



Resident involvement

Performance report

October 2018

Delivering for Croydon

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Resident Involvement & Scrutiny

Performance Report

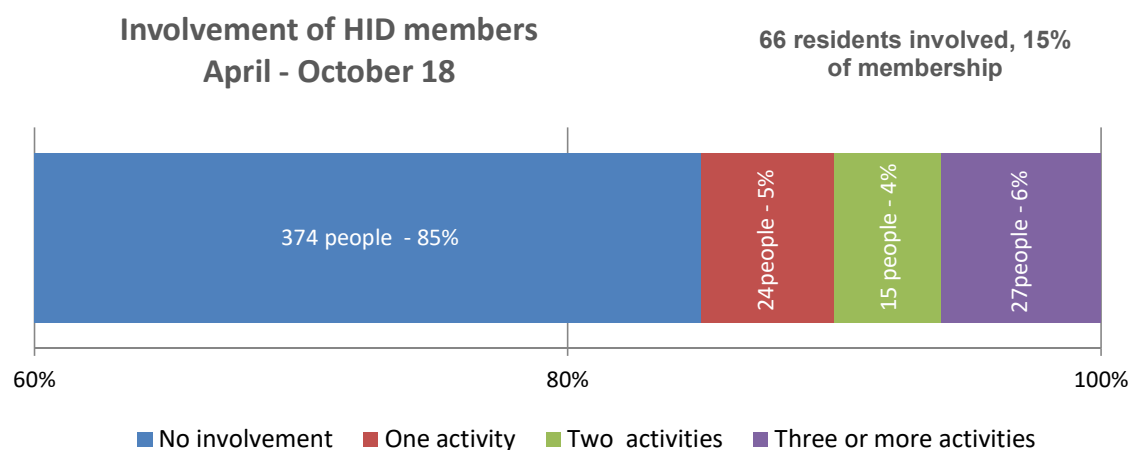
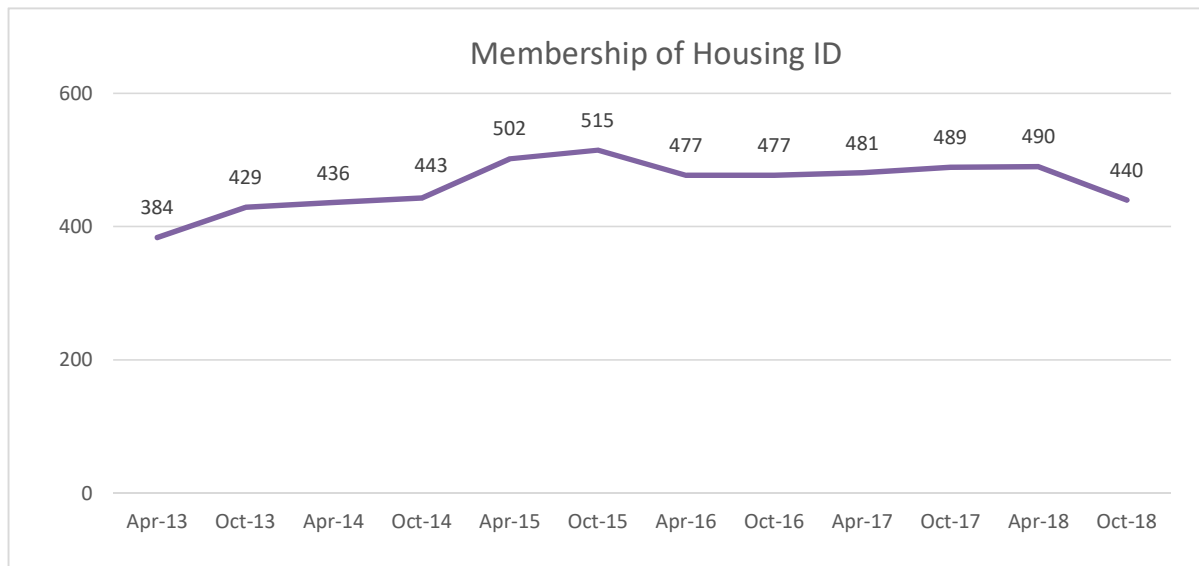
October 18

Contents

Housing ID: membership & involvement	3
Meetings attendance	6
Minutes monitoring	8
Meeting & event evaluation	9
Residents' training & conference information	12
Neighbourhood voice	14
Residents involved in scrutiny	16
Adult social care	17

Housing ID (Housing involvement database)

October 2018 - Total Number Registered: 440



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

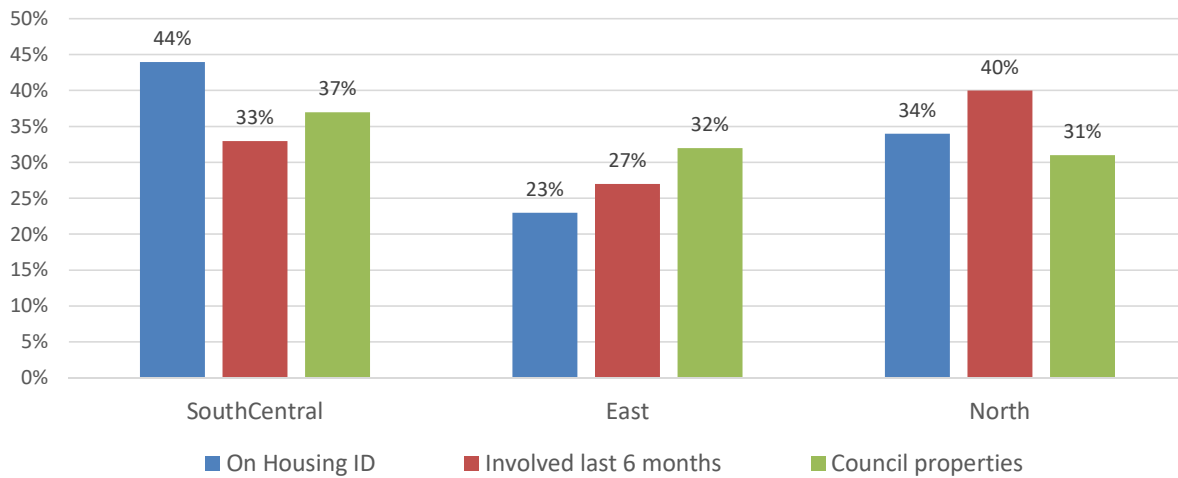
Examples of activities in which Housing ID members have been involved in 2018:

