



Performance Advisory Group (PAG)

11 June Room 1.1 1st Floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Aruna Bhatt	(AB)	Vice Chair
Elizabeth Fitzgerald	(EF)	Member
Eleanor Beyer	(EB)	Member
Norah Fallon	(NF)	Member
Maxell Doku	(MD)	Member
Aletah Drake	(AD)	Member
Adanna Oji	(AO)	Member
Angela Shine	(AS)	Member
Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Angela Purcell	(AP)	Resident board member
Scott Cartwright	(SC)	Head of Repairs and Estates
Ryan Bolton	(RB)	Senior Estates Services Manager

Item	Title	Action
1	Apologies and welcome Apologies received from Amlan, Hazel and Carol Introductions were made around the table	
2	Minute Approval All agreed the minutes were a true reflection.	Minutes to be published on website
3	Matters Arising No actions arising	

4	Update on the Care Taking Review																						
4.1	Recap on Service Changes <ul style="list-style-type: none"> Estate Service Restructure New Service Go Live - 5th December 2016 New Head of Service – Ryan Bolton New Senior Service Manager – Scott Cartwright Mobile Caretaking Service 																						
4.2	Estate Service Structure <ul style="list-style-type: none"> Senior Estate Services Manager Estate Service Support Officer 6 Estate Service Managers (managing up to 8 caretakers covering a geographic area) 																						
4.3	<ol style="list-style-type: none"> Barnet Team Finchley & Cricklewood Team West Hendon & Edgware Team Grahame Park Estate Team Muswell & Hendon Team Grounds Maintenance & Bulk Refuse Teams 																						
	Key Performance Indicators Q4 17/18 <table> <tr> <th>KPI Name</th><th>Target</th><th>Achieving</th></tr> <tr> <td>Tenant Satisfaction with services</td><td>80.00%</td><td>80.37%</td></tr> <tr> <td>Leasehold Satisfaction with services</td><td>50.00%</td><td>81.17%</td></tr> <tr> <td>Estate Inspections achieving A or B rating</td><td>95.00%</td><td>100%</td></tr> <tr> <td>Reality Checks achieving A or B rating</td><td>95.00%</td><td>100%</td></tr> <tr> <td>Caretaking cleans completed as scheduled</td><td>95.00%</td><td>97.67%</td></tr> <tr> <td>Caretaking site inspected within 24 hours</td><td>95.00%</td><td>30.73%</td></tr> </table>	KPI Name	Target	Achieving	Tenant Satisfaction with services	80.00%	80.37%	Leasehold Satisfaction with services	50.00%	81.17%	Estate Inspections achieving A or B rating	95.00%	100%	Reality Checks achieving A or B rating	95.00%	100%	Caretaking cleans completed as scheduled	95.00%	97.67%	Caretaking site inspected within 24 hours	95.00%	30.73%	
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4.4	What have we achieved? <ul style="list-style-type: none"> Customer Satisfaction Creation of new central stores New mobile devices rolled out across service The British Institute of Cleaning Science –BICS training provided. Patch realignment to improve service delivery 																						
4.5	What's on my radar <ul style="list-style-type: none"> Driving the service forward – How we do things and what can we change? Development / Introduction of Estate Service Apps Caretaker Inspections within 24 hrs – New KPI to manage and monitor quality control Customer Focus – Creation of new Estate Services dedicated website page. 																						

4.6	<p>Vision for the Service</p> <ul style="list-style-type: none"> • The Estates portfolio will deliver a single, consistent and high performing customer focused service to our residents. • This will be delivered efficiently with the aspiration to achieve the lowest unit costs for both repairs and estate services whilst remaining top quartile for overall resident satisfaction with landlord services. • Performance monitoring, quality assurance and commercial analysis will drive all that we do to ensure both positive outcomes for our residents and positive outcomes for the business. 	
4.7	<p>Questions</p> <p>Q. How many residents are surveyed for the satisfaction KPI?</p> <p>A. We carry out telephone surveys and usually do 25-50 per month; however we have asked Mears to ask residents at the end of their repairs satisfaction surveys if residents are happy with the care taking service. This makes better use of resources as the residents is already on the phone and this way we are able to survey about 200-300 residents.</p> <p>Q. Who is giving the ratings on the Estate inspections and reality checks?</p> <p>A. It is the Mears representative, housing officer and estates service manager who marks the ratings on inspections they have a score sheet that they use.</p> <p>Q. Why is there no feedback sent to residents who attend the estate inspections</p> <p>A. RB will look into this to find out who should be giving feedback. It used to be put on our web site.</p> <p>Q. Do EI only cover internal work?</p> <p>A. No. The whole estate is inspected including communal halls and stair wells, grounds maintenance and repairs in communal areas.</p> <p>AO would like to attend an EI on the West Hendon estate, she would also like a copy of the past inspection report</p> <p>Q. How can BH work more closely with residents?</p> <p>A. RB said that he is exploring the possibility of having Estate Services Champions. The members thought this sounded like a good idea a bit like the Block Rep scheme we used to have</p> <p>Observation – The general feeling of members is that resident C/T worked better.</p>	<p>Action DB to ask for a copy of the score sheet for members</p> <p>Action</p> <p>Action DB to request report and pass to AO</p> <p>Action DB to meet with RB and SC to discuss in more detail</p>

