

<b>REPORT TO:</b>	Housing Improvement Board September 2022
<b>SUBJECT:</b>	Item 2- Feedback from Vision & Mission Sessions
<b>REPORT AUTHORS:</b>	Velvet Dibley- Senior Strategy Office (Housing)

### Summary of the report:

This report provides an update on the Vision & Mission Sessions held between August and September 2022 to identify the direction and future aspirations of the Council's housing service.

## 1. Vision & Mission Sessions

1.1. Since August 2022, the Housing Directorate has held 20 Vision & Mission sessions across the borough to identify the direction and future aspirations of the Council's housing service.

1.2. The Vision & Mission sessions were attended by the following groups:

- Council tenants
- Council leaseholders
- Council tenants in temporary accommodation and hostel accommodation
- Young people
- Voluntary and Community Sector partners
- Members
- Executive Mayor
- Housing Improvement Board

1.3. The sessions were held in eleven localities across the borough. Online sessions were held both during the day and outside of work hours to increase accessibility.

1.4. The sessions were promoted in the following ways:

- Executive Mayor's press release
- Sessions advertised in hard copies of Open House distributed to over 13,000 households
- Promotional emails to tenants and leaseholders
- Promotional emails to chairs of Resident Associations and Resident Forums
- Promotional emails to local councillors
- Sessions promoted on Croydon Resident Involvement Facebook page

- Flyers and posters and posters distributed across the borough (on estate noticeboards) including by Members

1.5. Attendees were asked to consider the following questions:

- What will the future look like if we have been a success as a directorate?
- What is the role of the Housing Directorate in achieving this vision?

1.6. Attendees were also asked for feedback on the draft Residents' Charter which was adopted by the Executive Mayor in Cabinet in June 2022.