Service improvement groups
Neighbourhood voice
Open house editorial group
Mystery shopping
Complaints panel
Comms refresh

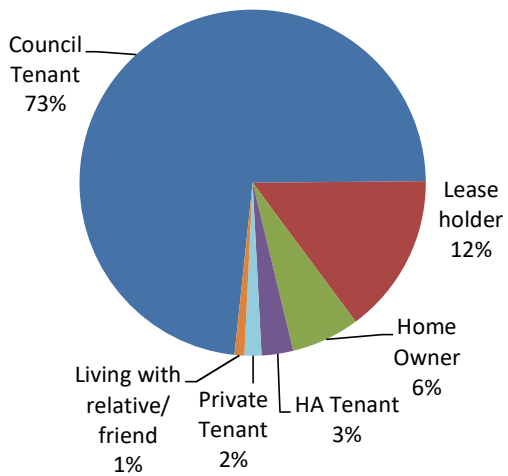
Local area involvement
Resident involvement group
Estate inspections & walkabouts
Repairs working group
Sheltered housing working group
TLP induction/training

Makeup of Housing ID membership

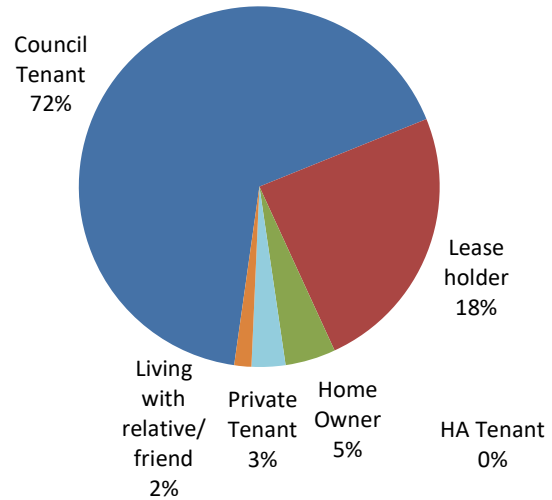
District split



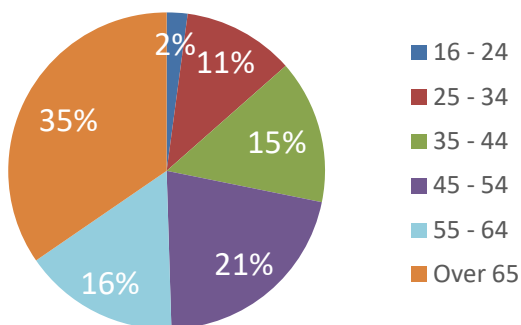
Tenure - registered members



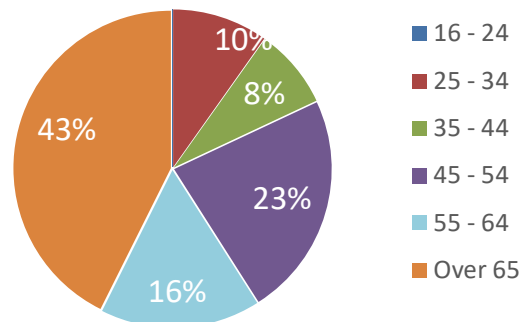
Tenure - involved members



Age - registered members (96% membership)



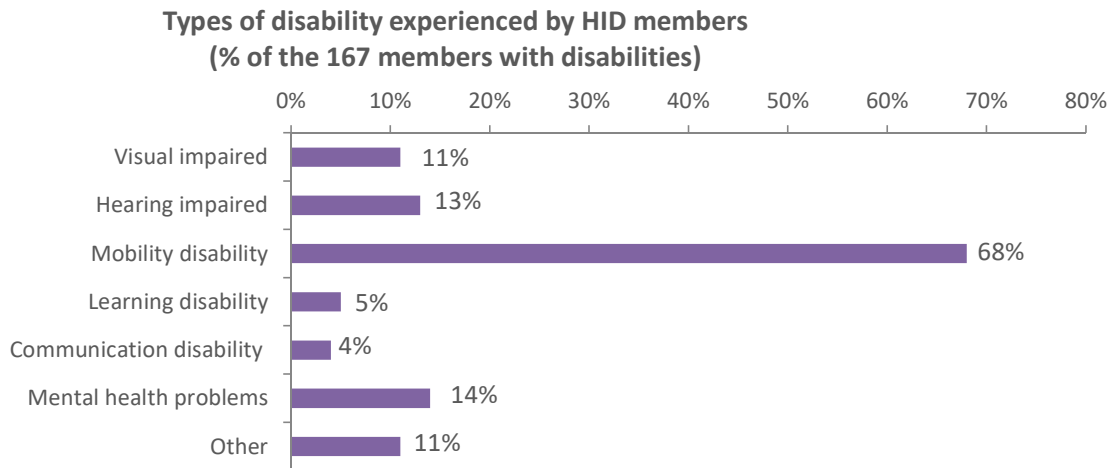
Age - involved members (92%)



