



# Resident involvement impact assessment

April 2024 to March 2025

# Resident involvement at ccha helps us to achieve two of the objectives in our Customer Strategy.



**Objective 7:** Build on our existing opportunities for residents to have their say, make recommendations for improvements, shape services and influence the decisions that we make.

To achieve this, we will:

- Hold a resident open event each year
- Door knock for consultations
- Review at least one policy each year
- Recruit a small group of residents to scrutinise our services
- Carry out at least one resident led service audit each year
- Increase opportunities for board members to hear feedback from residents
- Review our older person services.

**Objective 8:** Increase the skills and knowledge of those residents wanting to get more involved so they are able to maximise their potential to shape services and utilise their lived experience of being a ccha resident.

To achieve this, we will:

- Promote free resident engagement events
- Give residents the opportunity to attend training and conferences through our HQN membership
- Explore how we can invest in a small group of residents
- Explore how we recognise and reward residents who get involved in scrutinising our services.

# Involvement options

- Residents' panel
- Consultations
- Service improvement workshops
- Surveys
- Events

# Engagement tools

Tool	 Inform	 Consult	 Involve	 Collaborate	 Empower
Purpose	Provide residents with information to assist their understanding of an issue and/or service.	Collect information from residents about their opinions on ccha services.	Work with residents throughout all stages of a process to ensure their concerns and needs are considered.	Partner with residents to agree a final decision.	Place full decision-making power in the hands of our residents.
Expectation	Residents are informed.	Residents are informed, listened to and can see how they have influenced decisions.	Residents' concerns and aspirations shape processes and influence decisions.	Residents advise and help develop solutions which are incorporated into services.	Residents make the final decision, and it is implemented.
Techniques	Website, newsletter, flyers	Surveys, meetings, consultations	Workshops, events	Committees, panels	Ballots
Level of impact					

# Consultations

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
Corporate Business Plan consultation – ccha2030  May 2024		<p>The Customer Investment Team carried out door knocking to 249 residents in street properties to consult on what residents wanted to see from us in the next five years.</p> <p>A further 880 residents were emailed a survey.</p> <p>Residents said that:</p> <ul style="list-style-type: none"> <li>Improving repairs and communication were the two main ways ccha can ensure they receive an excellent service.</li> <li>They want better communication through phone calls, meetings and a face to face presence.</li> <li>They want ccha to listen to them.</li> <li>Community services would be nice, but it isn't the most important thing to them.</li> <li>When awarding a new contract, ccha should focus on quality of the work and reliability of the contractor, carrying out checks on the contractors and make sure they are doing a good job. Cost should come second to quality.</li> <li>They want to feel safe and secure in their homes and this will help them feel more like their home is their home.</li> <li>They would like information and support on how to buy a new home.</li> <li>New homes should have enough space and be affordable.</li> </ul>	<p>A total of 169 residents completed the survey, 58 in person, 111 online.</p> <p>Feedback was presented to the Leadership Team and board. This was used to create our ccha2030 business plan.</p> <p>This included:</p> <ul style="list-style-type: none"> <li>Developing a new repairs service, which aims to improve the service to residents.</li> <li>Bringing in a contact centre so that we can better communicate with residents.</li> <li>Improving the safety and security of our residents' homes.</li> <li>Focusing on improving existing homes and building affordable new homes.</li> <li>Supporting staff to deliver the best service possible to our residents.</li> <li>Making our staff and services more efficient to provide a service that is value for money.</li> </ul>

# Consultations continued

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
Domestic Violence Policy consultation	 <b>Consult</b>	<p>29 members of the consultation group were emailed asking for feedback on the policy.</p>	<p>2 residents responded with feedback.</p> <p>One comment led to changes being made, bringing the section referring to males and domestic violence further up in the policy.</p> <p>The second comment was not implemented as this was to do with timescales and this was an industry standard and achievable for us.</p>
Telecare system consultation		<p>59 residents in our older person properties were informed about the analogue to digital telecare transition and consulted on how many pull cords they would like. They were also invited to demonstrations of the equipment.</p>	<p>40 residents responded, 14 attended a demonstration.</p> <p>Their responses will directly impact how many pull cords they have and in which rooms they are installed.</p>
Equality, diversity and inclusion policy consultation		<p>25 members of the consultation group were emailed asking for feedback. Emails included areas to consider when reviewing.</p>	<p>1 resident replied and commented "I have read through the policy and found it easy to read and understand. I couldn't think of anything that has been missed or anyone not included."</p>

# Resident panel

In 2024/25, the residents' panel met five times, and we had around twelve active members.

