

Resident inspectors are keeping check on our services

Last year residents worked with us to develop the annual report to tenants, which sets out how well the council is delivering housing services and its plans for the future. The report can be found on the council's website:

http://www.croydon.gov.uk/annual_report_to_tenants

To make sure that we keep our promises and provide you with services that meet your needs, we have trained some resident volunteers to become resident inspectors to check and monitor our services. As residents they will have first hand experience of how we deliver services and can help us to improve.



Ten residents have already signed up and attended a training course to learn about different inspection techniques. They chose to put their newfound skills to use on their first inspection of the grounds maintenance service, which included checking on the grass cutting and maintenance of flower beds on our housing estates.

The inspections involved looking at the level of service the council should provide, interviewing the managers and staff who deliver the service, surveying residents, reviewing performance information and making recommendations for improving the service. Finally, producing a report to present to senior officers and agreeing an action plan with service managers, which will be monitored to ensure that improvements are made and within the agreed timescales. The resident participation team are on hand to support the resident inspectors throughout this whole process.

Here are a couple of the comments made about resident inspections so far...



Resident inspector, Guy Pile-Gray says:
“This has been hard work but a really enjoyable and interesting experience. We work as a team and really get to learn about the service we are inspecting... the good and the bad...from both the officers’ viewpoint and that of the residents. We are now confident this process will lead to an improved service.”



Chris Stock, head of performance & quality assurance, says *“We are grateful for the dedication of the resident inspectors. It is important to us that we are delivering services that meet residents’ needs. By involving residents in inspecting services in this way really helps us to understand what is important to you.”*

We’re on the lookout for more residents to train to become resident inspectors, so if you would like to get involved in inspecting housing services, then why not give the resident participation team a call on ☎ 020 8726 6100 or email ✉ housing@croydon.gov.uk to sign up for the next available training course along with other residents.