

Performance Advisory Group (PAG)

Monday 01 June 2015, 7th Floor Meeting Room, Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Colette Gallagher	(CG)	Deputy Chair Person
Aruna Bhatt	(AB)	Member
Amlan Ghoshal	(AG)	Member
Norah Fallon	(NF)	Member
Adanna Oji	(AO)	Member

Deborah Beckford	(DB)	Customer Engagement Co-ordinator, BH
Monique Holmes	(MH)	Rental Income Manager
Julia Leszczak	(JL)	Community Engagement Officer
Amanda Quinn	(AQ)	Project Lead making I.T. happen
Ann Briggs	(AB)	Information and Data Manager
Jeff Baker	(JB)	Vice Chair BH Board

Item	Title	Action
1	Apologies and welcome Apologies received from Maxwell Doku, Hazel Mensah, Katarzyna Motaali, Chris Delaney. Introductions were made	
2	Minute Approval All agreed the minutes were a true reflection.	
3.	Rental Income Team MH explained <ul style="list-style-type: none"> Severe delays resulting from issues with April Direct Debit had a big impact on arrear figures Council changed their bank account and delays were a result of transfer issues Team had to contact a lot of residents to explain situation, raise awareness and offer alternative payments which meant there were less resources for rent collection Rent team hasn't received any complaints Situation is under control now and May Direct Debits worked correctly 	

	<p>Feedback was given by PAG member that letter was unclear about where the error occurred, whether with BH or the resident.</p> <p><i>At which stage do bailiffs get involved?</i> MH: The rent team works through a protocol which involves a lot of stages and interventions and offers of support before tenancy gets to eviction stage, there is a set protocol which includes a lot safeguarding measurements</p> <p><i>Do Capita and Council also use bailiffs for Council Tax?</i> MH: Yes, often the rent team will work together with them to help people take control of their financial situation and sustain their tenancies. Together we try to coordinate debts to support residents who are threatened by homelessness</p> <p><i>Is a visit by the rent officer part of the protocol?</i> MH: Yes</p> <p><i>Why can't all new tenants be automatically set up on Direct Debit?</i> MH: As a social landlord we cannot dictate our tenants which payment method to use. This is different to garage hires, where we have made this a condition. A better idea might be to look at more payment dates, which the team is being worked on.</p> <p>The current incentive is a prize draw to win one month rent free or two weeks.</p> <p><i>Wouldn't it be more important to hear focus on Universal Credit as people will struggle to manage their money?</i> MH: More work needs to be done with the credit union. There are Jam jar accounts which put income into different payment pots. Credit union needs to be more accessible.</p> <p><i>Can people pay with Direct Debit via Post Office accounts?</i> MH: Not at the moment, but this might change</p> <p><i>Who maintains the rent statements? The layout is misunderstanding, why can't they show the updated figure?</i> MH: Statements are managed by the rent team. It should give the figures for the week.</p> <p><i>I was told I would be getting a week rent free, but still paid the same as every month?</i> MH: People who pay monthly have the rent free week already calculated in their rent</p>	<p>MH to bring rent statement to next meeting to go through layout</p>
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4.	<p>QL Update and first touch application Amanda Quinn QL went live 19 May 2014</p> <p>QL is a CRM software to show customer contacts and allows better response and customer service</p> <p><i>First Touch</i> is the mobile software with which Barnet Homes hopes to go paperless. Different options are available for different staff members to report or log issues. A personal work tray allows officers to refer and assign work to colleagues and manage tasks.</p> <p>Example demonstrated by AQ on screen: Setting up a payment agreement i.e. When rent officer visits tenant with rent arrears. Available activities include setting up a budget, looking at income and outgoings and electronic signature of the agreement by the tenant before agreement is automatically stored on the system (updating process takes up to 15 minutes)</p> <p>Also demonstrated: looking at and logging complaints</p> <p><i>Who is going to have these mobile devices?</i> AQ: Everyone who works mobile: i.e. caretakers, housing officers, surveyors. The device is restricted to work related apps including Gmail, Google maps etc.</p> <p><i>Do contractors have access to the information?</i> AQ: Only partly, systems are indirectly linked up, i.e. when officer wants to see if repair has been carried out Reporting can be done on site i.e. Graffiti reporting with photo (taken with device) Housemark standards are used for assessments and grading systems, benchmarking examples are accessible via device, so officers can refer to required standards on site.</p> <p><i>Is this the system that everyone uses?</i> AQ: It currently is a trial version that is not linked up to the live system yet. It is being trialled by caretakers and housing officers. 20 colleagues have been trained so far.</p> <p><i>How is the data protected in case of loss or theft?</i> AQ: Device is locked down and locks itself after 5 seconds and is password protected and traceable.</p>	
5.	<p>Burnt Oak Update – Anne Briggs</p> <p>BOOST Burnt Oak Opportunity Support Team</p> <ul style="list-style-type: none"> • Aiming to deliver a sustainable and holistic employment project • Joint partnership with St Raphael's Estate in Brent • Will be placed in Burnt Oak library and space at Love Burnt Oak 	AB to send presentation to DB to