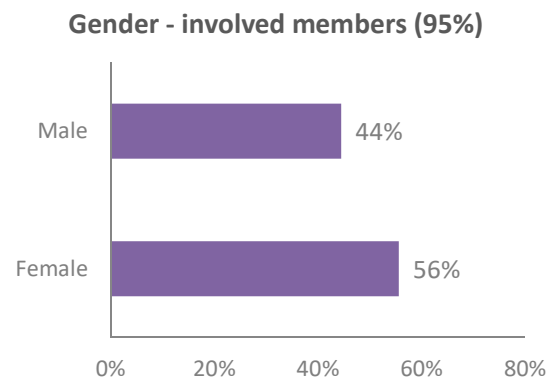
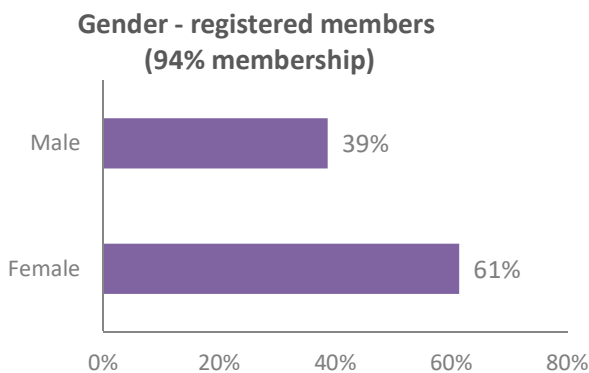
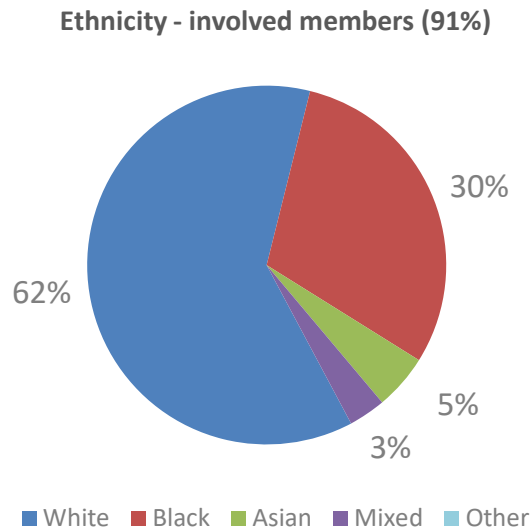
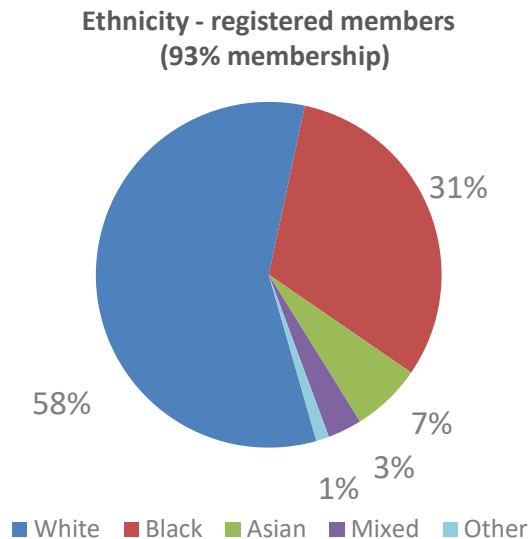
Disability

41% (167) of 404 registered Housing ID members who responded, have indicated that they have a disability. Of those, 43% say they are limited a lot and 57% a little.

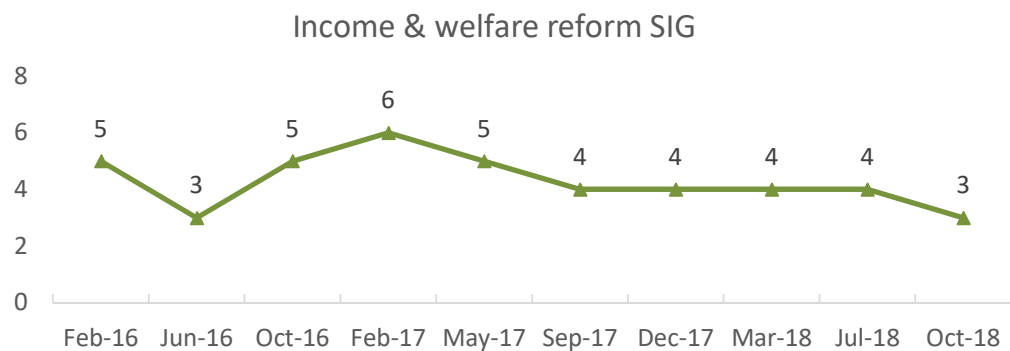
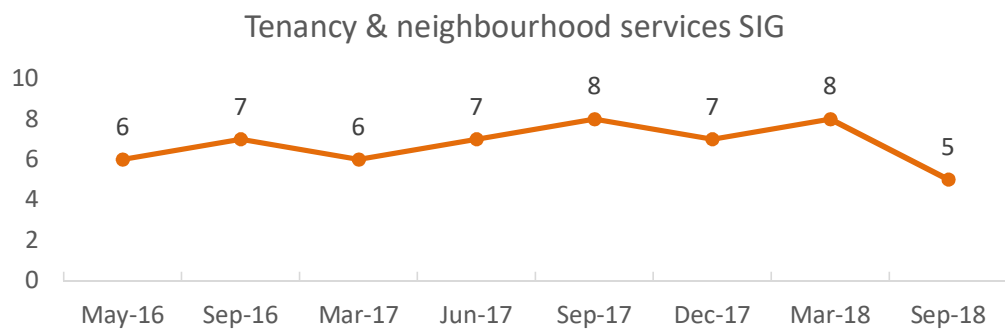
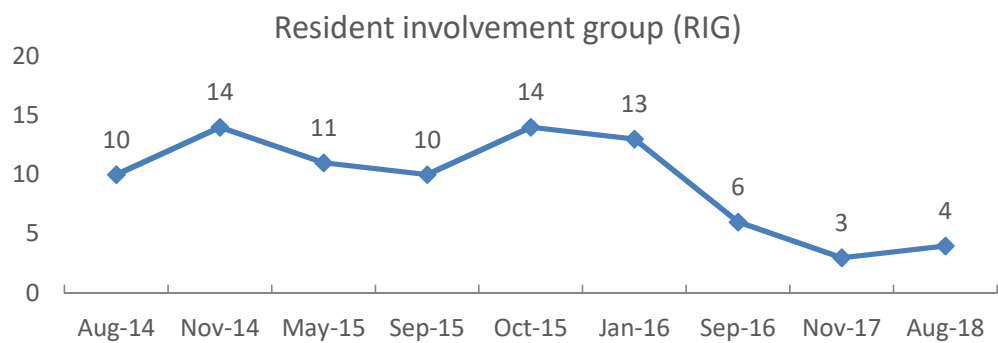
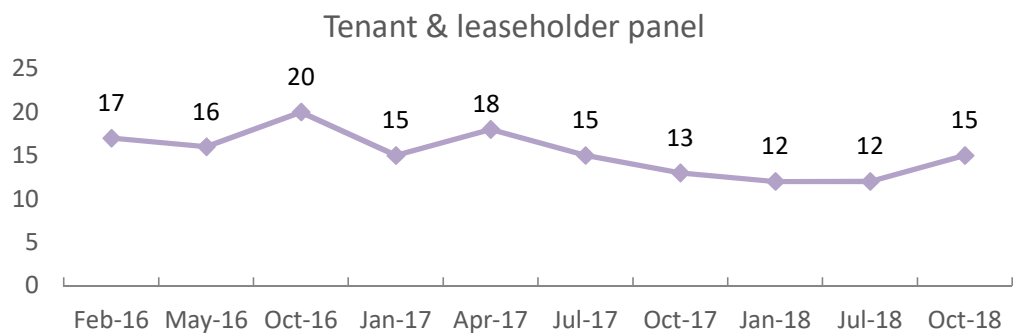
The types of disability reported are broken down as follows:

