Examples of activities in which HSB Members have been involved in 2008/09:

- Satisfaction survey
- Open House survey
- Mystery shopping
- Neighbourhood voice
- N. voice working group
- M. shopping working group
- Stock investment working group
- Environmental improvement panel
- Estate inspections
- Resident involvement group
- Gearing up for the future conference
- Training
- Testing e-forms
- ASB workshop
- Panels: Performance monitoring, Housing disability, Leaseholder, Housing minority ethnic, Community housing, Sheltered housing
We are in the process of collecting more detailed equalities information, the following charts indicate how many members we have obtained this information from, so far.
Involvement of HSB members in year 08/09

- 42%  No involvement
- 35%  One activity
- 23%  Two or more activities
Community Housing Panel Attendance

### Overall CHP Attendance

<table>
<thead>
<tr>
<th></th>
<th>Average 04/05</th>
<th>Average 05/06</th>
<th>Spring 06</th>
<th>Autumn 06</th>
<th>Winter 06</th>
<th>Spring 07</th>
<th>Autumn 07</th>
<th>Winter 07</th>
<th>Spring 07</th>
<th>Autumn 07</th>
<th>Winter 07</th>
<th>Spring 08</th>
<th>Autumn 08</th>
<th>Winter 08</th>
<th>Spring 08</th>
<th>Autumn 08</th>
<th>Winter 08</th>
<th>Winter 09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel members</td>
<td>93</td>
<td>83</td>
<td>103</td>
<td>61</td>
<td>59</td>
<td>81</td>
<td>62</td>
<td>50</td>
<td>81</td>
<td>42</td>
<td>95</td>
<td>101</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total attendance</td>
<td>124</td>
<td>120</td>
<td>110</td>
<td>102</td>
<td>110</td>
<td>110</td>
<td>100</td>
<td>95</td>
<td>88</td>
<td>102</td>
<td>110</td>
<td>110</td>
<td>88</td>
<td>90</td>
<td>110</td>
<td>100</td>
<td>60</td>
<td></td>
</tr>
</tbody>
</table>

### Individual CHP Membership April 09 (Overall Total = 81)

<table>
<thead>
<tr>
<th>Neighbourhood</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add/Ash/Wood</td>
<td>9</td>
</tr>
<tr>
<td>BG/Waddon/Fair</td>
<td>12</td>
</tr>
<tr>
<td>Coulsdon E/W</td>
<td>5</td>
</tr>
<tr>
<td>CSS&amp;B</td>
<td>0</td>
</tr>
<tr>
<td>Heath/Shirley</td>
<td>15</td>
</tr>
<tr>
<td>New Add/Fway</td>
<td>16</td>
</tr>
<tr>
<td>Norbury/Upper N</td>
<td>10</td>
</tr>
<tr>
<td>Purley/Kenley</td>
<td>0</td>
</tr>
<tr>
<td>Selhurst/South N</td>
<td>9</td>
</tr>
<tr>
<td>Theath/WT/BM</td>
<td>5</td>
</tr>
</tbody>
</table>
Residents' views of Resident Participation in Croydon
(Satisfaction Survey, Feb 09 - 366 members of HSB surveyed)

% Satisfaction levels of residents with their opportunities for involvement

- Very satisfied: 67%
- Fairly satisfied: 49%
- Neither/No opinion: 26%
- Fairly dissatisfied: 5%
- Very dissatisfied: 2%

Trendline - % Resident Satisfaction with Opportunities for Participation

- Apr-01: 60%
- May-02: 66%
- Apr-04: 66%
- Jun-05: 74%
- Apr-06: 70%
- May-07: 61%
- Feb-08: 54%
- Feb-09: 67%

How satisfied are residents that the Council takes their views into account?

- Very/fairly satisfied: 53%
- Fairly satisfied: 39%
- Neither/No opinion: 14%
- Fairly dissatisfied: 12%
- Very dissatisfied: 8%
* Question adapted in 2009 - previously ‘How much do residents feel the Council takes their views into account when decision making? - a lot, a little, not at all, don’t know’.

Awareness of involvement options (white box indicates any change from last year)

- Resident associations/forums: 70% [-1%]
- Community housing panels: 71% [+9%]
- Neighbourhood partnerships: 54% [+10%]
- Disability panel - disabled residents: 47% [+2%]
- Leasehold panel - leaseholders: 83% [-2%]
- Sheltered panel - shelt. residents: 85% [+8%]
- Housing minority ethnic panel - BME residents: 55% [+4%]
- Neighbourhood voice: 34% (new)
- Mystery shopping: 52% (new)
Meetings Evaluation Questionnaire Results
Trendlines for key questions from the questionnaire. Completed by residents at all RP panel meetings and analysed 3x a year.

Meetings Effectiveness Questionnaire
Jan - March 2009

- **Are you satisfied with the progress of the action plan?**
  - % who answered yes.
  - Dec-06: 75%  
  - Mar-07: 78%  
  - Jul-07: 86%  
  - Dec-07: 78%  
  - Mar-08: 80%  
  - Jul-08: 73%  
  - Dec-08: 68%  
  - Mar-09: 68%

- **Overall, did you find the meeting useful?**
  - % who answered yes.
  - Dec-06: 93%  
  - Mar-07: 97%  
  - Jul-07: 91%  
  - Dec-07: 90%  
  - Mar-08: 91%  
  - Jul-08: 93%  
  - Dec-08: 84%  
  - Mar-09: 90%

- **Meetings Effectiveness Questionnaire Jan - March 2009**
  - **Was the meeting useful?**
    - 90% (Yes)
    - 3% (Partly)
    - 0% (Don't Know)
    - 0% (No)
  - **Did people listen to what others had to say?**
    - 86% (Yes)
    - 12% (Partly)
    - 0% (Don't Know)
    - 2% (No)
  - **Did the right people attend the meeting?**
    - 65% (Yes)
    - 23% (Partly)
    - 0% (Don't Know)
    - 12% (No)
  - **Was the progress of the action plan satisfactory?**
    - 68% (Yes)
    - 18% (Partly)
    - 0% (Don't Know)
    - 14% (No)
  - **Do you think the meeting was well run?**
    - 87% (Yes)
    - 12% (Partly)
    - 0% (Don't Know)
    - 1% (No)