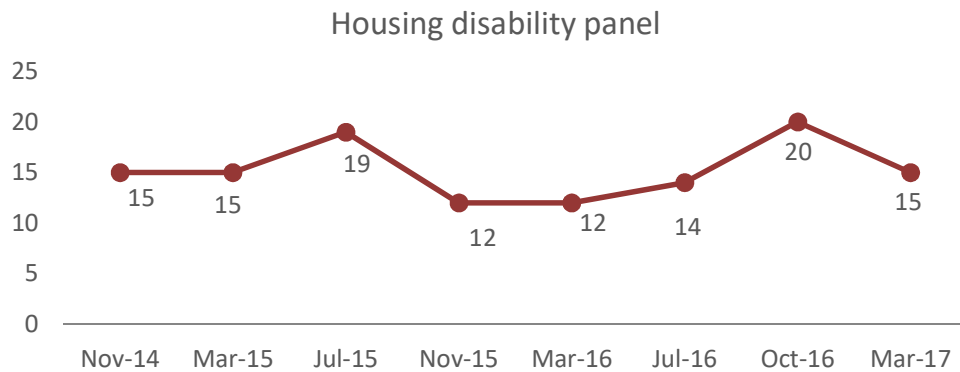
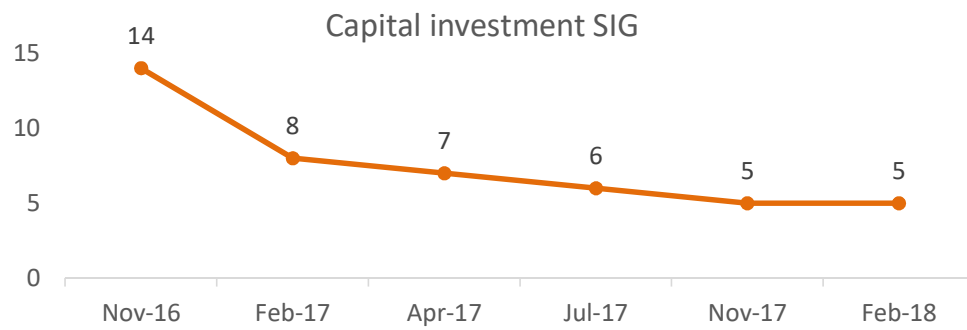
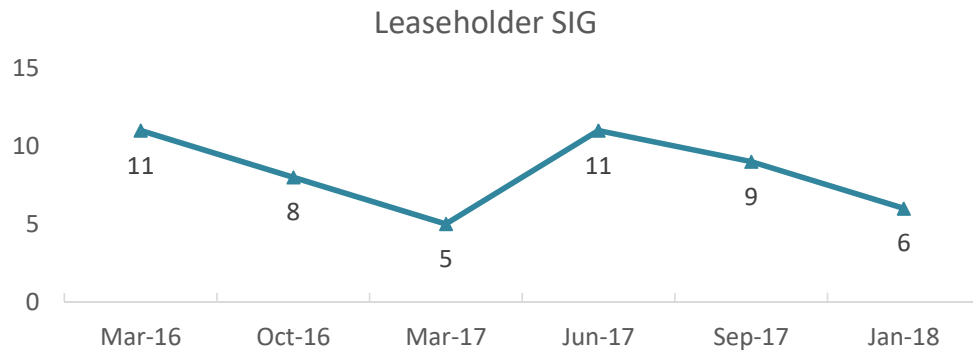


49% (46) of **involved** HID members who responded, have indicated that they have a disability. Of those, 39% say they are limited a lot and 61% a little.



Meeting attendance





Minutes monitoring

October 17 - March 18

Target: 95% panel minutes to be sent to residents within 10 working days of meeting.

Target: 95% minutes to be published on website within 5 working days of minutes being sent.*

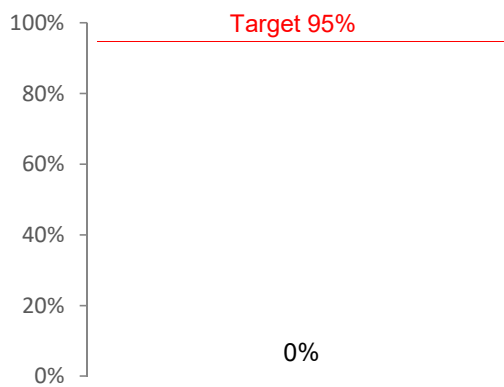
Residents

Average days to send out	33
Number of meetings	9
Number sent out in 10 days	0
% achieved	0%

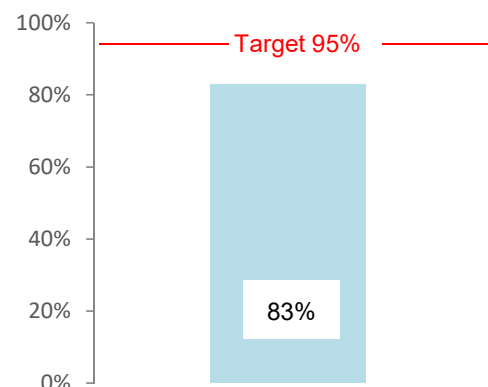
Website

Average days to publish	5
Number of meetings	6
Number to website in 5 days	5
% achieved	83%