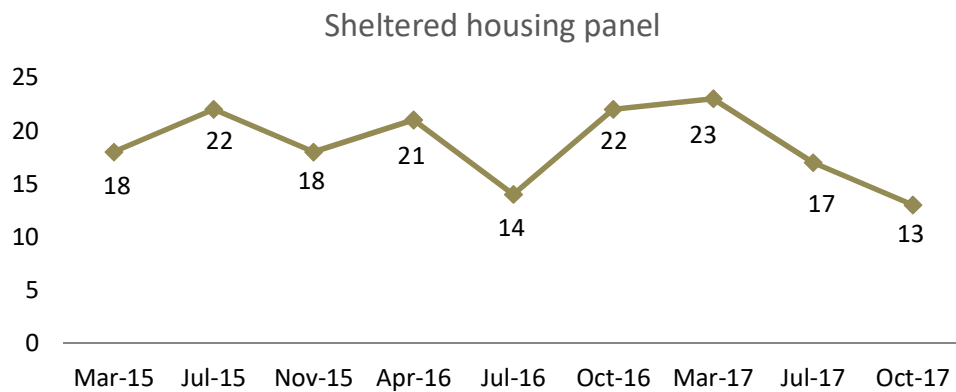
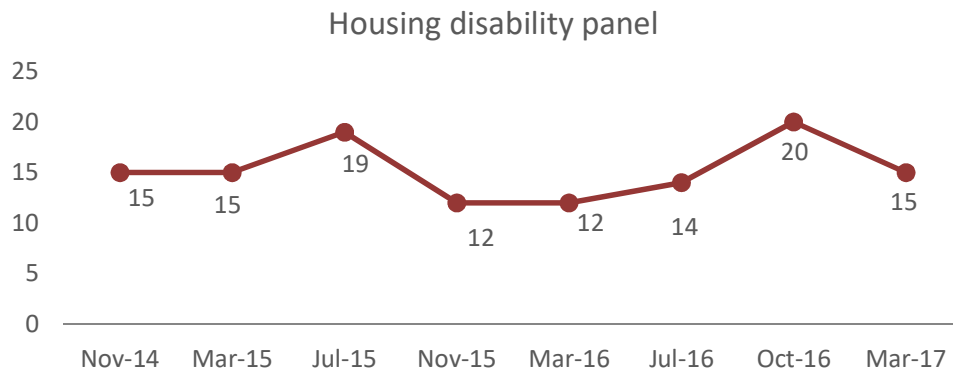
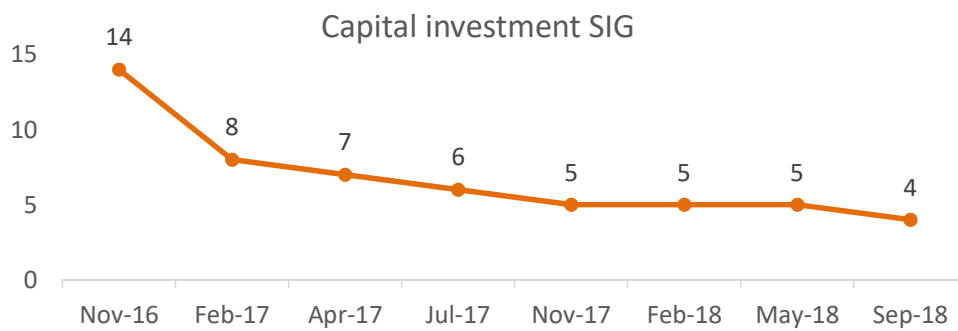
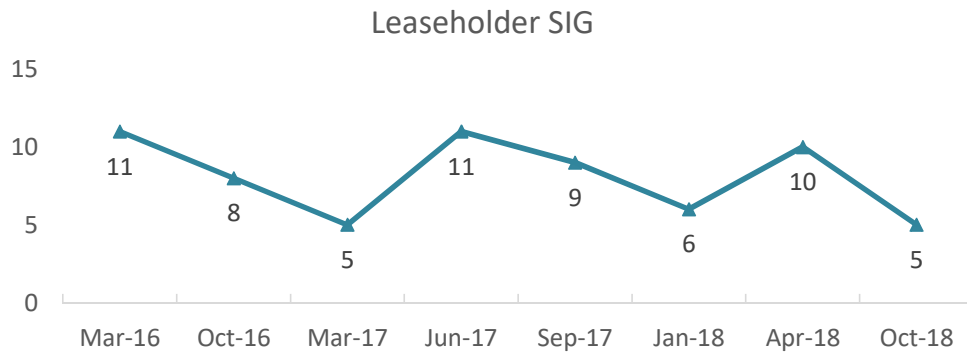


49% (31) of **involved** HID members who responded, have indicated that they have a disability. Of those, 42% say they are limited a lot and 58% a little.



Meeting attendance





Minutes monitoring

April - September 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.*

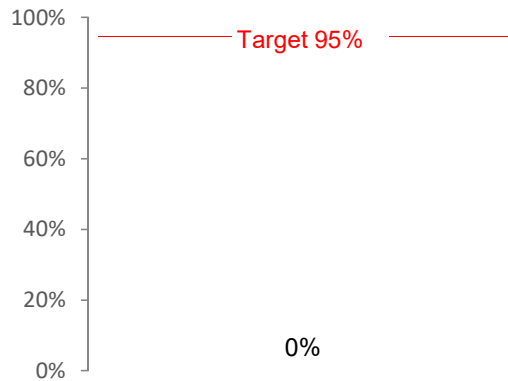
Residents

Average days to send out	33
Number of meetings	7
Number sent out in 10 days	0
% achieved	0%

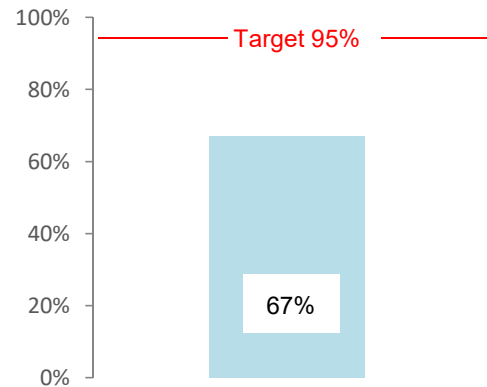
Website

Average days to publish	15
Number of meetings	3
Number to website in 5 days	2
% achieved	67%

