

## Performance Advisory Group (PAG)

**Monday 12 September 2016 Board Room 4<sup>th</sup> floor Barnet House**

**Main Meeting 6:30pm until 8:30pm**

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**Present:**

John Davies	(JD)	Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Adanna Oji	(AO)	Member
Rachele Davidson	(RD)	Member
Elizabeth Fitzgerald	(EF)	Member
Amlan Ghoshal	(AG)	Member
Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Tim Blanc	(TB)	Head of Community Engagement
Washington	(WA)	Board Member
Ryan Bolton	(RB)	Senior Contracts Manager
Ed Hickey	(EH)	Head of Operations (central)
Aletah Drake	(AD)	Observer
Graham Ambler	(GA)	Senior Housing Officer

Item	Title	Action
1	<b>Apologies and welcome</b>  Apologies received from Hazel Mensah, Colette Gallagher and Norah Fallon  Introductions were made by John Davies	
2	<b>Minute Approval</b>  All agreed the minutes were a true reflection.	
3.	<b>Matters arising DB</b>  No matters arising	

4.	<b>Caretaker Review Update</b>	
4.1	GA did a presentation update on the caretakers review.	Action DD to put presentation in drop box
4.2	<p>Questions arising</p> <p>Q. .Are the 6 new areas borough wide?</p> <p>A. Yes.</p> <p>Q. How many caretakers are there in a team?</p> <p>A. There will be 8 caretakers per team under 1 manager. Total of 38 caretakers. Grounds maintenance team will have 4 staff, bulk team 4 staff. There will 6 ESM (estate manager's supervisors) and 1 new senior to oversee the whole service.</p> <p>Q. The new mobile teams may not have the same relationships with residents as the resident caretakers, has this been taken into consideration.</p> <p>A. This has most definitely been considered as the resident caretakers have good local knowledge however there will not be moved away from the estates they now live in</p> <p>Q. Have mobile teams been trialled in other boroughs.</p> <p>A. Yes although GA had not done any bench marking yet, apparently it is becoming a common procedure with resident caretakers being a thing of the past.</p> <p>Q. How is BH going to feed back the outcomes of the review to residents?</p> <p>A. A communication plan is currently being drawn up to send out to all residents. In the future there is going to more information on notice boards in our blocks.</p> <p>Q. In the long term will this stream lining actually save costs?</p> <p>A. The savings will be medium to long term due to the upfront costs of implementing the review</p> <p>Q. Has all the changes been agreed with the unions now</p> <p>A. Not completely agreed but there has been no signs of industrial action at the moment</p>	Action GA to send DD the new patch's to pass to members

<p>5</p> <p>5.1</p> <p>5.2</p> <p>6</p> <p>6.1</p>	<p><b>Robert Heath Heating Update</b></p> <p>All key performance indicators (KPI's) have shown significant improvement over the period of close contract performance management. A number of KPIs are still not quite achieving target but they are all moving significantly in the right direction.</p> <p>Please see attached appendix with graphs.</p> <p>A decision now has to be made with regards to Robert Heath. The options are as follows:</p> <ol style="list-style-type: none"> <li>1) Terminate the contract based on performance and re-procure</li> <li>2) Extend the performance management period for another 3 months</li> <li>3) Revert back to normal performance management</li> </ol> <p>A meeting is schedule with Exec for 13<sup>th</sup> Sept to review</p> <p>JD who is the service champion for RH says he is really encouraged by the new figures and extended thanks to Ryan and Mamta</p> <p>Questions Arising</p> <p>Q. Are the new engineers now permanent to BH? Has the new training been set up?</p> <p>A. No the engineers are not exclusive to BH, EH feels it is better use of resources as he can move engineers around. Yes new training set up Robert Heath generally operates a model of flexible resource across various contracts in North London. They believe this gives them the most efficient option when allocation resource to meet demand.</p> <p><b>Repair Review</b></p> <p>The Barnet Homes repairs service delivers approximately 35,000 reactive repairs each year to our housing stock. It is recognised that satisfaction with the repairs service has a direct impact on overall resident satisfaction with the landlord and is one of the biggest drivers of overall satisfaction. Resident satisfaction with the repairs service continues to remain at a very high level.</p> <p>The Barnet Homes Repairs Policy was last reviewed however in 2008. The policy requires updating in a number of areas to ensure the service we are delivering remains fit for purpose meets out residents needs and is in line with current legislative and regulatory requirements.</p> <p>There will also be a review of costs where appropriate to ensure we are both achieving value for money and confirmation that we are delivering these services in the most cost efficient way possible. There is also a requirement to review other policies that feed into the delivery of the repairs service and these are outlined further in the document.</p>	
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6.2	<p>It should be noted that during recent benchmarking with HouseMark, Barnet Homes overall performance was identified as top quartile in terms of resident satisfaction performance and also top quartile in terms of costs for delivery of these services so we start from a position of considerable strength.</p> <p>The review of the Repairs policy is also one of the key strategic activities from The Barnet Group Business Plan 2016 – 2021. This is listed under Theme 2 – Thinking differently and challenging ourselves.</p> <p>The following objectives have been identified:</p> <ul style="list-style-type: none"> <li>• Benchmark other repairs policies – top quartile performers</li> <li>• Review eligible repairs – Landlord legal obligation RTR and tenant responsibility</li> <li>• Look at priorities – U, A, C, &amp; D priorities costs, value, targets (20/20 for U &amp; A) and alternatives</li> <li>• Review Decorations Policy</li> <li>• Review Fencing Policy</li> <li>• Review Insurance Process</li> <li>• Review OAP/Vulnerability criteria</li> <li>• Review Resident Recharge Policy</li> <li>• Review Out of Hours Policy</li> <li>• Review Repairs KPI's</li> <li>• Produce Options Appraisal</li> <li>• Review potential costs savings available in line with efficiency targets</li> <li>• Produce a recommendations report</li> <li>• To draft an updated repairs policy for approval and sign off</li> </ul> <p>Barnet Homes will be running a workshop on or around 10<sup>th</sup> Oct and PAG are invited to join that forum to offer challenge, views, opinions</p> <p>Those interested should contact Deborah Beckford for further details.</p> <p><b>Questions Arising</b></p> <p>Q. Who decides what category orders are raised on?</p> <p>A. The operator taking the call makes the decision in line with the current policy.</p> <p>Q. Is this review part of an efficiency review as well?</p> <p>A. No – the call centre function is out of scope although the policy that guides them is very much in scope.</p> <p>Q. Do we record the number of repairs requests coming in that currently fall outside of the policy?</p>	
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	<p>A. We record all avoidable contact.</p> <p>Q. How do we identify vulnerable residents?</p> <p>A. No one currently assess vulnerability other than Occupational Therapist who advise on minor and major adaptations</p> <p>Q. Do we carry out a yearly property inspection?</p> <p>A. No we do not have the resources to do this, we rely on Housing Officers when carrying out routine visits to pick up on issues that need to be addressed</p> <p>DB added that at an earlier meeting EH had suggested that this could be something his engineers could perhaps incorporate into the yearly gas inspections</p>	
7	<p><b>Street Life</b></p> <p>TB gave the group a presentation on Street Life</p>	
8	<p>Members Update</p> <p>No updates</p>	
9	<p>AOB</p> <p>DB reminded members about attending the Away Day on 24 September</p> <p>Next Meeting 17 October 6.30-8.30pm Room 1.1 1st floor Barnet House</p>	