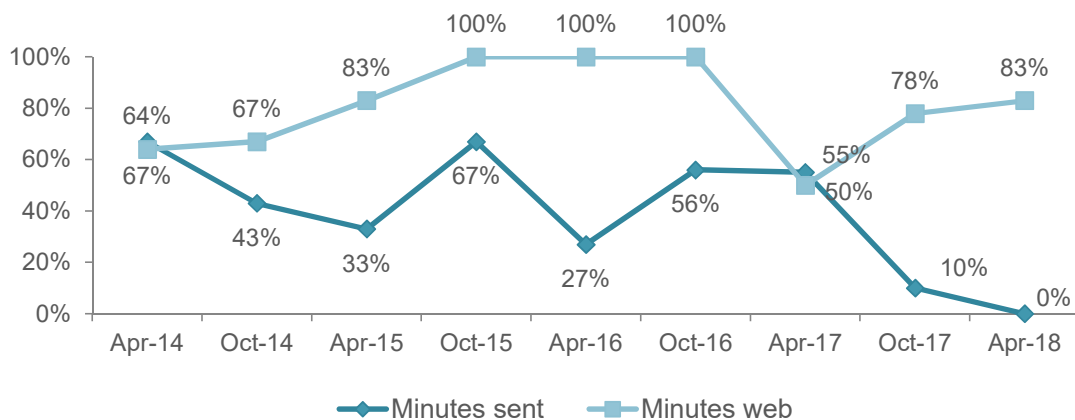
% minutes sent to residents within 10 days of meeting



% minutes published on website within 5 working days



Trendline: % minutes sent out & posted on website within target time.



* Target changed from April 16, previously 95% minutes to be published on website within 15 working days of meeting

Resident involvement event feedback April 17 - March 18

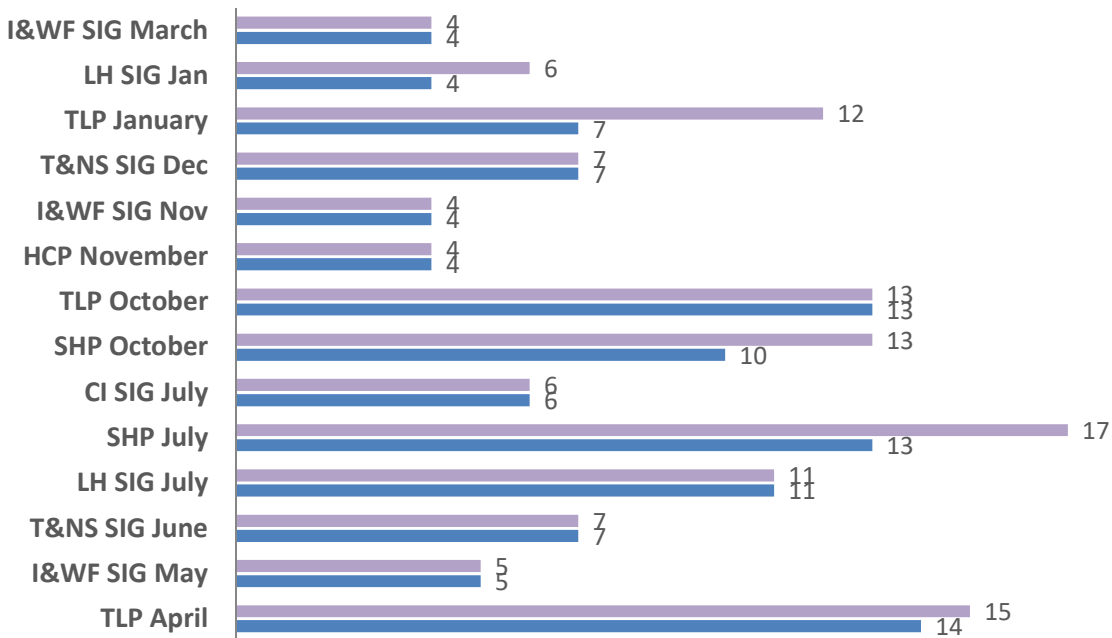
Key

T&NS SIG	Tenancy & neighbourhood service improvement group		
LH SIG	Leaseholder service improvement group		
I&WF SIG	Income & welfare reform service improvement group		
CI SIG	Capital investment service improvement group		
DHP	Disability housing panel	TLP	Tenant & leaseholder panel
SHP	Sheltered housing panel	HCP	Housing complaints panel