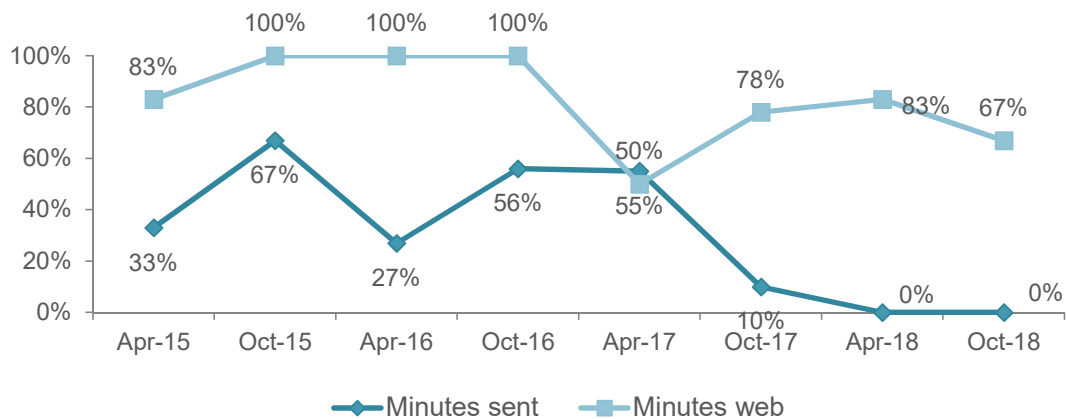
% minutes sent to residents within 10 days of meeting



% minutes published on website within 5 working days



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



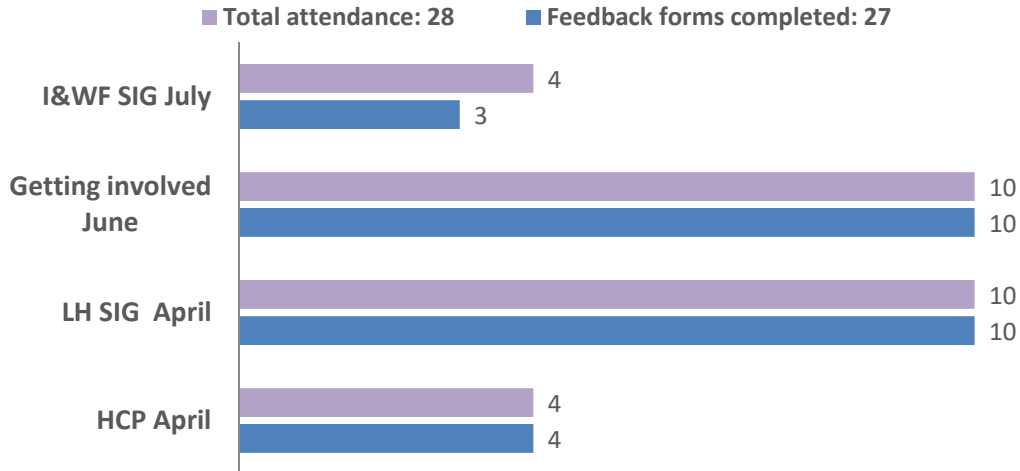
Resident involvement event feedback April - September 18

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
SHP	Sheltered housing panel
TLP	Tenant & leaseholder panel
HCP	Housing complaints panel

