

Be Involved

June 2018



Welcome to the June edition of **Be Involved**. Please read on as we look back at last month and the different ways that residents got involved with Octavia, our service delivery teams and at our Care and Support schemes.

SSP appoint charitable consultants to carry out Resident Involvement Review!

Organised by: **Kam Chung: Head of Service Development**



- The Services Scrutiny Panel (SSP) have appointed the Housing Association Charitable Trust (HACT) to lead on their review of Resident Involvement.
- The SSP have formed a sub group which is made up of 4 residents and 2 two independent members, and on Tuesday 12 June, held interviews with a number of organisations known for their expertise in service review.
- HACT work with the housing sector to develop and share innovative approaches to delivering services more effectively in their communities, and stood out amongst the other candidates for the valuable insights they can offer on new ideas emerging within and outside the housing sector for methods of customer engagement.
- HACT meet again with the SSP in July to get the review started and will want to meet with a range of staff, residents and other stakeholders over the next few months to understand the impact of our current resident involvement work and to help develop new ideas to create a service that is fit for the future.

TSG working with Octavia to look out for tenants rights!

Organised by: **Peter Walkinshaw: Resident Involvement Manager**



- Since taking some time to reflect on the way they would like their meetings to work last year, the TSG have been keen to set their own agenda items so they can focus on the issues that they find important.
- 8 members of the group met on Wednesday 13 June to look at a range of issues and policies where they had concerns about what the impact on residents might be.
- Mark Gayfer (Finance Director) updated the group on the impact of removing the limit of service charge increases last year and reported that only 3% of residents were adversely affected by the policy change whereas 48% of residents actually received a reduction in their service charges.
- Gina Manning (Head of Projects and Programme) updated the group on the impact of changes to the Disposals Policy to give them reassurance that although Octavia no longer need Homes England's consent to dispose of properties; Octavia's approach has not.
- Kam Chung (Head of Service Development) gave feedback to the group on the Annual Complaints Report which shows that under the new procedure, average completion of complaints times have reduced by 6 working days compared to the previous year.
- The group also looked at the Decants Policy and highlighted an issue with residents not having an automatic right to return and how the procedure is managed in these situations.
 - Lavern Ebanks (Housing Services Manager) has been invited to the next TSG meeting to talk the group through the process.
- The group next meet in September and will be looking at the Hate Incidents Policy and Domestic Abuse Policy, as well as receiving an update on Octavia's Welfare Reform actions.

Meeting residents Down by the Riverside!
Organised by: Sonia Reid: Resident Services Officer



- Following feedback on car parking and their communal gardens in during visits in 2017, Sonia Reid – Resident Services Officer, Peter Walkinshaw – Resident Involvement Manager, Elizabeth Rowland – Housing Services Manager, Ivor Cardoso and Lemaine Barrett – Communal Services Team Leader met with residents from Riverains on Thursday 21 June to discuss recent issues at the scheme.
- 12 residents attended on the day and the main feedback was that:
 - Although life at the scheme has always been peaceful, there has been an ongoing issue with an individual residents behavior that is impacting on others at the scheme
 - Car parking and access to the scheme remains an issue as the current gate is not fit for purpose
 - Residents are not clear on the level of cleaning service they should be receiving
- Octavia have agreed that:
 - Ivor will work with residents and the authorities to pursue all necessary actions to resolve the ASB issue.
 - Elizabeth will ask Asset Management to assess the car park gate and identify issues that need addressing
 - Lemaine will clarify the level of service currently being provided at Riverains and ensure it is relayed to residents.
- Residents fed back on how pleased they were to be holding a local meeting, as it had been several years since they had the opportunity to feedback in that way.
- They have asked that we meet with them again within the next year.

Knock, knock, knocking on Harbet doors!
Organised by: Peter Walkinshaw: Resident Involvement Manager



- Peter Walkinshaw – Resident Involvement Manager, Kayode Kamson – Resident Services Officer and Carol Reid – Communal Services Team Leader visited Harbet Road on a lovely summer afternoon on Tuesday 26 June to talk to residents and find out how residents felt about Octavia's services following ASB and safety issues that arose during the last year.
- 23 residents were engaged during the visit and of those that we spoke to :
 - Two thirds of residents are satisfied with the services they receive
 - The remaining third felt that improvements are needed
 - The main sources of satisfaction came from the cleaning and caretaking service and from safety and security provisions
 - The main areas highlighted as needing improvement were the speed of communal repairs and dealing with ASB
- Although dealing with ASB was mentioned regularly as needing improvement, what also came through in discussions is how much better conditions were than when we last met with residents in August 2017, so we are hoping the trend can continue.
- The overall feedback will be shared with the Patch Team that manage Harbet Road so that any necessary issues and actions for improvement around ASB, communal repairs and any other areas can be agreed.