Attendance and feedback forms received

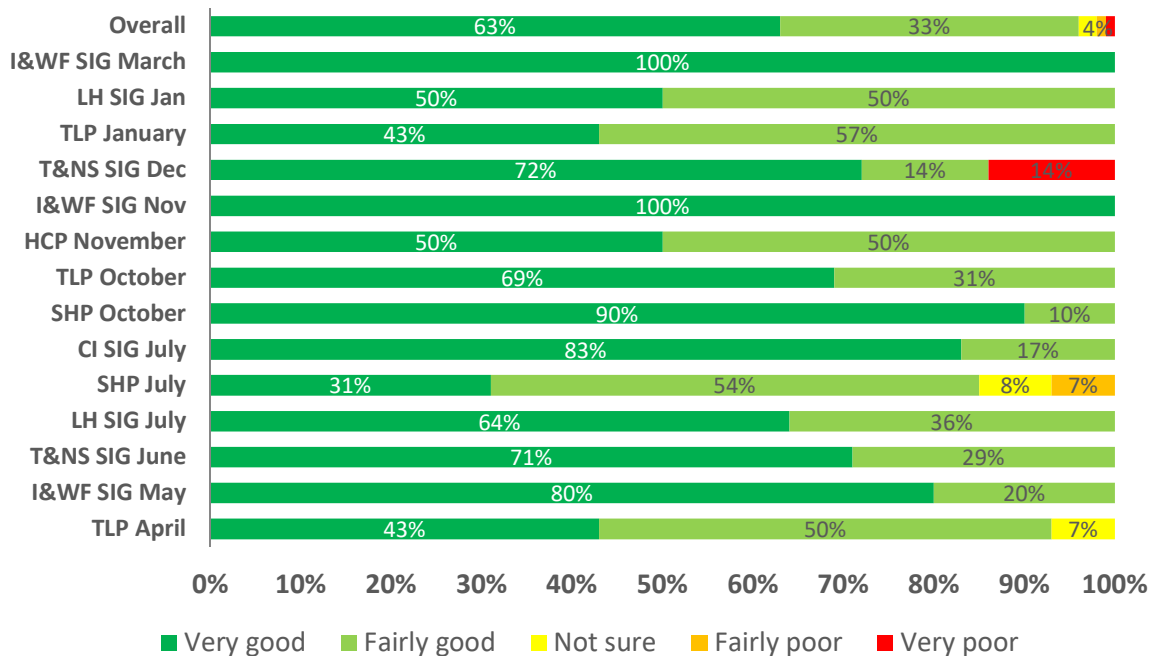
Completion rate 88%

■ Total attendance: 124 ■ Feedback forms completed: 109



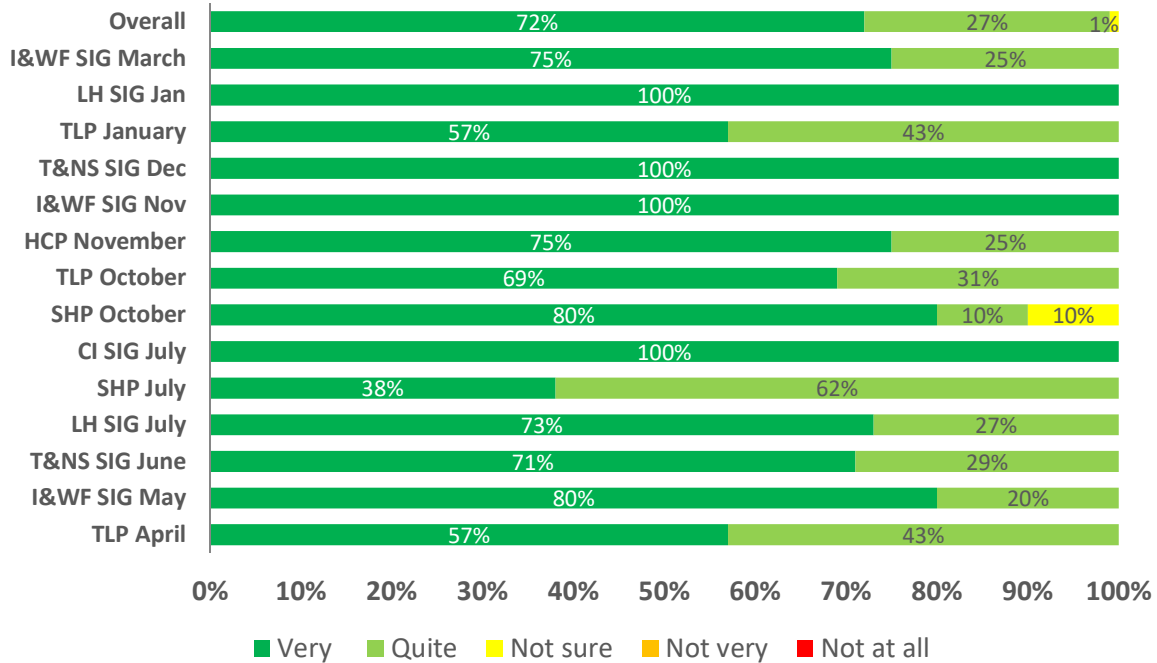
Organisation of event

Overall satisfaction 96%



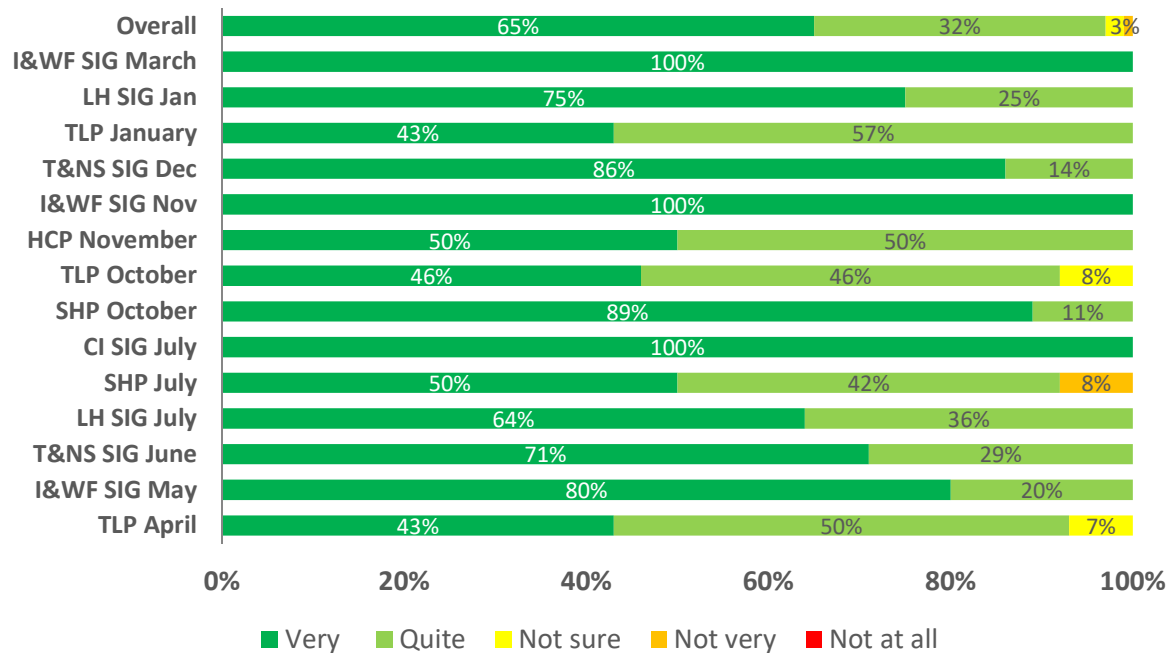
How welcome residents felt

Overall satisfaction 99%



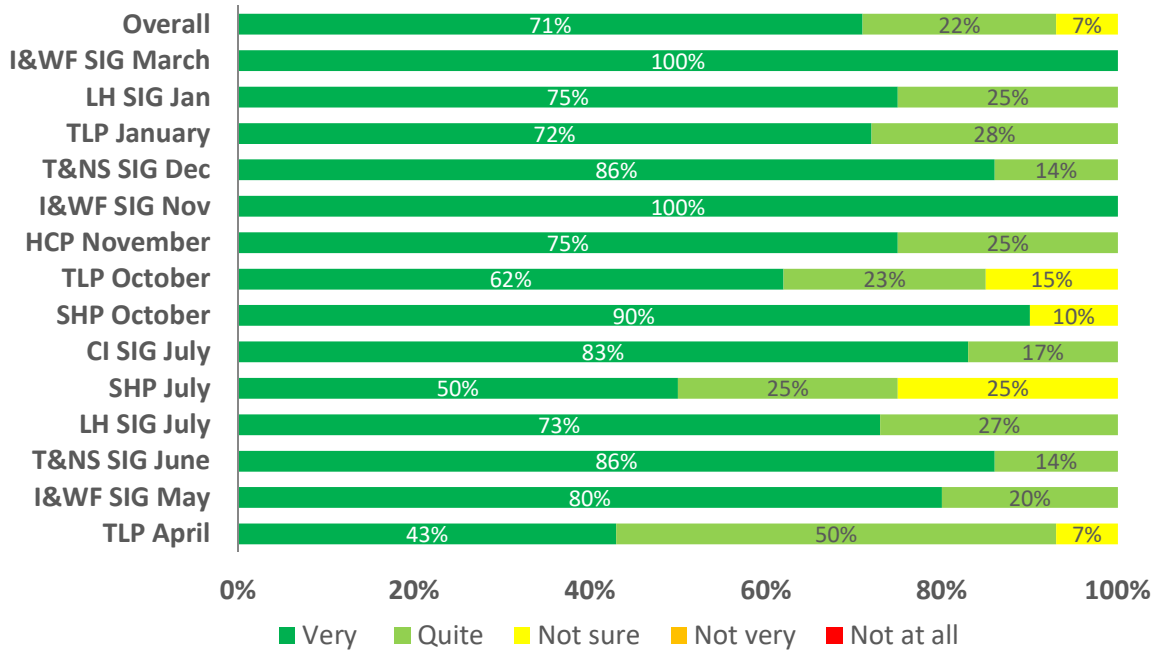
How able to take part residents felt

Overall satisfaction 97%

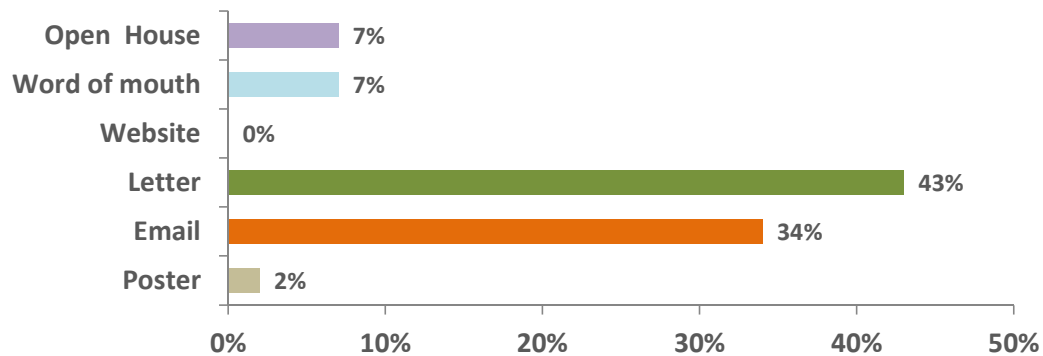


How useful did residents find the event

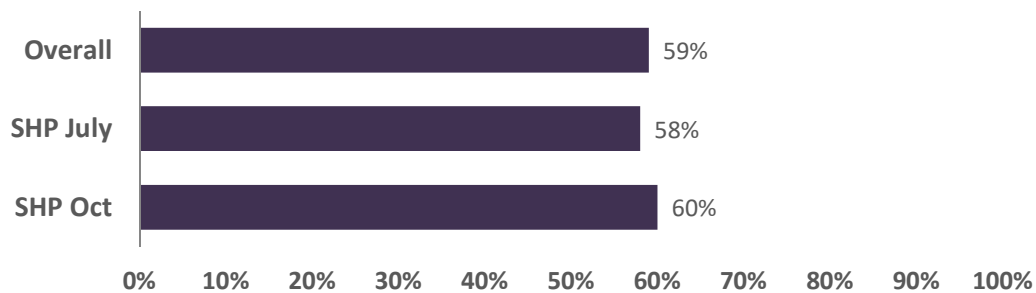
Overall satisfaction 93%



How people heard about events - (open meetings only)



% residents who said that they asked a question at the surgery (where applicable)



Residents' suggestions

TLP April

Some officers' answers were too long

Have speakers. Remind people of correct use of microphones (not close enough)

Allow participants to talk and feed back

I&WF SIG May

Provide refreshments

Lack of refreshments (tea/coffee) was very disappointing, when you worked all day