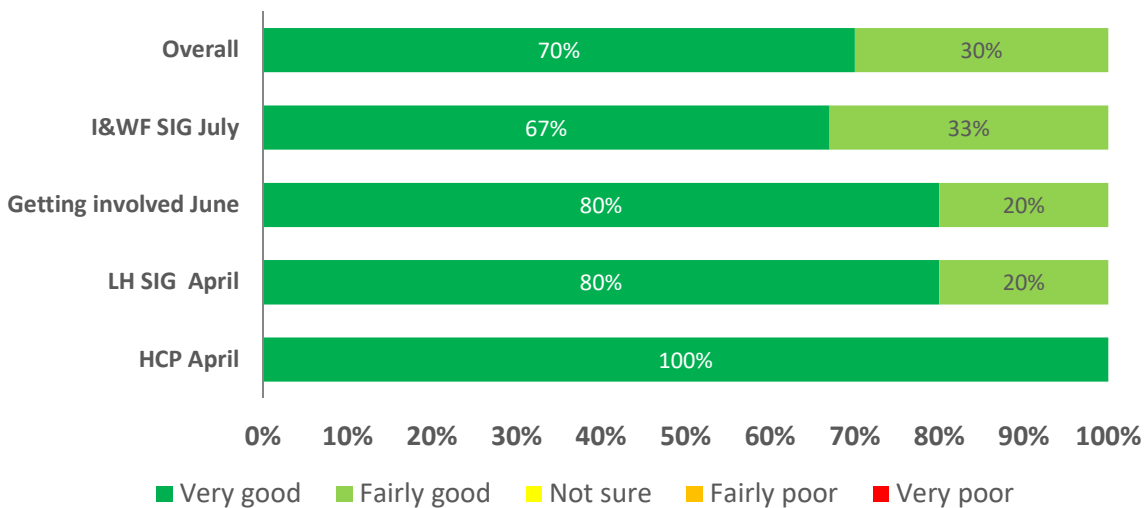
Attendance and feedback forms received

Completion rate 96%



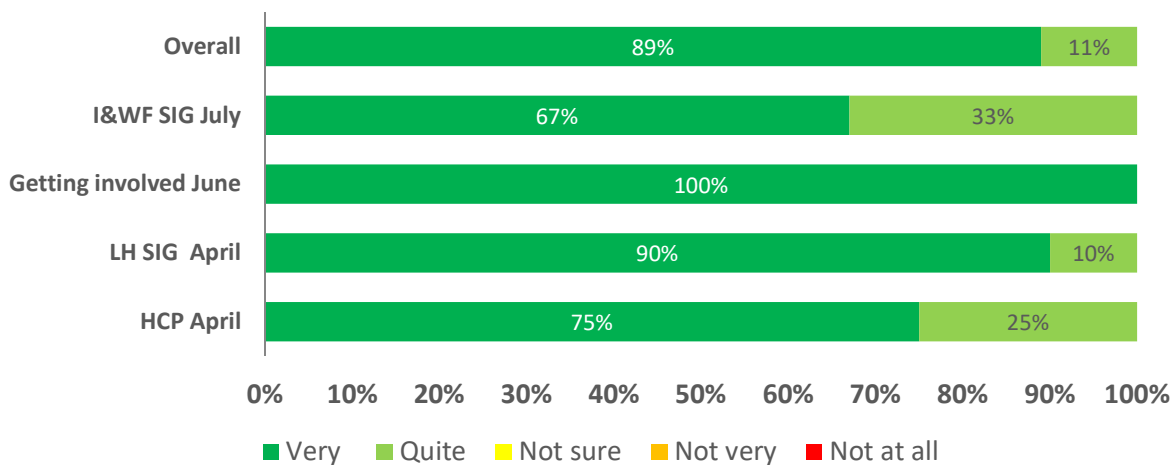
Organisation of event

Overall satisfaction 100%



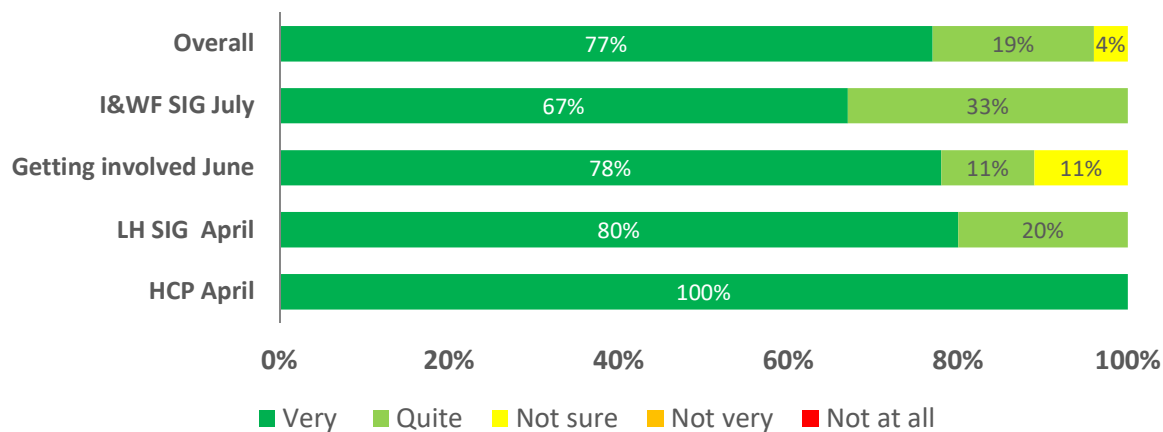
How welcome residents felt

Overall satisfaction 100%

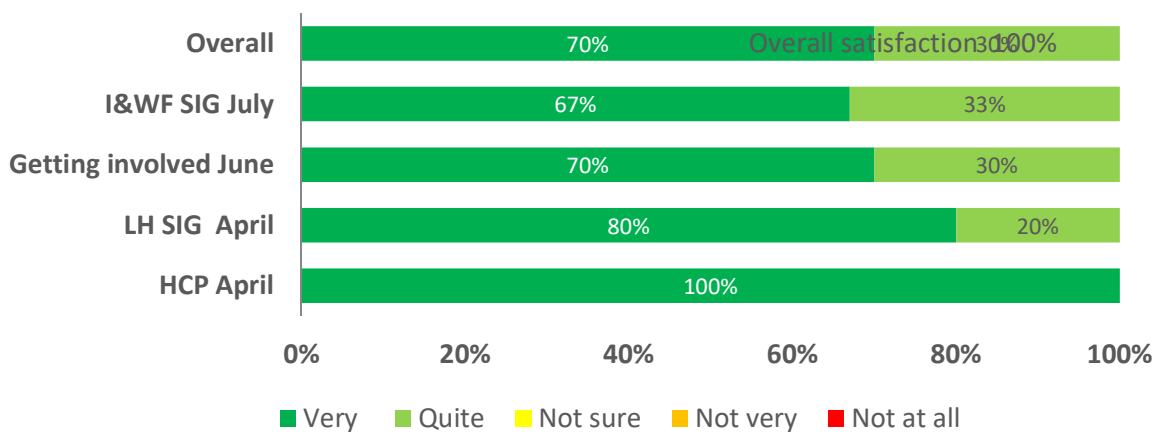


How able to take part residents felt

Overall satisfaction 96%



How useful did residents find the event



Residents' suggestions

Leasehold SIG April

Provide sandwiches as I left straight from work

Advertising it better

Notice or advertising

Useful to hear so many varied views/opinions.

Getting Involved event June

Provide examples of usual services e.g. minutes from TLP

Residents' training & conferences

April - September 18

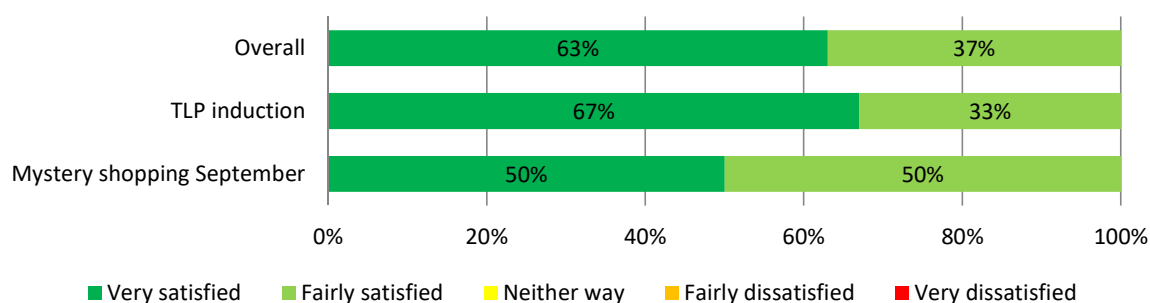
Events and training attended by residents

Date	Event	Provider/ Organiser	Number attended
18/07/2018	Mystery shopping training	RI team	4
12/09/2018	TLP induction	RI team	13

Feedback from resident involvement training courses

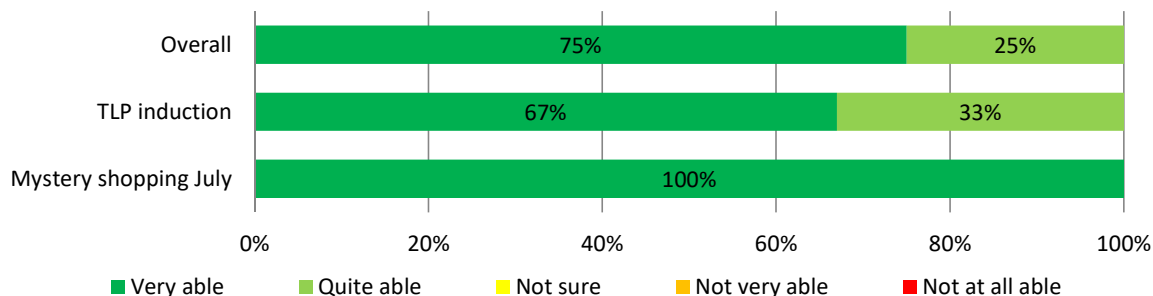
Satisfaction with organisation of training

