

Performance Advisory Group (PAG)

Monday 18 January 2016, Room 2 4thFloor, Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Norah Fallon	(NF)	Member
Hazel Mensah	(HM)	Member
Adanna Oji	(AO)	Member
Amlan Ghoshal	(AG)	Member
Elizabeth Fitzgerald	(EF)	Member
Deborah Beckford	(DB)	Customer Engagement Coordinator, BH
Dave Dawson	(DD)	Policy & Project Manager (Operations)
Ryan Bolton	(RB)	Senior Contract Manager
Gary McIntosh	(GM)	Business Development Director
Peter Whittington	(PW)	Head of Client Relations
Gerard Naughton	(GN)	Head of Business Support
Vi Britchfield	(VB)	Observer

Item	Title	Action
1	Apologies and welcome Apologies received from Colette Gallagher and Katarzyna Motaali. Introductions were given by all	
2	Minutes of last meeting All agreed the minutes were a true reflection.	DB to put on website
3.	Actions from last meeting	
3.1	Details of community projects supported by the First Time Access Fund sent to Terry Rogers as requested-done	DB
3.2	Copy of the Robert Heath action plan sent out to all members with the agenda for this meeting-done	DB
3.3	Circulate Mears service champion report. Still to be actioned, may put this in drop-box monthly once cleared with Ryan Bolton-done	DB
3.4	Invite Dave Dawson to a future meeting to talk about the government changes on rent payment and how it will impact the residents-done	DB
3.5	Circulate Colette's logo design to all members to choose-done	DB

4.	Performance Indicators	
4.1	Dave Dawson attended the meeting to answer any questions on this quarters PI, he said there was not much change from the last quarter	
4.2	DD pointed out that the drop in rent payments in December was not just due to expected seasonal reasons (Christmas), there were system issues and the network was down for a day. There was also a problem taking payments over the phone which all together resulted in the 20-25K a day target not being met.	
4.3	The rental income team are currently exploring the area of concern where a number of residents who are in arrears in excess of £2000.	
4.4	DD suggested that we invite the RI(rental income) team to a meeting to discuss issues in more detail and circulate a copy of the arrears action plan	
4.5	EF asked what was the cost to take a resident to court because of arrears; DD did not have this information to hand. DB said she would ask the RI team to provide a guide on the procedure and costs.	DB
5	DD went on to talk about the homeless appeals getting back on track; Housing Options have 56 days to turn the appeals around. Due to a spike in appeals the work was out sourced and more HO (housing options) staff have been trained up.	
5.1	There are currently only 19 unresolved cases which is the lowest in 3 years and the team are confident that with the extra resources, if there was another spike, they would be able to deal with it	
	The next predicted spike in demand is expected when the decanting of the regeneration estates starts in a years' time	
5.2	A series of questions arose from members <ul style="list-style-type: none"> • What local knowledge does the outsource company have • Do we monitor feedback from residents who have appealed • How many homeless applications are accepted into TA (temporary accommodation) as a result of an eviction from a PLS(private leasing sector) is this tracked • When BH residents are evicted due to arrears do we keep a track of what happens to them, how many are accepted back as homeless • What happens to former tenant arrears • Are former tenant arrears taken into account when people present as homeless Actions Circulate the arrears improvement plan Provide reasons for homeless acceptance	DB DD
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<p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Robert Heath Update</p> <p>RB provided the group a brief history of the contract to date</p> <ul style="list-style-type: none"> • Contract commenced April 2014 current mid-way through 4 year contract • Every year 9000 properties have an annual service carried out on their boilers and we remain 100% compliant • RHH offer a 24/7 365 day break down service • 400+ boilers installed to a very high standard on the planned an ad-hoc programmes <p>RB then continued to outline the main areas of concern</p> <ul style="list-style-type: none"> • Although BH expected teething problems in the first year of the contract, it was also expected that RH would be fully compliant by the 2nd winter of the contract • Too many outstanding jobs sat open wit RHH • High level of reported missed appointments • Problem with scheduling, too many appointments made which were not geographically viable • Stage 1 complaints still too high • BH have received 38 complaints in the first half of January which is unacceptable • Under resourced not enough engineers available <p>PW replied that RH are working really hard to address these issues and hold monthly contract meetings (JD is the RH service champion and attends these meetings) and they have formed a contract improvement plan (Circulated to the members before the meeting)</p> <p>Questions from members followed</p> <p>Q. What are RH doing to address the problems</p> <p>A. Increasing their work force by four engineers, two are already in place and recruitment of the other two is underway. PW said he is going to have a dedicated officer doing the scheduling to improve the appointment slots</p> <p>Q. How was it working out with the new PDA tracking device</p> <p>A. It is going well</p> <p>Q. The group had asked for an engineer to be invited to the meeting so that they could tell us how it is actually working for them</p> <p>Q. Is there a problem with the recruitment of quality engineers or did RHH inherit their engineers</p> <p>A. The problem was a London one apparently there is a shortage of multi-trade engineers. This is something that compounds the problem and may result in more than one appointment being necessary in a property.</p> <p>Q. How confident are you that you will be able to meet the</p>	
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	<p>improvement plan</p> <p>A. Confident especially with the recruitment of four new engineers</p> <p>Q. What length of time is allocated to changing a boiler</p> <p>A. It depends on the make of the boiler</p>	
6.5	<p>GM finished of the session by saying that RH is completely committed to getting it right. He pointed out that RH are paid per property and so are losing money on inefficient working practice's so it is in their best interests to get it right first time. He pointed out that RH are also BH commercial contractors as well as domestic and that they had saved BH thousands of pounds on making improvements on the GP district heating system.</p>	
7	<p>QL update</p>	
7.1	<p>GN gave an over view of where we are in terms of making improvements to QL. In summary we have been investigating three areas of concern i.e. speed of the system, data quality of the system and the incomplete modules.</p>	
7.2	<p>An independent review on the speed of the system has shown that it is due to a wide range of issues related to the IT network. As a part of the Capita contract with the council there is a commitment to improve this network. The improvement of the network is a very large project broken down into three parts and being run by Capita. Stage one of the plan has been completed and stage two is currently underway.</p>	
8	<p>Alongside the network improvement work we are in the process of purchasing several new servers for QL to sit on which will split the current environments and therefore reduce the load on the live system. This should improve the speed and also reduce the risk of working on a live server environment.</p>	
8.1	<p>A gap analysis has been completed with the help of an independent consultant. The analysis showed that QL will work for the organisation and is currently doing this but requires further investigation and work into resolving data issues. To resolve the issues we are working with Aareon to roll out their Best Practice Implementation of QL. The Implementation takes all of the lessons learned from over 100 successful implementations and combines it into one. While doing this work the data will be reviewed and cleansed where required and installed onto the new servers mentioned above.</p>	
9	<p>The missing modules within QL are progressing but have been behind schedule due to the number of issues with the system and the effort required to fix these before progressing. Leasehold module is being prioritised over Major Works due to the reliance on the old system Saffron.</p>	
9.1	<p>The members raised the following questions</p> <p>Q. Are we behind schedule and have we over run the budget</p> <p>A. We don't have a contract with Capita but with LBB, the</p>	

