



## **Performance Advisory Group**

**Monday 6 June 2016**  
**Room 1.1, 1<sup>st</sup> floor, Barnet House**

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

### **Agenda**

<b>1. Welcome &amp; apologies</b>	John Davies	<b>5 Mins (6:30)</b>
<b>2. Approval of minutes</b>	John Davies	<b>5 Mins (6.35)</b>
<b>3. Actions arising</b>	Deborah Beckford	<b>5 mins (6.40)</b>
<b>4. 4.1 Business Plan / Community</b>	Trudi Kleanthous	<b>60 mins (6.45)</b>
<b>4.2 Community Engagement Strategy</b>		
<b>5. Q&amp;A Session</b>	Elliott Sweetman	<b>30 mins (7.45)</b>
<b>6. Members update</b>	All	<b>10 Mins (8.15)</b>
<b>7. A.O.B</b>	All	<b>5 Mins (8.25)</b>

**Date of next meeting 18 July 6.30-8.30pm**  
**Board Room 4<sup>th</sup> Floor**

## Performance Advisory Group (PAG)

**Monday 18 April 2015, Board Room 4th Floor, Barnet House**

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

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**Present:**

John Davies	(JD)	Chair Person
Colette Gallagher	(CG)	Deputy Chair Person
Amlan Ghosal	(AG)	Member
Maxwell Doku	(MD)	Member
Norah Fallon	(NF)	Member
Hazel Mensah	(HM)	Member
Elizabeth Fitzgerald	(EF)	Member
Adanna Oji	(AO)	Member
Deborah Beckford	(DB)	Customer Engagement Co-ordinator
Dave Dawson	(DD)	Information Data Manager
Ryan Bolton	(RB)	Senior Contracts Manager
Peter Whittington	(PW)	Head of Clients Relation
Rachele Davison	(RD)	Observer
Darwin Bernardo	(DB)	Observer

Item	Title	Action
1	<b>Apologies and welcome</b> Apologies received Arunna	
2	<b>Minutes of last meeting</b> All agreed the minutes were a true reflection.	DB to put on the web site
3.	<b>Performance Indicators</b>	
3.1	DD went through the report and said there were two areas of concern, the first being the new build programme and the second is the homeless appeals.	
3.2	The target of 40 new properties due for completion by the end of March has not been met due to a number of reasons including adverse weather conditions. Only 8 have been completed but the project was coming in on budget.	
3.3	<b>New Build</b>  MD asked whether it was coming out of this financial year's budget or next years. DB checked this after the meeting and the new build project has a rolling capital budget for 2013/16.	



<p>5.</p> <p>5.1</p>	<p>meeting.</p> <p><b>Robert Heath Review</b></p> <p>PW and RB joined the meeting and around the table discussion took place. DB asked members to write down any questions they asked and send them into her after the meeting so that PW could answer them in writing.</p>	
<p>6.</p>	<p><b>Robert Heath Q&amp;A</b></p> <p>Q. What is the industry standard regarding the number of engineers, is it 1 per 1000 households or a lower number.</p> <p>A. There is no industry standard as such, but we base our engineer requirements when tendering on 1 engineer per 800 properties.</p> <p>Q. On a new contract engineer numbers can be reviewed following the first year performance (repair volume dictate resource)</p> <p>A. They must be a level that they consider adequate to maintain a good service.</p> <p>Q. Is RH happy with the number of KPI's, a lot seem to concentrate on reporting issues that take up a lot of time at meetings and this could be spent on other things</p> <p>A. The KPI requirements are dictated by the contract (BH) most of our other contracts have 5or 6 KPI's</p> <p>Q. What is happening with the 2 hour time slots and text messages letting residents know when to expect an engineer.</p> <p>A. Two hour time slots are being used to suit residents requests; texting prior to arrival on the same day is not an option.</p> <p>Q. Shadowing. We need to get an accurate idea of how your engineers work. What steps will be made to allow PAG members to shadow engineers in an honest and realistic manner rather than 'Staged' and heavily regulated (in order to coerce a positive report) (please note it's not so that PAG can slander RH but in order to create a great service it's really important to see where the flaws are to fix them)</p> <p>A. The request to shadow our staff was seen as positive and we find the statement that this was 'staged' offensive to RH. We are more than happy for further operative shadowing but this needs to be managed so that service delivery is not affected.</p> <p>Q. Parking issues. Engineers are still delaying/missing appointments in order to avoid parking tickets. Why aren't they all issued parking permits? And if they do get fined, why are they so anxious about it? Does it come</p>	

out of their wages?