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
Resident panel meeting 1 (April 2024)	 	All panel members were invited to meet for an update on previous projects, to review the proposed commitments for ccha2030 and discuss what they'd like to focus on next.	10 residents attended and they confirmed they were happy with the commitments we were proposing for ccha2030.  The panel requested to meet with various teams, so we booked in a meeting to gather information on Equality, Diversity and Inclusion, service charges and fire safety. This was to give them the information to take forward for further projects.

# Resident panel continued

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
Resident panel meeting 2 (June 2024)	 <b>Involve</b>	<p>All panel members were invited to attend and were joined by various teams to discuss Equality, Diversity and Inclusion (EDI), service charges and fire safety. They discussed what is in the EDI strategy, how service charges work and how to raise issues and recent changes to fire safety and how this will affect them. They were able to ask questions to the relevant teams.</p>	<p>9 residents attended and advised they left feeling clearer on our policies and procedures.</p> <p>We have amended the service charge letters to be clearer and used commonly asked questions from this session to create new webpages with more information.</p> <p>These can be found here: <a href="https://ccha.biz/your-home/rent-and-service-charges/">https://ccha.biz/your-home/rent-and-service-charges/</a></p>
Resident panel meeting 3 (October 2024)		<p>All panel members were invited to discuss how our performance information is presented. Residents raised their own agenda which we discussed.</p>	<p>4 residents attended. Two residents took up the offer to get involved with the repairs procurement process which took place in February 2025.</p> <p>Based on their feedback, we have:</p> <ul style="list-style-type: none"> <li>Reduced the amount of statistics we share in our newsletter, focusing on areas we needed to improve, or residents had been talking to us about recently.</li> <li>Produced an infographic video to display complaints statistic in the newsletter, rather than using the usual table.</li> <li>Made sure to make it obvious whether we have met the target or not.</li> <li>Added more statistics on the website about what the panel wanted to see. This was around their neighbourhoods and their housing officers.</li> </ul>

# Resident panel continued

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
Resident panel meeting 4 (December 2024)	 Involve	All panel members were invited to discuss what changes we had made to performance information since the last meeting. Residents had requested a lunch and discussed their own agenda around housing officers.	7 residents attended and wanted to meet the housing teams, and this was arranged for the next meeting.  Following the meeting, we shared information around housing officer role profiles, cleaning, gardening specifications and the housing teams were able to discuss this with them at the March meeting.  They also requested to speak with Chequers, who attended the March 2025 meeting. Residents requested invites and minutes by post, which is now in process.
Resident panel meeting 5 (March 2025)		All panel members were invited to attend this meeting to discuss the information that was requested at the last meeting. They were joined by representatives from the housing teams.	9 residents attended.  As there were a few repairs queries, residents requested to speak with a member of the repairs team who attended the May 2025 meeting. The housing team was booked in to revisit the panel in 6 months' time and attended the August 2025 meeting.  As Chequers did not attend this meeting, they were invited to the May 2025 meeting which they did attend.  Some personal issues were raised at this meeting which were dealt with by staff members following the session.

# Resident open events

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
Resident open event July 2024	 	<p>All residents were invited to attend. We were joined by representatives from ccha teams, the board, Axis, Smith and Byford and Chequers.</p> <p>This event gives residents a chance to meet staff, contractors, ask questions, meet other residents, enjoy refreshments and get issues resolved.</p>	<p>53 residents attended over 2 days.</p> <p>We received feedback from residents about the corporate business plan, and they had the chance to speak with contractors.</p>

# Estate action days (general needs)

In 2024/25, our Neighbourhoods Team held 5 estate action days, visiting 14 properties.

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
August 2024 Beulah & Flaxmore	 <b>★★★☆☆</b>	All residents at both estates were door knocked to attend the day and speak to staff.	<p>9 residents attended.</p> <ul style="list-style-type: none"> <li>A President's Fund application was submitted to repaint parking lines and jet wash the algae.</li> <li>Following a request, the shed was removed from the garden.</li> </ul>
September 2024 Bouverie & Acorn	 <b>★★★☆☆</b>	<p>All residents at both estates were invited to attend the day. Staff door knocked all residents.</p> <p>The neighbourhoods team were joined by a surveyor, two members of the board, the leadership team and Councillor Samir.</p>	<p>5 residents were available to chat.</p> <ul style="list-style-type: none"> <li>Surveyor followed up with repairs seen on the day.</li> <li>Councillor Samir helped progress some issues residents have been having around transfers.</li> <li>Staff arranged for Chequers to attend one site to clear bin storage and put a plan in place to solve issues with managing agent.</li> </ul>
October 2024 Perry & Matilda	 <b>★★★★★</b>	All residents at both estates were invited to attend the day. Staff door knocked all residents.	<p>8 residents attended.</p> <ul style="list-style-type: none"> <li>Pest control have done treatment and prevention for rat issues reported and this is now resolved.</li> <li>Permit parking at Perry is due to be introduced based on resident feedback and ballot.</li> </ul>