T&NS SIG June

Important topics for discussion at today's meeting

Please ask representatives from the council depts to attend, i.e. fly tipping manager

Updates/action plan ahead of following meeting

LH SIG July

Thank you. Good to know service improvement latest, as well as fire update

It was a good meeting, thanks.

Comprehensive information on fire safety, useful update on the leaseholder guide

Well attended – encouraging

I was interested to come and observe

I'm keen to be involved in things to do with the council, my area and my flat

Access into the building an issue. Parking charges ridiculous.

SHP July

Less talk, more questions and answers

AOB added to the agenda

Stop people asking questions not relevant to the agenda (out of turn)

Cllrs should not have the right to get involved, they do not live in sheltered housing

CI SIG July

Send agenda out earlier and by post...

...Most agenda items were postponed due to fire response item

Lack of refreshments, other than water. Time could be extended to 2 1/2 hours...

...We do need a continuous update on fire risk etc (but try to limit discussion)...

...Individual questions/enquiries can lead to distraction from other issues

Refreshments not provided, but were at the repairs meeting the following week...

...Consistent message needed so residents know what is happening about this

Put the kettle on!

SHP October

Limit time tenants cover a subject. Some talk too long.

Fed up hearing about issues with bin bags.

TLP October

Audio system had pronounced echo

Microphone system

Useful update on a number of important issues. Good discussion on TLP future.

T&NS SIG December

Everyone shouting out instead of putting their hands up or waiting their turn...

...Leader to take control. More time needed for discussion.

No prior fire alarms

TLP January

Low numbers attend which means we did not do any voting

LH SIG January

Good meeting. Well done.

Discuss policy matters at this meeting and leave personal matters to be discussed privately.

