

Performance Advisory Group (PAG)

Monday 17 October 2016 Room1.1 1st floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Aletah Drake	(AD)	Member
Maxwell Doku	(MD)	Member
Adanna Oji	(AO)	Member
Rachele Davidson	(RD)	Member
Elizabeth Fitzgerald	(EF)	Member
Norah Fallon	(NF)	Member
Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Dave Dawson	(DD)	Information and Data Manager

Item	Title	Action
1	Apologies and welcome Apologies received from Hazel Mensah, Colette Gallagher, Amlan Ghoshal and Aruna Bhatt Introductions were made by John Davies	
2	Minute Approval All agreed the minutes were a true reflection.	
3	Matters arising DB No matters arising	
4	Performance Indicators	
4.1	DD addressed the 2 indicators that were in the red, Temporary Accommodation (TA) Arrears and Number of Households in TA.	
4.2	TA Arrears TA Total Current arrears as % debit	

	<ul style="list-style-type: none"> - Important to see the context of debit (rent) increased from £8.2m in 2011/12 to £22.5m (estimated) for 2016/17. At the same time Housing benefit (HB) as a proportion of the rent debit has decreased from 90.5% in 2011/12 to 85.5 % in 2016/17. - As a result we have effectively received £300k less housing benefit this year than we expected, whilst we missed our target by £100k. - So you can see HB has a huge impact on performance. - These are both long-term trends so there is a longer term requirement for the team to review resources in this area to ensure we meet our collection targets. - In the meanwhile the Rental Income team are working closer with HB to understand what documentation they require, so we know what is missing /required by HB and assist the customer in getting that information and liaising with HB to review cases that aren't receiving HB. 	
4.3	<p>Number of households in TA</p> <p>Total number of households in Temporary Accommodation (TA)</p> <ul style="list-style-type: none"> - Whilst households in emergency temporary accommodation (ETA) continues to decline, households in TA does not - However we have seen a decline this month but this is due to some data cleansing we have completed as we were erroneously including some households as TA - So the number of household is increasing despite: Record PRS lettings and Strong preventions – in line with last year. - We are hoping to see a decrease in the number of households in TA from Q3 onwards – partly through a seasonal drop in demand, however also due to the development of further mitigation to help households move out of TA. Housing Options is currently seeking funding from the council for a TA Reduction Officer post who will work closely with households to help them find affordable alternatives to TA. 	
4.4	<p>Other PLs</p> <ul style="list-style-type: none"> - Continued strong performance in HRD arrears – below 2014 levels and improved Housemark benchmarking – now lower than the average in comparison to other London boroughs and ALMOs - Homeless appeals – we have seen more consistent performance with performance over 90% in 5 of the last 6 months - Reletting of voids – we are now best in London based on Housemark benchmarking. 	
4.5	<p>The members are very interested in the whole Homeless procedure including what the definition of 'Intentionally homeless', appeals and TA. DD said Housing Options have had an independent review carried out and it would be a good idea to invite them to a meeting to give feedback on this.</p>	<p>Action DB to invite Kate Laffan to the PAG meeting in February 2017</p>

5	Planning the next 6 months/Away day feedback	
5.1	The group had a general discussion about the Away Day and the next 6 months. Everyone who attended had enjoyed the event; they liked the venue and felt it had been beneficial. DB said that she was pleased over all as it was the first ever PAG Away Day, but next time would change it slightly to include fewer presentations and more interaction with the group, making it more like a work shop.	
5.2	The main theme that emerged from the day was that members felt they wanted to improve their communication with the residents across the borough and really get to the bottom of what effects them and be more representative - the voice of the residents.	
5.3	We have already made steps to address this by having a regular PAG page in the Athome, where JD the chair keeps residents informed of what the group have been involved with.	
5.4	It was felt that since we HUB meetings no longer took place there was a gap with communication with the wider group of residents.	
5.5	DB talked about the idea of then group holding a series of events around the borough so that they could talk directly to the wider residents. EF asked her what this would look like. DB explained that we could hold about 4 mini fun days and call them the PAG road show. It would be a mixture of a surgery type/information day, mixed in with some fun to entice residents out.	
5.6	A discussion was had and the conclusion was that the group felt this would be too much work to organise and showed a preference to piggy back events around the borough that were already been held. These could include estate fun/action days, events such as the annual urban games.	
5.7	The group said they could attend R/A meetings, the lunch and learn event planned for January, team meetings and open days to inform staff and residents of their role within BH.	
5.8	RD said she would be happy to have a go at designing the PAG flyer. This could be sent out with the rent statements, at new tenant visits and be displayed in notice boards.	Action: DB to send RD info needed to be put on the flyer
6	Rebranding	
6.1	The members had a discussion about AG idea to rebrand the group and change the name as he felt it wasn't a name he felt that residents would automatically connect with. The main feeling of the group was that this was going backwards and liked the name. However as AG was not at the meeting they felt it would fairer to discuss at the next meeting so that he could explain his concept in more detail.	

7	Members updates	
7.1	NF gave the group an update of what she was doing as the new service champion for the new build team. She has now attended 2 public consultations and was really enjoying her new role.	
8	AOB	
8.1	New Mears service champion required as Jan Andersson has stood down from this role.	
8.2	Member needed to sit on the Anti-social behaviour (ASB) review board, the first meeting is on Monday 24 October. EF put herself forward.	
8.3	Volunteers required to validate the Mears residents satisfaction surveys, this can be done in members own time either in the office or from home. NF volunteered.	
8.4	Dates for the dairy resident's thank you party 14 December at the Greek Cypriot centre. PAG annual dinner 8 December, members to decide where they would like to go.	
8.5	Member required to sit on the staff awards judging panel on the 17 November	
	Next Meeting 28 November 6.30-8.30pm Board room 4 th floor Barnet House	

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