# Estate action days (general needs)

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
February 2025 Warrington, Frederick, Netherheys and Pottery	 <b>Involve</b>	<p>All residents at four estates were invited to attend the day.</p> <p>Residents were happy they were able to talk to housing officers. They noted that ASB had improved since last visited.</p>	<p>22 residents attended in total across four estates.</p> <ul style="list-style-type: none"> <li>Warrington - Issues around grounds maintenance and communal cleaning were addressed, with Chequers attending following the day to meet with residents and discuss concerns. Housing officers are continuing to monitor the cleaning and grounds with Chequers. Consultation started with residents on whether to introduce an external tap.</li> <li>Frederick - As a result of residents' requests, a President's Fund application was approved to remove old bin store and rebuild. We cleared fly tipping that had been left on site.</li> <li>Netherheys - Following reports of anti-social behaviour, a gate has been fixed by the managing agent and complaints have reduced.</li> <li>Pottery – we followed up with the council to sort out bins and removed fly tipping.</li> </ul>
March 2025 Bensham Manor, Grove, Bedser and Goulding		<p>All residents at four estates were invited to attend the day.</p>	<p>17 residents attended in total across four estates.</p> <ul style="list-style-type: none"> <li>We followed up on repairs for individual residents which are now complete.</li> <li>We followed up with Treewise and a letter was sent out to advise all ccha residents of responsibilities regarding trees.</li> <li>We addressed issues of fly tipping at Goulding Gardens and worked with Chequers to address issues with grounds. A plan is now in place to remove abandoned vehicles.</li> <li>We've increased the pressure on Croydon Council to take responsibility for their grounds at Bedser and we've cleared some fly tipping.</li> <li>We've fixed the side gates at Bensham Manor with a new code for security.</li> </ul>

# Coffee mornings (older persons)

In 2024/25, our Housing Services Team held 17 coffee mornings across 12 older persons schemes. Residents are informed in advance, with reminders and posters closer to the time. After each coffee morning, the team send out minutes, actions and updates within 28 days.

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
November 2024 Dillon coffee morning	 	All residents at this estate were invited to discuss fire safety and repairs.	22 residents attended. <ul style="list-style-type: none"><li>Shared owners noted they hadn't heard from a leasehold officer recently, and it was advised that this post is being recruited for.</li><li>We followed up with repairs to make sure they are followed through. Inspections have taken place and we are investigating root cause.</li><li>We checked in on health and safety requirements for balconies and to discuss jet wash quotes.</li><li>We converted the garden door lock to be more accessible for residents.</li></ul>
November 2024 Distin coffee morning	 	All residents at this estate were invited to discuss social activities and speak with Age UK.	10 residents attended. <ul style="list-style-type: none"><li>The President's Fund application was used for a resident event.</li><li>Residents created a list of social activities they wanted to do together. Age UK were able to advise of things going on in the area which helped them come up with ideas.</li></ul>
December 2024 Bennet coffee morning		All residents at this estate were invited to discuss communal repairs, cleaning and grounds maintenance, CCTV, handyperson service and how they could use the President's Fund.	21 residents attended. <ul style="list-style-type: none"><li>Staff followed up with some home and communal repair issues which have been resolved.</li></ul>

# Coffee mornings (older persons) cont.

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
December 2024 & February 2025 Ford coffee morning	 <b>Inform</b> <span data-bbox="558 750 967 832">★ ★ ★ ★ ★</span>	<p>All residents at this estate were invited to both coffee mornings. The main topic of discussion was around anti-social behaviour.</p>	<p>6 residents attended.</p> <ul style="list-style-type: none"> <li>Residents were pleased to be kept informed of the work going on in the background in relation to anti-social behaviour.</li> <li>The Safer Neighbourhoods Team were brought on board following reports from residents. From their visit, SNT were able to clearly see estate boundaries and understand the issue better.</li> <li>We have a plan to address anti-social behaviour.</li> <li>We made some estate improvements including adding lighting and signs.</li> <li>Meetings booked in to discuss ongoing issues with other relevant staff at ccha.</li> </ul>
January 2025 Connell coffee morning	 <b>Involve</b> <span data-bbox="558 1196 967 1278">★ ★ ★ ★ ★</span>	<p>All residents at this estate were invited to discuss issues around communal repairs.</p>	<p>5 residents attended.</p> <ul style="list-style-type: none"> <li>We followed up with some repairs.</li> <li>We raised a case to clean bin stores and remove items.</li> <li>Glenda advised residents on how to dispose of waste and what the impact is to residents if not done correctly (incurring costs).</li> <li>As garden furniture too heavy to move, we held a ballot for residents to vote of replacing furniture. From this, we used the President's Fund to purchase new furniture and move existing furniture to another estate.</li> </ul>
February 2025 London Road coffee morning		<p>All residents at this estate were invited to this session along with Age UK Croydon and a staff member from Upper Norwood Library.</p>	<p>5 residents attended.</p> <ul style="list-style-type: none"> <li>We followed up with some repair issues.</li> <li>Residents were provided a booklet on things they can do in the area and the support they can get from the library.</li> </ul>