I&WF SIG May

Thank you for the refreshments

Residents' training & conferences

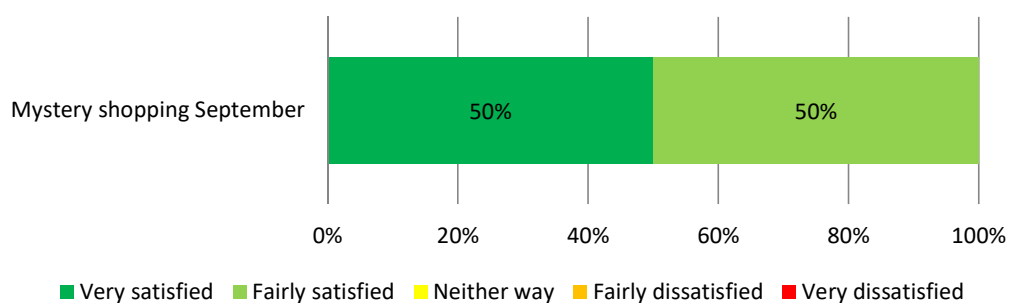
April 17 - March 18

Events and training attended by residents

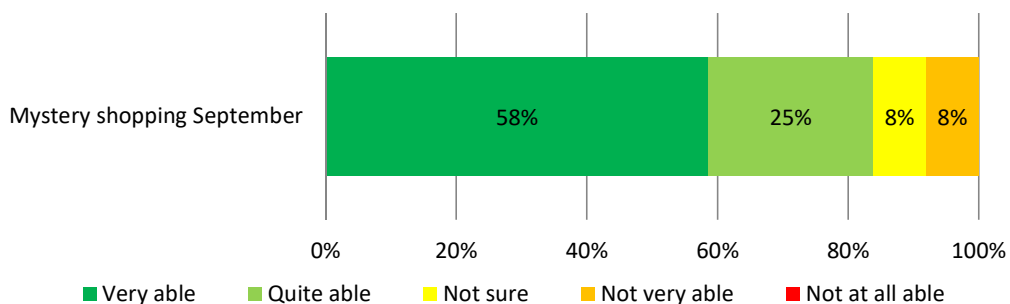
Date	Event	Provider/ Organiser	Number attended
13/09/2017	Mystery shopping training	RI team	13

Feedback from resident involvement training courses

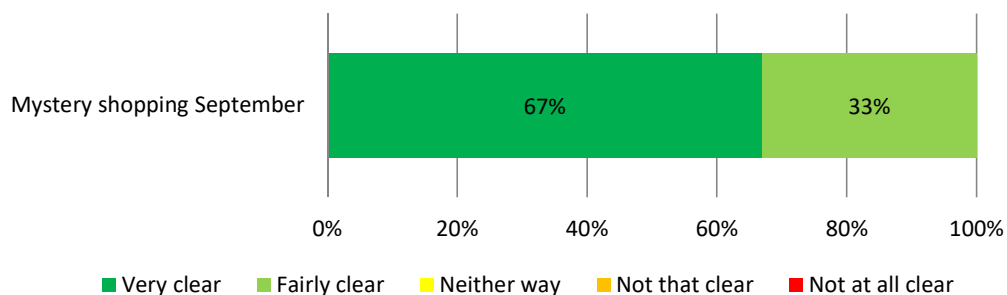
Satisfaction with organisation of training

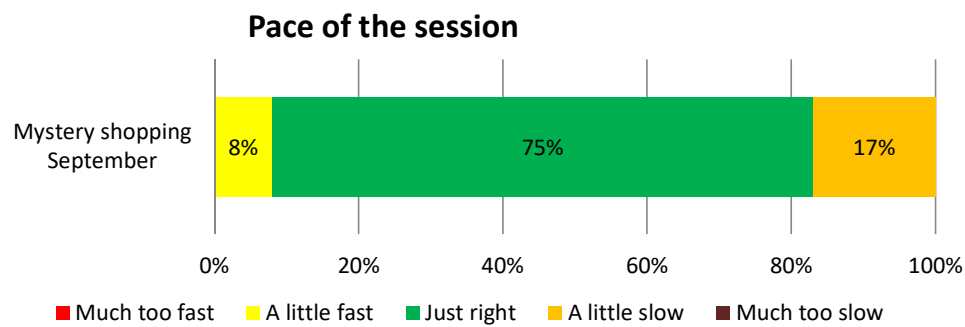
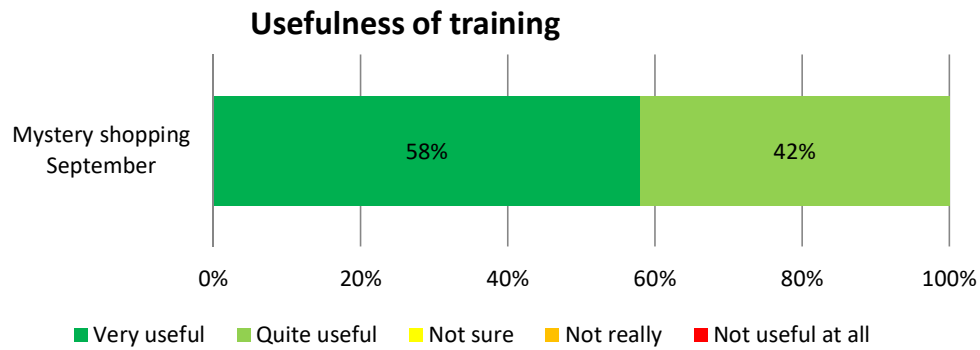


