



Report of: Service Director Housing Needs and Strategy

Meeting of	Date	Agenda Item	Ward(s)
Housing Scrutiny Committee	8 June 2015	B5	All

Delete as appropriate		Non-exempt
-----------------------	--	-------------------

SUBJECT: Resident-led Scrutiny: Service Review Group Programme for 2015/16

1. Synopsis

- 1.1 This report provides the Housing Scrutiny Committee with an update on the development of the Service Review Group and its work plan for 2015/16.

2. Recommendations

- 2.1 That the Housing Scrutiny Committee approves the proposed work plan for the Service Review Group for 2015/16 and takes this into consideration when deciding on the Housing Scrutiny Committee work plan for the same period.

3. Background

- 3.1 Following a review of the Taskforce Service Review Panel the council has established new arrangements for resident scrutiny of housing services through the Service Review Group.
- 3.2 An advert to invite residents to join the Service Review Group was placed on estate digital noticeboards and in the winter "Your Home" publication. Drop in sessions were held in January for residents to find out more about the group. Those interested were then invited to fill out a short application form and asked to attend a short discussion group to ensure that they had full information about how the group would be facilitated, the terms of reference and code of conduct.
- 3.3 The purpose of the Service Review Group is to deliver resident-led reviews of housing services. Residents choose the areas of service that they want to scrutinise. Meetings are chaired by the Resident Engagement Team and who also support residents in their service reviews, for example officers will collate information and gather feedback to report back to the group. The Service Review Group forms a key part of how the council discharges its duties under the co-regulation agenda set by the HCA as social housing regulator. Officers will encourage the group

to agree a manageable number of recommendations which will be reported to the relevant Service Director to develop an action plan. The scrutiny report and the action plan will be presented to the Housing Scrutiny Committee by one of the Service Review Group members. Further detail about operation of the Service Review Group is attached at Appendix A.

- 3.4 The group has agreed the scrutiny reviews that it will prioritise this financial year. The first review (April to September) will be **how the housing service learns from complaints**; the second review will be the **communications around new build housing** (from October to March). The draft detailed work plan for the review of complaints is attached at Appendix B.

4. Implications

4.1 Financial Implications

4.1.1 None.

4.2 Legal Implications

4.2.1 None.

4.3 Equalities Impact Assessment

4.3.1 An equalities assessment is not relevant in this instance.

4.4 Environmental Implications

4.4.1 None.

5. Conclusion and reasons for recommendations

- 5.1 The report is submitted to ensure members are fully aware of the work of the Service Review Group.

Background Papers: None.

Appendices: Appendix A – Further detail on Service Review Group
Appendix B – Draft detailed work plan for Service Review Group review of complaints

Final Report Clearance:

Signed by

.....
Service Director Housing Needs and Strategy

.....
Date

Received by

.....
Head of Democratic Services

.....
Date

Report author: Jacqueline Robinson
Tel: 020 7527 2903
E-mail: jacqueline.robinson@islington.gov.uk

Further detail on Service Review Group**Purpose and details of the Group**

- To participate in resident led service reviews of housing landlord services within Islington Council.
- To work with the council to help ensure that services are improved as a result of resident led service reviews, for the benefit of all residents.
- To attend Service Review Group (Group) meetings and relevant training and personal development opportunities.
- To contribute to service review groups to carry out effective reviews of directly and TMO managed housing landlord services provided by the council or tenant management organisations (TMOs).
- To help ensure that all residents' views are considered during service reviews, including those in more difficult to reach groups.
- The Group will carry out at least two and no more than three service reviews each year. Members must commit to attend a minimum of three meetings for each review (at the start to scope the review, one to discuss progress and one at the end to discuss findings).
- Members must carry out at least one activity, such as reviewing evidence or conducting staff interviews, during at least one service review each year.
- To feed the general view of residents into the service review rather than individual issues you may have with the service.
- Group members should be an Islington Council tenant or leaseholder from directly managed or TMO managed stock in the borough.
- The Resident Engagement Team (RET) will work with the Group to support their service reviews. The RET will provide training where it is required, supporting individuals to carry out their tasks and ensure that the review activities are evenly spread amongst the Group, giving everyone an opportunity to carry out different tasks.
- The RET will:
 - Chair meetings
 - Organise and run focus group
 - Collect desktop evidence, such as performance figures and costs
- The Housing Scrutiny Resident Representative will be invited to join the scoping, interim and final recommendation meetings.

Meetings and Service Review feedback

- We expect there will be a minimum of 5-6 meetings per review. Each meeting will last between 2-3 hours. There is likely to be 1 hour of preparation and reading before each meeting. If the group agree to carry out interviews with staff and contractors this could be an additional 4-6 hours. It is therefore estimated that the total time commitment involved will be between 24-30 hours per review if you are involved in everything. Reviews will last between 4-6 months.
- The Service Review Group feedback from any review will initially be presented to the appropriate Directors and Service head(s) where the Review was focussed.
- Regular reports on reviews and associated action plans will be presented to Housing Scrutiny Committee.
- Action plans will be monitored by SIG and management teams.
- Feedback on findings and recommendations will be published on the website and also in "Your Home" publication.

Draft detailed work plan for Service Review Group review of complaints

	Activity	Type of activity	Service review panel lead	Council officer lead	Target date
1	Mystery shopping of ease of making a complaint	Mystery shopping	Helen and Annabel	Phil Cone	15 th July 2015
2	Service review panel to interview residents who have been through the complaints process	Focus group	Deano and Luigi and Violet	Nalini Trivedi	15 th July 2015
3	Meet with a front line complaints officer to discuss the process	Meeting	Deano and Violet	Wendy Gajadhar	15 th July 2015
4	Consideration of complaints information, including: <ul style="list-style-type: none"> - Circulation of complaints procedure - Summary of number of complaints, escalation rates, areas of complaints 	Information sent our via email	All members of the service review panel	Bryony Willett	15 th July 2015
5	Look at examples of where the housing service has learnt from complaints	Information sent our via email	All members of the service review panel	Nalini Trivedi	15 th July 2015
6	Assessment of quality of complaints – LBI to provide redacted versions of complaints	Information sent out via email	Jim and Annabel and Violet	Phil Cone/Nalini Trivedi	15 th July 2015
7	Consideration of compensation – how much does the housing service pay in compensation and how much does it cost to resolve complaints	Information sent out via email	All members of the service review panel	Nalini Trivedi	15 th July 2015
8	Review some long standing complaints cases – e.g. in these case notes about whether the complainant was kept up to date whilst the complaint was resolved?	Information sent out via email	Resident engagement team to review and report back	Wendy Gajadhar	15 th July 2015