

**REPORT FOR: TENANTS',
LEASEHOLDERS' AND
RESIDENTS'
CONSULTATIVE FORUM**

Date of Meeting: 11 January 2012

Subject: **INFORMATION REPORT -
Feedback from other Council
led Resident Involvement
Activities**

Responsible Officer: Lynne Pennington, Divisional
Director of Housing Services

Exempt: No

Enclosures: None

Section 1 – Summary

This report provides feedback to TLRCF on a wide range of Council led service specific and service wide resident involvement activities.

FOR INFORMATION

Section 2 – Report

Introduction

- 2.1 This report provides an update on the various officer led resident involvement activities that are taking place across Housing.
- 2.2 Unfortunately because of the short time scale between the last TLRCF meeting in November and the deadline for submission of reports for the January meeting it has not been possible to include either details of the outcomes of resident involvement or an update on progress with local offers in this report. However both will be included in the February TLRCF report.

Asset Management

- 2.3 The Asset Management Improvement Group (AMIG) had come to the end of its natural life following the decision to procure the repairs service in a different way. The Head of Asset Management, members of the AMIG and a range of tenants met on the 24th November to consider how the tenants and leaseholders can be more effectively involved in the future management and monitoring of the repairs and maintenance service.
- 2.4 The half day session was well attended and a number of options were considered which will be worked up into deliverable ways of giving meaningful engagement with outputs that can be measured. These outputs will be collated and reported to future TLRCF meetings.

Estates Services Steering Group

- 2.5 A meeting off the group was held on 1st December. On the agenda were updates on the parking and garage strategies. The group also discussed the early proposals for a review of caretaking services and looked at the draft photographic book that will be used to grade the condition of an estate and determine the level of input needed from the caretakers to bring it up to the required standard.
- 2.6 The ongoing project to improve the customer perception of the grounds maintenance service was also discussed as was the recent visit by members of the group to the depot to look at the technology used to monitor the service.

Housing Editorial Board

- 2.7 The December meeting of the Editorial Board was cancelled as there were no items to review.

Value for Money Group

2.8 The Value for Money sub group continue to meet on a monthly basis and have been examining how service charges are calculated across the borough. The group met on 6th December where they examined the latest benchmarking reports from Housemark, an organisation that enables us to compare our performance in a number of areas with other social landlords in London. This information facilitates the development of service relevant performance measures and targets.

Developing Tenant Scrutiny

2.9 Staff, the portfolio holder for housing and a tenant representative have attended an event that focused on resident scrutiny and how this can work effectively. Feedback from the event will be provided to HFTRA by the tenant representative.

HFTRA Challenge and Scrutiny Panel

- 2.10 This quarterly meeting was due to be held on the 7th December and at the time of writing this report the meeting had not taken place.
- 2.11 The meeting is part of the Housing Department's commitment to engage HFTRA members in the development and delivery of the Department's service Plan. The Challenge Panel were involved in agreeing the priorities for HAP 2 and some of the targets were changed as a consequence of input from the group following the 'You said we did' approach.
- 2.12 The format for the meeting follows the same procedure that the Housing Department uses to inform corporate colleagues of progress through the Council's Improvement Board process. The progress and issues reports go through Improvement Board and then onto this Challenge Panel for further scrutiny and challenge.
- 2.13 The Director and the HAP coordinator attend for the full session and other members of the management team attend in turn to report progress within their respective divisions. A verbal update, following the meeting will be provided at TLRCF.

Proposed new activity

- 2.14. Members of TLRCF may recall receiving a presentation previously on the results of the satisfaction surveys undertaken last year. Whilst satisfaction had improved in all areas, there was some concern that satisfaction was lower with two specific groups- leaseholders and tenants aged between 18 and 35.
- 2.15 As the next satisfaction survey is not due to take place until autumn 2012 it is proposed to hold some focus groups with these groups of customers to find out more about the reasons they are less satisfied. More work is to be done on this but it is anticipated that these focus groups will take place in February and March 2012.

Section 3 - Financial Implications

3.1 This information report has no specific financial implications. Any service improvement issues that arise as a result of residents ideas and suggestions will be considered within the relevant service area budget.

Section 4 - Corporate Priorities

4.1 The proposals in this report incorporate the corporate priority:
United and involved communities: a Council that listens and leads

Section 5 - Equalities Implications

There are no equalities implications associated with this report

Section 6 – Corporate Priorities

All of the above contribute to the corporate priorities, in particular united and involved communities: a Council that listens and leads.

Name: Roger Hampson	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 9 December 2011		

Section 6 - Contact Details and Background Papers

Contact:

Maggie Challoner
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Background Papers: None