Ability to take part



Clarity of information presented





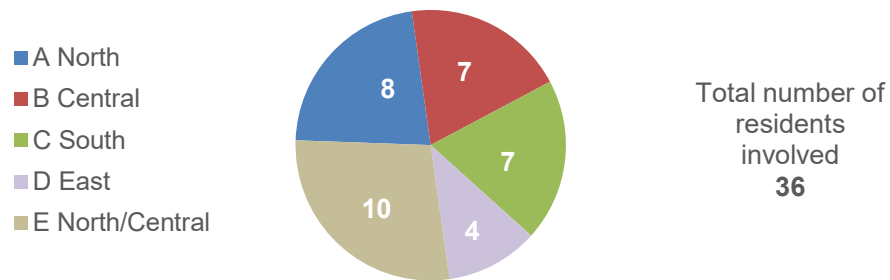
Comments & suggestions

Elaborate a little more on questions that should be asked by anonymous caller/shopper
Use a microphone and Point 16 when making slides
Make text on board bigger. Some imagery might be useful for someone who is dyslexic
Maybe give out a copy of the presentation at the beginning.

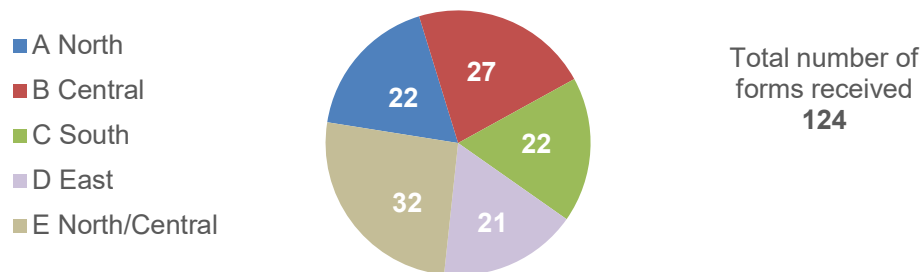
Neighbourhood voice involvement

October 17 - March 18

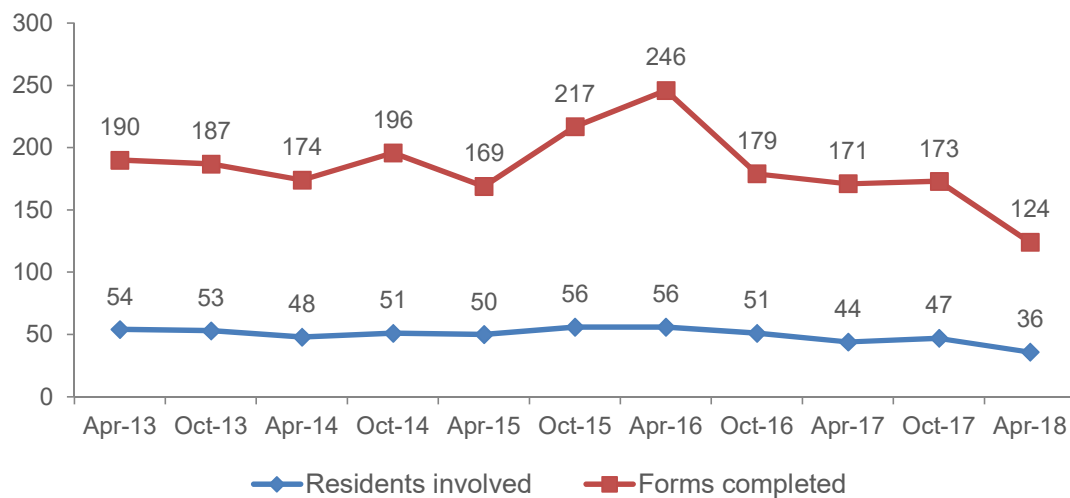
Number of active neighbourhood voices, by area



Number of neighbourhood voice forms completed, by area



Trendline: Number of neighbourhood voice completed forms & involved residents



Forms completed online: 30% (down from 48%)