Overall satisfaction 100%



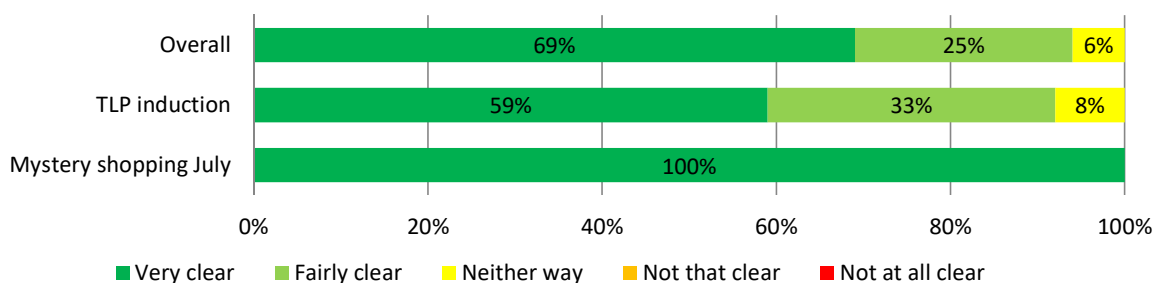
Ability to take part

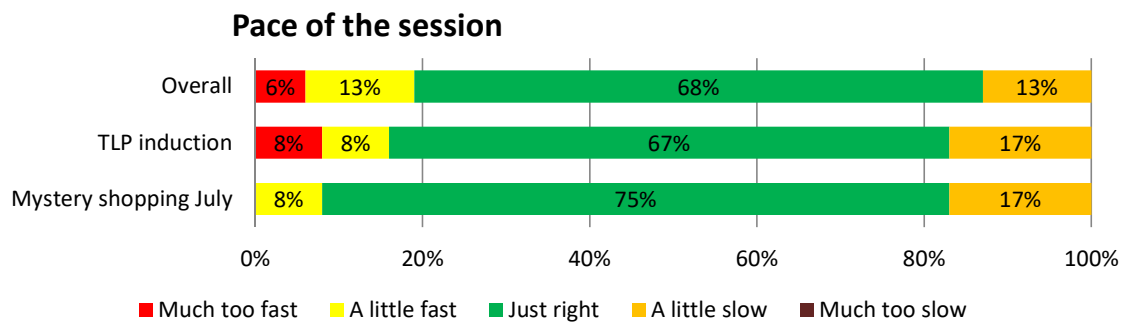
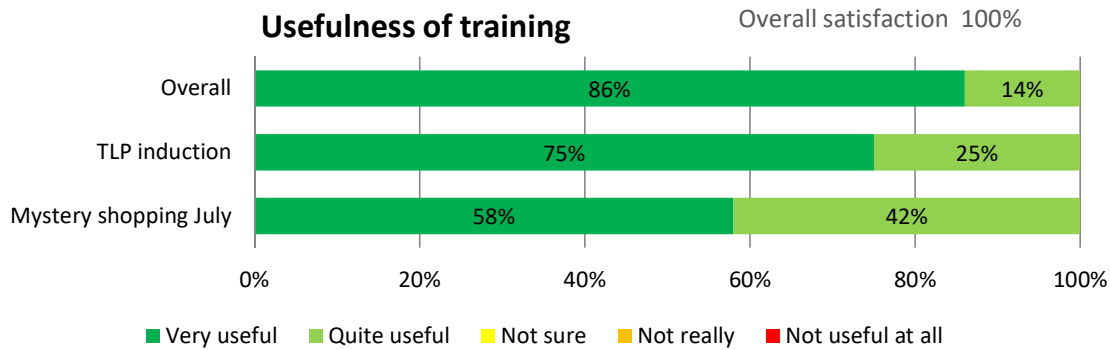
Overall satisfaction 100%



Clarity of information presented

Overall satisfaction 94%





Comments & suggestions

Mystery shopping July

Make sure that the laptops are connected to the projector beforehand, as on this occasion it did not work which delayed the training

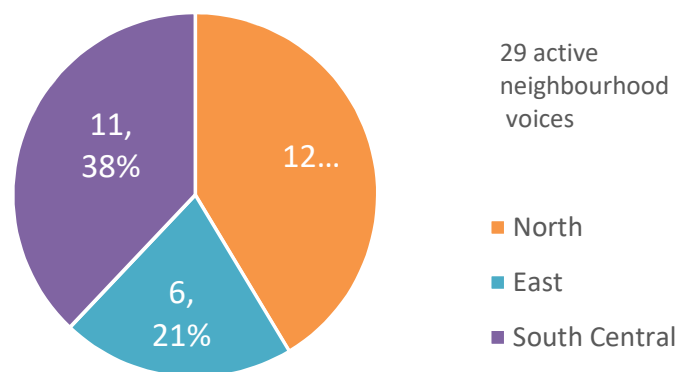
TLP induction September

Could you please give us some print paper so we can understand more what you expecting from us and what we can expect from you

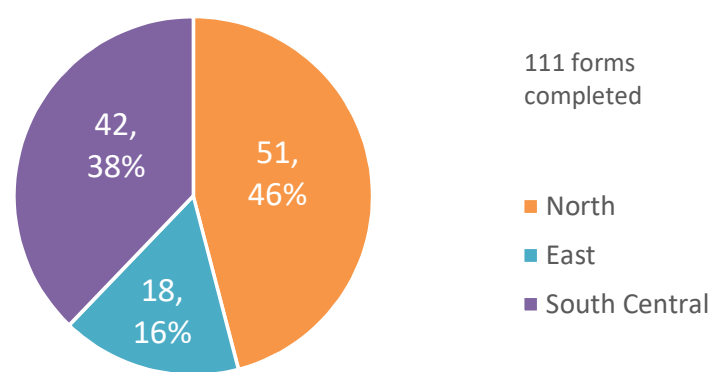
Well done. A lot to digest but very clear. Lots of opportunities to contribute. I still require an answer on wishing to be an associate member at TLP meetings

Have water also. Found the session additionally informative. Look forward to attending the panel
Very well explained