A. RH has requested parking permits on a number of occasions, but has been declined. If an engineer has to attend an emergency and parking is an issue he would contact his line manager for approval to park with the risk of a fine, this will be approved for emergency works. If an operative has parked illegally and has not requested approval he will be liable for any fine applied.

Q. Often, both the engineers and the customer service team know that an appointment will not be met long in advance before the resident is informed. Why aren't the residents told immediately when the information is received.

A. We monitor calls very closely and if appointments are at risk every effort is made to contact the customer, for this to work effectively engineers need to communicate with the planning team.

Q. Please clarify the time slots for appointments as there are 3 different versions that I've been told that Rh use

- Am/PM slots (8am-1pm and 1-5pm)
- 2 hour time slots
- Whole day slots (where residents have to wait in the whole day for the engineer)

A. We use all the examples given at present as requested by the customer and we are working towards providing all customers a 2 hour slot

Q. Planners vs Scheduler – why does RH require both? It seems a lot of confusion stems from the crossed wires between these two roles

A. The two roles do work as one with the schedulers mapping out the future work and the planners delivering the same day requirements. Problems are experienced by the planners when we have same day sickness, over running jobs and excessive call volumes due to change in temperatures.

A. Some residents receive only text messages for a confirmed appointment, others receive a letter. Which is it supposed to be?

Q. For all annual service visits every customer will receive a letter and we will send a text to confirm our attendance.

A. When an engineer orders a new/spare part, what is the process that have to go through in order for it to be collected and installed into a resident's home?

A. If an engineer requests a part following a site visit, the request will be sent in real time to our buying team. They will source the required part and move the job status from buying to contract hold, the contract team will then update the call details to suit.

	<p>Q. How much stock should engineers have in their van?</p> <p>A. Engineers van stock will be based on contract usage with regards specific parts used, but will always carry basic components.</p> <p>Q. What are the official rules for foot/shoe covers – is it dangerous to wear them? Should engineers always carry them in stock and can they refuse to put them on even if a resident has requested they do?</p> <p>A. Shoe protectors are issued to all engineers. Engineers will carry out a risk assessment if requested to use shoe protectors</p> <p>Q. Sickness, discipline and staff morale. How do you deal with multiple staff going off sick? What are your disciplinary procedures? Do you show your staff they are valued?</p> <p>A. Staff sickness is monitored and actioned accordingly. Multiple staff sickness is managed by the team to limit disruption to the customers. Staff performance and morale is monitored via the contact team.</p> <p>Q. Sticker on the keyhole procedure to alert residents that their annual gas service is overdue – AG pointed out that putting stickers over the keyhole may alert others that the property is empty and that's a security risk</p> <p>A. Putting stickers over the keyhole is a requirement of the contract</p> <p>Q. Does RH have the appropriate experience and understanding to manage the BH requirements?</p> <p>A. RH have been working in the social housing sector for many years, delivering service and maintenance contracts to many clients, with varied requirements and property numbers</p> <p>Q. Does RH have enough engineers to manage this type of contract and are they paying appropriate remuneration.</p> <p>A. RH currently have more than the required numbers of engineers to manage this contract, and our salary packages are competitive within the current market place</p> <p>Q. Why does it take so long to order parts? What is their minimum stock inventory</p> <p>A. Most parts can be sourced within 48 hours, engineers will carry basic heating and hot water spares along with items deemed to be high usage (reviewed every four months)</p>	
7.	<b>Any other Business</b>	

7.1	<p>DB explained about the contractor's awards and said she needs a couple of members to volunteer to be on the judging panel, she will send out dates and times.</p> <p><b>Date of Next Meeting</b>  Monday 6 June 2016 6.30-8.30pm in Room 1.1 on the 1<sup>st</sup> Floor of Barnet House.</p>	