# Coffee mornings (older persons) cont.

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
December 2024 Grace and Stuart coffee	 <b>Inform</b> <span data-bbox="583 635 916 692">★☆☆☆☆</span>	All residents at this estate were invited to discuss their own agenda which they brought with them.	<p>4 residents attended.</p> <ul style="list-style-type: none"> <li>We followed up with colleagues and looked into the issue residents have been having with the bins not being collected or emptied.</li> <li>Following reports of anti-social behaviour, the Safer Neighbourhoods Team attended the next meeting.</li> <li>We worked with Croydon Council to resolve issues they were having.</li> <li>We advised residents on how to report missed bin collections.</li> </ul>
November 2024 Hepworth coffee morning	 <b>Involve</b> <span data-bbox="583 987 916 1045">★★★☆☆</span>	All residents at this estate were invited to discuss parking, grounds maintenance with Chequers and chat to Age UK.	<p>15 residents attended.</p> <ul style="list-style-type: none"> <li>We updated the noticeboards with a schedule of works for Chequers, advising residents on what they do within the contract and Chequers reattended to address missed works.</li> <li>We followed up with questions on laundry room use and fire safety which were included in minutes.</li> <li>We introduced permit parking, all residents given a permit per household to use as they wish.</li> </ul>
November 2024 & March 2025 Knight coffee morning	 <b>Empower</b> <span data-bbox="583 1330 916 1388">★★★★★</span>	All residents at this estate were invited to this session.	<p>6 residents attended in November and 5 in March.</p> <ul style="list-style-type: none"> <li>We contacted Treewise to request works to trees which has been added to the schedule.</li> <li>We held a poll following this meeting to see whether residents wanted the automation device for the main entrance door, majority agreed and was implemented.</li> </ul>

# Coffee mornings (older persons) cont.

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
November 2024 & March 2025 Speakers coffee morning FE (Nov 24, Mar 25)	 <b>Inform</b> <span style="display: inline-block; width: 150px; height: 15px; background-color: #e0e0e0; border-radius: 50%;"></span>	All residents at this estate were invited to attend in November to speak to Age UK and in March to discuss parking.	5 residents attended in November and 5 in March. <ul style="list-style-type: none"> <li>• We contacted PCM about visitors permits and this was introduced following a ballot with residents.</li> <li>• We are working on a plan to reduce anti-social behaviour through better bin areas.</li> </ul>
January 2025 Trinity court	<span style="display: inline-block; width: 150px; height: 15px; background-color: #e0e0e0; border-radius: 50%;"></span>	All residents at this estate were invited to discuss communal issues.	10 residents attended. <ul style="list-style-type: none"> <li>• We numbered the electric and gas cupboard doors for ease of use for residents and contractors.</li> <li>• We followed up on some repair requests, reset communal lights and had some rubbish collected.</li> <li>• Along with Connell, we looked at how we could use garden furniture from another scheme with these residents.</li> </ul>
January 2025 Bolton coffee morning	 <b>Involve</b> <span style="display: inline-block; width: 150px; height: 15px; background-color: #e0e0e0; border-radius: 50%;"></span>	All residents at this estate were invited to discuss current issues, mainly around repairs and maintenance.	10 residents attended. <ul style="list-style-type: none"> <li>• We followed up with some communal repair issues and are chasing to ensure these are done with the new repairs contractors.</li> <li>• We replaced some communal lightbulbs and security lighting.</li> <li>• We made sure cleaning of certain areas was picked up and put in a plan to make sure this is addressed going forwards.</li> </ul>

# Support with procurement

Activity	Engagement tool & impact	Details	Resident-led changes, outcomes and feedback
Procurement interviews - February 2025	 	We had two spaces available on the interview panel for procuring a new repairs contractor. These spaces were offered to all panel members who attended the October 2024 panel meeting.	Two panel members were part of the interview panel for our new repairs and maintenance contractor. They were fully involved in the decision-making process for the selection and scoring the contractors and were able to provide feedback on the day.