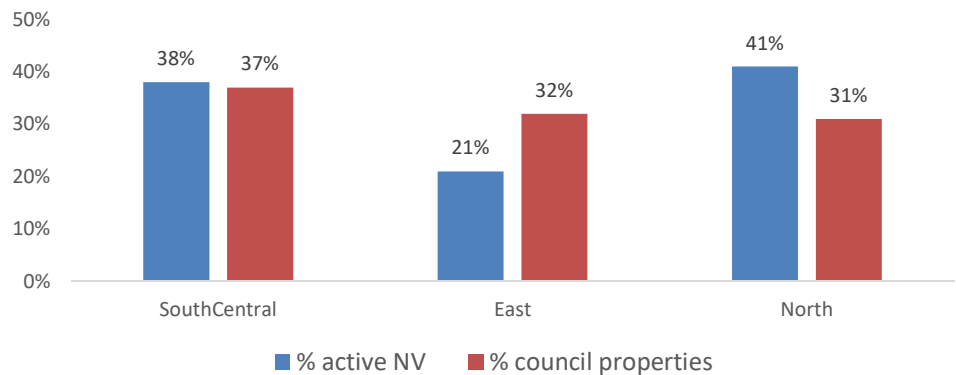
Number of involved residents, by area



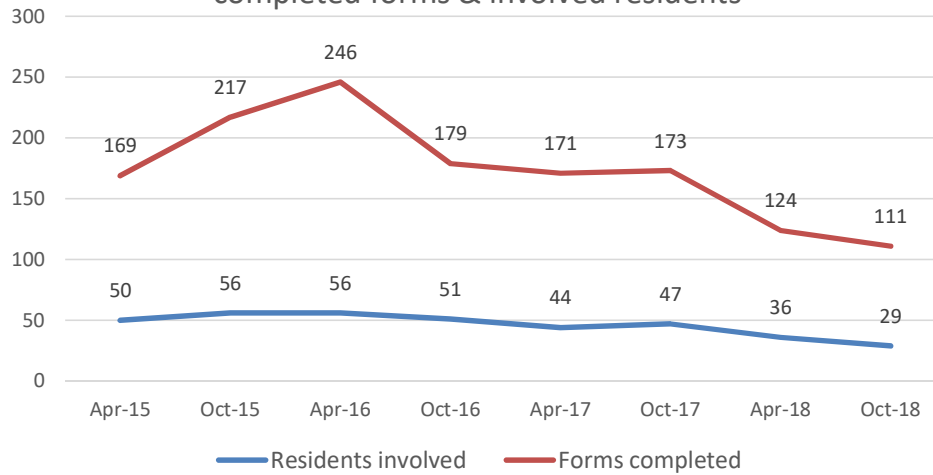
Number of neighbourhood voice forms completed, by area



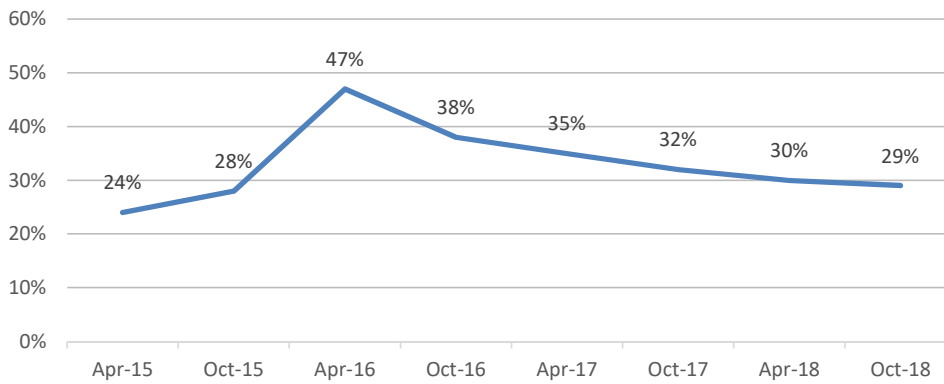
Active neighbourhood voices by area compared with number of council properties



Trendline: Number of neighbourhood voice completed forms & involved residents



Trendline: % neighbourhood voice forms completed online



Residents involved in scrutiny of housing services

April - September 18

Housing scrutiny panel

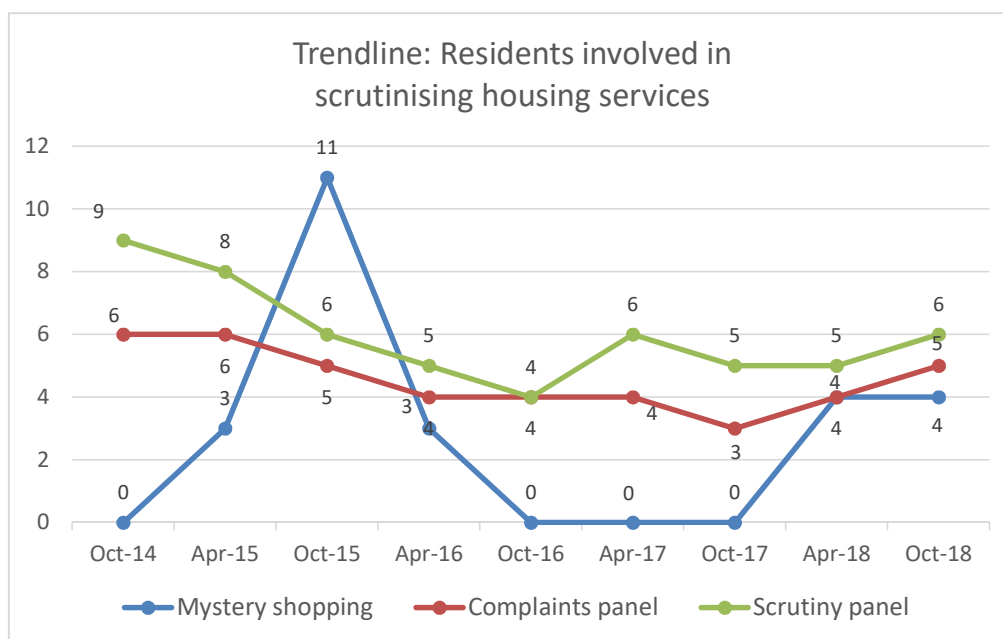
6 **involved residents.**
meet fortnightly and as needed
for scrutiny activities.

Housing complaints panel

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

Mystery shopping

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



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

CASSUP (Croydon adult social services user group)		Attendance
Panel meetings held	2	2 & 4 residents
Working group meetings held	2	3 & 2 residents
Talking about adult social care events	1	19 residents

Minutes for Cassup meetings

Number of meetings	4
Average days to send out	9
Number sent out in 10 days	2
% achieved	75%