9.2	<p>network works are included on the contract between LBB and Capita but we are included in this work at no cost.</p> <p>Q. Is it VFM carrying out the upgrade work when BH will eventually be moving out of the building</p> <p>A. GN replied that the VFM was for the council to consider as it is their cost but the savings from the lease reduction in NLBP was higher than the cost of interim improvements. It is probably a low level upgrade due to the timescale.</p> <p>Q.As it is only a low level upgrade does that affect the speed of the system</p> <p>A. Ultimately yes but there are a wide number of factors that affect the speed of the system and it will take a lot of work to identify and resolve these.</p> <p>Members update</p> <p>As it is the first meeting of the year there were no updates</p> <p>AOB</p> <p>DB went over the plan for the PAG promotion video as she has had a planning meeting with the communications team.</p> <ul style="list-style-type: none"> • Christina Morales will attend the next meeting and film part of it • Each member to write a couple of sentences about what being on PAG means to them (this can be sent to DB before the next meeting if members wish to) • Members to try and arrive 30 minutes early so that Christina can film them individually • There will be an introduction from Troy Henshall CEO and Terry Rogers Chair of the board • Editing to be completed before the meeting in April so that PAG can have a preview • DB to organise a lunch and launch for the managers of BH and a copy will be given to each service area to show at their team meetings <p>Chair of PAG. DB explained that JD 3 years as a PAG member were up but as his role had changed just over a year ago to the Chair would the members want a new 3 year term to start from then. The group was unanimous that they would like to keep JD as the Chair as long as he was happy to continue, which he is.</p> <p>Date of next meeting Monday 7 March 6.30-8.30pm Board room 4th floor Barnet House</p>	

