



Performance Advisory Group (PAG)

Monday 4 December 2017 Board Room 4th floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Angela Shine	(AS)	Member
Elizabeth Fitzgerald	(EF)	Member
Norah Fallon	(NF)	Member
Aruna Bhatt	(AB)	Vice Chair
Amlan Ghoshal	(AG)	Member
Adanna Oji	(AO)	Member
Hazel Mensah	(HM)	Member
Eleanor Beyer	(EB)	Member
Carol Douet	(CD)	Member
Deborah Beckford	(DB)	Community Engagement Officer
Trudi Kleanthous	(TK)	Director of Corporate Services

Item	Title	Action
1	Apologies and welcome Apologies received from Aletah Drake and Maxwell Doku. Introductions were made around the table introducing the 2 new members Eleanor Beyer and Carol Douet	
2	Minute Approval All agreed the minutes were a true reflection.	Minutes to be published on website
	Matters arising DB DB to set up shadowing in the call centre for AB and AS	

	<p>Year to date</p> <p>DB did a presentation outlining all the work members had been involved with to date</p> <p>Introduction</p> <ul style="list-style-type: none"> • Resident scrutiny gives residents the power to hold their landlords to account for their decisions, performance and conduct • Effective resident scrutiny has been shown to lead to improved performance, better value for money and increased resident satisfaction • Barnet Homes Performance Group (PAG) monitor and scrutinise our performance and contractors to make recommendations for improvement direct to our Board and to the service area themselves. <p>Activities 2017</p> <ul style="list-style-type: none"> • 2 x Community outreach days with over 200 residents attending, 48 residents completed the PAG wish list form indication area's within our services where they had concerns and 2 new PAG members were recruited • Testing the new customer portal • Procurement of the commercial and communal gas contracts • Judging the contractors awards • Attending the contractors awards • Shadowing in the call centre • Taking part in the BH review of Fire safety • Monitoring the customer priority plan • Judges at the Finest Flower competition • Administration of the Robert Heath First Time Access Fund • Procurement of the commercial gas contract <p>Planning for 2018</p> <p>The members split into 2 groups and had 20 minutes to discuss what area's they would like to look at and then to prioritise the top 3. They then came back together to present to the other group and have a general discussion to agree as a group the 3 main priorities.</p> <p>Group 1</p> <ul style="list-style-type: none"> • Tenancy Fraud • QL • Communication internally and externally • Tenancy allocation and banding • ASB (Anti-Social Behaviour) • Temporary accommodation 	<p>Action DB to put presentation in Drop-box</p>
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	<p>Group 2</p> <ul style="list-style-type: none"> • Internal communication • Sub-letting to other housing providers • Sheltered housing – decanting process • Roles of Housing Officers • Update on Caretaking following the review that has been implemented • Major works and repairs <p>The group came up with 3 area's they would like to look at in more depth</p> <ul style="list-style-type: none"> • Tenancy Fraud • Communication generally • Major works <p>DB has since sent out an email asking all members to reflect on the list in their own time and prioritise them individually by the next meeting on the 29 January</p> <p>New Governance Overview</p> <p>TK gave an overview of why we are reviewing our current governance structure. Governance is the establishment of policies and continuous monitoring of their proper implementation by the members of the governing body of an organisation. At the moment we have 2 Boards within the organisation – Barnet Homes and Your Choice Barnet. Now that the organisation has grown it was felt that we should have separate boards for each branch so that they could concentrate on the individual areas. We have created 5 boards to cover every arm of the organisation and The Barnet Group Board that oversee everything, being a total of 6 boards.</p> <p>Barnet Homes Board</p> <p>Created in 2004, Barnet Homes manages 12,000 council and 3000 leasehold homes as well as the councils homelessness service, sheltered housing, assist (a lifeline support service) and Let2Barnet a private letting service</p> <p>Your Choice Barnet</p> <p>Your Choice Barnet provides services to people with learning and physical disabilities at 6 sites in Barnet. It also provides an enablement and personal assistant service.</p>	<p>Action DB to send out notes to members</p>
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TGB Flex

TGB Flex is a company within the group structure for the recruitment and employment of new staff. It offers flexible benefits for employees.

Opendoor Homes

Opendoor Homes is a subsidiary of Barnet Homes. Opendoor Homes gained registered status in 2017. It will build new homes in Barnet starting with an initial 320 in 2017.

Bumblebee

The Barnet Group Board proposed the creation of a private lettings agency to capitalise on the expertise and professionalism it has acquired through the delivery of a successful private sector lettings and management service under the Let2Barnet model. This proposal was subsequently approved by the council and authority to create a new subsidiary company, Bumblebee Ltd. Granted in September 2017.

TK explained that it would be good to get the views of the members on the relationship between PAG and the different boards and the reporting process. At this meeting TK just wanted to explain why we had made the changes and we will look at this in more depth early in the new year, possibly holding a separate workshop for PAG and the board to discuss this.

Good to Great Projects – 2018 – top 10

TK outlined the Good to Great projects that were taking priority next year, they have been scaled down from the previous year

- Fire Safety
- Universal Credit
- Customer Access Strategy year 2
- Customer Priorities year 2
- Savings and growth year 3
- Smarter working
- Bumblebee
- Morton Close Development
- Opendoor Homes Operating Model

The group have already been involved with some of the above projects, fire safety, customer access strategy, customers priorities and Stuart Coleman is attending the first meeting in January 2018 to talk in more

	<p>depth about what preparation work has been down to cope with the introduction of Universal credit and how we can support our residents with the transaction.</p> <p>Although members decide what areas they would like to focus on and set their own agendas the group may be called upon to assist the organisation with some of these projects.</p> <p>DB explained that one of her objectives for 2018 is to build capacity and set up a resident support group who can be called on to be involved, assist PAG and take some of the pressure off the members.</p> <p>Members Up Date</p> <p>A.O.B.</p> <p>DB reminded the members about the Customer Awards and Thankyou Party on the 11 December</p> <p>DB said that she would be sending out the end of year review survey shortly</p> <p>DB asked members if they had any comments to make on the service standards that were presented to them at the last meeting – no-one did.</p> <p>Date of next meeting</p> <p>Monday 29 January 6.30-8.30pm Board room 4th floor Barnet House</p>	
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