	<p>(LBO) will be used</p> <ul style="list-style-type: none"> • Purpose: looking at the whole area and look how to reach all resident • Multiagency approach to provide holistic support to ensure sustainability of employment • Piloting for 2 years, just went live <p>West London Alliance Championed the project two years ago</p> <p>Agencies involved:</p> <p>Barnet Homes West London Alliance Job centre Plus Future Path Children's Services LBO & the network Housing Benefits Triage & Engagement Re & Town Team</p> <p>Objectives:</p> <ul style="list-style-type: none"> • More benefit claimants and non-claimants into work • Progression in work • Increased income levels • Improvement of well-being • Reducing homelessness (sustaining tenancies) • Increased resilience • More appropriate referrals • Engaging residents better • Engaging local employers <p><i>If it works will it go to other areas as well?</i> Yes, that's what we hope will happen</p> <p><i>Are there people from Burnt Oak working on the project?</i> 2 resident reps are being recruited via LBO to be on steering group and there will be more volunteering opportunities further on</p> <p>July 25 Hard Launch at Community Outreach Event</p> <p>Is there going to be feedback from residents? Yes there will be an evaluation procedure</p> <p><i>How is this paid for?</i> Barnet Homes has agreed to help with staff resources by ensuring that designated housing officers are based with the project in the Burnt Oak Library part-time. Different funding streams including match funding and different external funding have been utilised</p> <p><i>How do we measure outcomes? Are there figures around people and current situation?</i></p>	upload to Dropbox
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	<p>Partners are collectively using and collecting data and looking a evaluation procedure</p> <p><i>Many people have literacy issues preventing access to jobs. Is this project addressing this?</i></p> <p>The partnership with job centre plus will evaluate courses offered as ESOL classes might not be the right classes for everything.</p> <p>As running out of time the Burnt Oak update had to be cut short here.</p>	<p>DB to invite Anne to another meeting to finish Burnt Oak update</p>
6.	<p>Members update</p> <p>AO: Has created feedback forms to give to departments and to manager, to improve communication of outcomes and feedback to PAG. Hopefully this will help to set up a stable evaluation procedure.</p> <p>DB: Logo could be discussed at next meeting. CG: Had a look at logos with KW on a website a while ago. The payment of approx. £29 was approved by senior management. It would be great if the whole group could look at the websie and pick a logo together at the next meeting and discuss the "Stamp of Approval" idea</p> <p>JD: Robert Heath will be getting Ipads, which might help to improve communication.</p> <p>AB: Induction was very informative would be great to do them more regular as there are a lot of changes all the time, and it would be great to keep up to date.</p> <p>DB: Would the PAG group find a tour through the borough helpful? Yes but would depend on dates and availability.</p>	<p>DB to send Forms via e-mail for members to look at</p> <p>CG to send Deborah website details for PAG logo</p> <p>DB to send out suggestions for tour dates to PAG members</p>
7.	<p>AOB</p> <p>Lauren and Georgina will not be attending the group any more due to other commitments</p> <p>Next meeting 27th July 6.30-8.30pm in the 9th floor board room</p>	