Residents involved in scrutiny of housing services October - March 18

Housing scrutiny panel

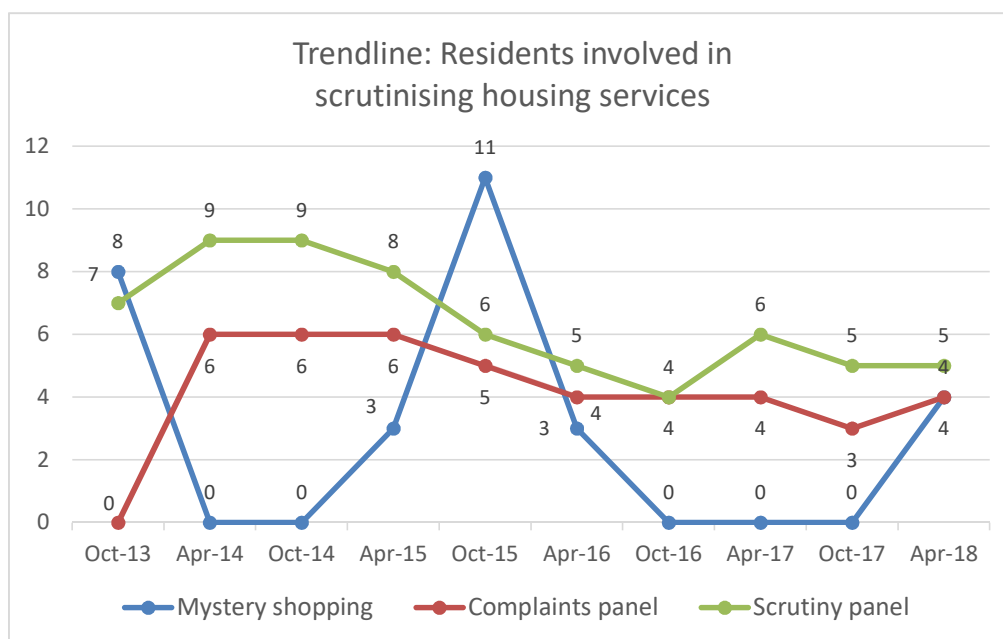
5 **involved residents.**
meet fortnightly and as needed
for scrutiny activities.

Housing complaints panel

4 **involved residents**
meet quarterly and whenever needed
to deal with a complaint referral.

Mystery shopping

4 **residents took part**
in the last six months

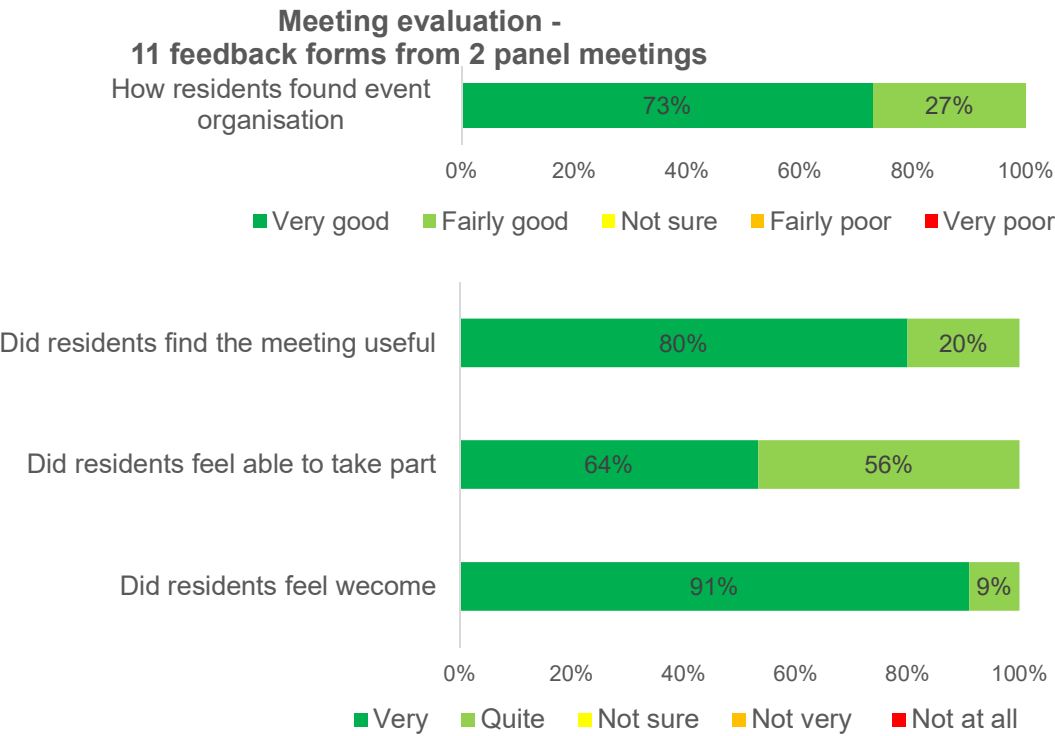


Adult social care

October 17 - March 18

The resident involvement & scrutiny team provide support for adult social care engagement

CASSUP (Croydon adult social services user group)		Attendance
Panel meetings held	2	6 & 3 residents
Working group meetings held	2	3 & 5 residents
Talking about adult social care events	1	49 residents



Minutes for Cassup meetings