<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p>SC acknowledged that the change from resident C/T to a mobile team has been a difficult transition</p> <p>Q. Have all blocks got notice boards?</p> <p>A. No but this is being looked into.</p> <p>Q. Why was the quality inspection KPI target dropped from 95% to 50%?</p> <p>A. It was felt that 50% was a more achievable figure and it would be reviewed annually.</p> <p>DB suggested that maybe we could train ESC to carry out these inspections</p> <p>RB explained that at the moment BH and LBB were working together to bring in new enforcement action against fly tipping. This is a huge problem throughout the borough not just on BH estates and as well as being costly caused CT extra work as the wind blows the rubbish all over the communal areas.</p> <p>Repair Service Update</p> <p>Recap on Repairs Contract</p> <p>Procured in 2012 with Mears as partnering contractor Contract covers all day to day maintenance and voids (now includes domestic gas on a separate contract) Circa 30,000 repairs and 550 voids delivered annually Circa annual spend with Mears - £10,000,000 Contract due to expire in March 2022</p> <p>Vision for the Service</p> <p>The repairs service will deliver a single, consistent and high performing customer focused service to our residents. This will be delivered efficiently with the aspiration to achieve the lowest unit costs for both repairs and estate services whilst remaining top quartile for overall resident satisfaction with landlord services. Performance monitoring, quality assurance and commercial analysis will drive all that we do to ensure both positive outcomes for our residents and positive outcomes for the business</p> <p>Repairs Service Structure</p> <p>Head of Repairs and Estates Senior Contract Manager Repairs Manager Gas Manager</p>	<p>Action RB to find out if BH intends to replace all notice boards within blocks</p> <p>Action DB to meet with SC to discuss</p>
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	<p>Cost & QA Manager Operations Support manager</p> <p>Surveying Teams, Gas Inspectors, Void Inspectors, QA Inspectors & Operations Support Officers</p>	
5.4	<p>What have we achieved?</p> <ul style="list-style-type: none"> • Top quartile for lowest cost of delivery of repairs service • Top quartile for resident satisfaction • No 1 in London for routine voids turnaround time • The majority of the KPI suite in the green are achieving target 	
5.5	<p>What's on my radar?</p> <ul style="list-style-type: none"> • Bring tenant satisfaction surveying back in house • New repairs policy being rolled out • Reducing average days to complete repairs • Reducing repairs complaints • Exploring a Barnet Homes Repairs Company option to deliver services in the future • Maintaining our top quartile performance on cost and quality 	
5.6	<p>A general discussion took place about the KPI's that the figures looked good but they were not a true reflection of how it actually was for the customer. It was felt that the biggest issue with Mears is the missed appointments, one member reported 5 missed appointments. RB said he was happy to receive individual examples from members and he would present them to Mears at the monthly contract meeting.</p> <p>DB suggested that we as we now have an established resident support group we could see if anyone would be interested in becoming resident inspectors and carry out telephone satisfaction surveys. Not only would this take some pressure of staff it was felt that sometimes residents would be more honest when talking to another resident.</p>	
5.7	<p>RB said that BH was half way through a 10 year contract with Mears and moving forward he was going to look at an alternative way of delivering the repairs service with one option being to bring the service in house. DB suggested that we could hold a workshop with members and residents to look at the options at a later date.</p>	Action DB to meet with RB to explore this idea
6	<p>Members Update</p> <p>JD updated the members about the new gas contract with Mears. He said that obviously there were teething problems and there had been some IT issues but on the whole it was going well, although they were struggling with the annual services. DB said that she and JD had discussed this and had decided to invite Mears to attend the October meeting, which is approx. 6 months into the contract, to update members.</p>	

7	<p>AB and EF talked about the major works meeting they attended with Thomas Carroll. DB will send the notes out to all members once they had been checked and returned by TC</p> <p>JD attended a lunch at the town hall as part of the induction for new members following the local elections</p> <p>JD, AB, EF and AG attended the new housing committee induction.</p> <p>AOB</p> <p>DB wanted to talk to the members about holding a summer social event but we ran out of time she will send out an email to members</p> <p>AO would like it added to the minutes that at the 11/06/18 PAG meeting at the end of AOB she brought up the urgent need to re-assess the Housing Options/Allocations team in respect to their customer service, staff conduct, organisation structure and all round general practice. This is because of very current experiences from residents who have and still are experiencing much distress and difficulty under the care of Housing Options/Allocations in Barnet Homes whilst being decanted and re-located. The rest of PAG agreed that this is something that should be addressed in the near future.</p> <p>Date of next meeting</p> <p>Monday 23 July 6.30-8.30pm Board room 4th floor Barnet House</p>	
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