Involved residents join in at the volunteer awards!
Organised by: Octavia Foundation



- On a sunny evening on Thursday 28 June, Octavia held its annual volunteer awards at the amazing surroundings of Lambeth Palace.
- The awards are held every year to celebrate the hundreds of volunteers who regularly give up their time to support others and make a big difference.
- This year an additional category was added to recognise the positive impact that our involved residents have within their community, and many were invited to share in the occasion.
- The special guest speakers for the evening were Lord Best and Tasmin Greig who really added importance and glamour to the occasion.



Residents from Waites Court celebrate with Tasmin Greig

- A number of Octavia residents were shortlisted for recognition for their work in the community on the evening. They were:
 - Keith Usher who serves on the SSP was nominated for giving up his time to work on projects that directly impact on improving services to all Octavia residents
 - Carolyn Parsons who was highly commended for being a tireless local champion for residents at Waites Court
 - Lola Akinsiku who won the community award for the great volunteering work she does at the Reed



An Octavia resident receives her community award from Tasmin Greig and Reena Mukhergi

- But there were many other Octavia residents who volunteer with the Foundation for

befriending and other activities who were recognised throughout the evening.



Members of the SSP catch up in the grounds of Lambeth Palace

- The very successful event gathered some great feedback from our involved residents including:
 - *I just wanted to say thanks you for a lovely evening last night, we both thoroughly enjoyed it and it was great to have the opportunity to meet so many of Octavia's volunteers.*
 - *What a spread! You guys keep surprising me at the lengths you all go, to show your love for your people. I am blown away by all this and so I can only say my thanks and hopefully Octavia in you guys capable hands can only grow from strength to strength. My family thank you.*

Activities at our Care Schemes

Residents Meeting at the Quest!

Organised by: **Leanda Alexis: Scheme Manager**



- Staff at the Quest organised their regular residents meeting on Wednesday 6 June to update those living at the scheme on any latest news and developments relevant to them and to give them an opportunity to feedback on any issues they are having
- 3 residents attended the meeting and discussed:
 - Changes to Housing Benefit rules for claimants spending more than 4 weeks abroad

- Regulations about not smoking when staff members or contractors are in a property
- Upcoming activities over the summer
- Leanda will ensure that all residents at the scheme receive notes from the meeting so that all are up to date with the issues discussed before they meet again in September.

Eileen Anderson Residents Meeting!
Organised by: Paula Wray: Team Leader



- Residents from Eileen Anderson Court had their regular scheme meeting on Thursday 7 June to discuss recent issues taking place at the scheme.
- Peter Walkinshaw – Resident Involvement Manager spoke with a group of 7 residents about refreshing their programme of activities at the scheme and agreed to arrange for a consultation in September that all residents can have a say on
- Lemaine Barrett – Communal Services Team Leader talked to the group about issues with the use of communal facilities at the scheme.
 - Lemaine has agreed to continue working with staff and residents at the scheme to ensure that as best as possible, all residents are able to have fair use of the communal facilities.
- The next meeting will take place in September.

Here are some activities taking place in July that you will hear more about next month:

Thursday 5th July 2018

Banks Yard Fun Day

Brenda Beaufoung: Resident Services Officer

T 020 8354 5622

E brenda.beaufoung@octavia.org.uk

Thursday 12th July 2018

Gable Cottages Informal Event

Kayode Kamson: Resident Services Officer

T 020 8354 5598

E kayode.kamson@octavia.org.uk

Wednesday 18th July 2018

Home owners Customer Access Focus Group
Andy Warman: Assistant Director – Home ownership and Commercial Services

T 020 8354 5602

E andy.warman@octavia.org.uk

Thursday 19th July 2018

General Needs Customer Access Focus Group
Paul Lautman: Assistant Director – Housing Management

T 020 8354 5624

E paul.lautman@octavia.org.uk

And further ahead?

Here are some local activities that we plan to take place between August and November 2018

August 2018

W9 Area Fun Day



Marian Wilson: Resident Services Officer

T 020 8354 5632

E marian.wilson@octavia.org.uk

Pulton Place Informal Event

Tasyai Nylander: Resident Services Officer

T 020 8962 3534

E tasyai.nylander@octavia.org.uk

Fernhead Road Doorknocking

Marian Wilson: Resident Services Officer

T 020 8354 5632

E marian.wilson@octavia.org.uk

September 2018

Bentley House Informal Event

Brenda Beaufoung: Resident Services Officer

T 020 8354 5622

E brenda.beaufoung@octavia.org.uk

Princedale Road/Princes Place Meeting

Sonia Reid: Resident Services Officer

T 020 8354 5620

E sonia.reid@octavia.org.uk

October 2018

Trojan Court Residents Meeting

Brenda Beaufoung: Resident Services Officer

T 020 8354 5622

E brenda.beaufoung@octavia.org.uk

Illumina and Spectra Residents Meeting

Sonia Reid: Resident Services Officer

T 020 8354 5620

E sonia.reid@octavia.org.uk

Romily Court Doorknocking

Tasyai Nylander: Resident Services Officer

T 020 8962 3534

E tasyai.nylander@octavia.org.uk

November 2018

W9 Area End of Year Fun Event

Marian Wilson: Resident Services Officer

T 020 8354 5632

E marian.wilson@octavia.org.uk