



Performance Advisory Group (PAG)

Monday 18 July 2016 Board Room 4th floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Adanna Oji	(AO)	Member
Norah Fallon	(NF)	Member
Colette Gallagher	(CG)	Vice Chair
Rachele Davidson	(RD)	Member
Elizabeth Fitzgerald	(EF)	Member

Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Dave Dawson	(DD)	Information and Data Manager
Jeff Baker	(JB)	Board Member
Ryan Bolton	(RB)	Senior Contracts Manager
Ed Hickey	(EH)	Head of Operations (central)
Aletah Drake	(AD)	Observer

Item	Title	Action
1	Apologies and welcome Apologies received from Hazel Mensah and Amlan Ghoshal 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 apologised as some of the key indicators need to be added to report – once done DD to send out revised report	Action DD to send out revised report
4.2	DD said it was a good first quarter apart from evictions which were over target with 4 being carried out in April. The overall target for the year is 18. Q. EF asked if the rise in evictions was effected by the bedroom tax A. DD answered that he did not think that was the case, evictions had risen generally and although there may be different reasons for evictions it was mainly due to arrears. BH doesn't carry out evictions lightly, we follow a very strict procedure and an eviction were a last resort, but sometimes if all else has failed a necessary step.	Action DB to ask rental income team the reasons for the 4 evictions in April
4.3	Q. CG asked if residents being in receipt of universal credit had effected the eviction rate in London, as she was aware that when residents are signed up for UC as it is paid a month in arrears it automatically puts them in arrears A. DD said there were not many residents in receipt of UC within Barnet yet although he was not sure of the exact numbers. He said they would have to adjust the arrears process to give true figures of residents in receipt of UC	Action DD to provide members with the number of BH residents in receipt of UC
4.4	DD said that there had not been much change with the indictors this quarter. The arrears figure had gone down as new measures had been out in place by the rental income team, one being that at the end of each month officers were on the phone to residents reminding them to make a payment and more Notices of seeking possession (NOSP) were being served earlier as a deterrent. Q. EF asked if residents who are evicted automatically picked up by BH as homeless and rehoused A. In some instances residents would be rehoused by BH and in some cases we no longer had a care of duty to them and in these cases we would not rehouse them	
4.5	Void turn around figures are improving and one of the reasons for this is that we are now enforcing the notice period, which gives us time to visit and order any work required in advance.	Action DB to invite voids back to update the members on how the review is progressing
4.6	Leasehold- service charge collection still strong. There is some work taking place around major works consultation as the percentage is still quite low at 39%	
4.7	Repairs – satisfaction very good at 99%	

5	Robert Heath update	Action DB to put ES presentation in drop-box
5.1	RB introduced Ed Hickey the new Head of Operations for RH and then proceeded to give an update since the last meeting.	
5.2	Following the recent emergency contract core meetings, Barnet Homes have introduced a detailed improvement plan with additional KPI's introduced to track performance in specific areas of concern, namely missed appointments, complaints, compliance and void turnaround times	
5.3	Reviewing performance after 3 months it was notes that performance has improved significantly on 10 of the 13 KPI's measured. Further improvement is still required however as only 5 of the 13 KPI's are achieving in months targets and this will be reviewed again on 16 September.	
5.4	Following a Barnet Homes request at core group, the senior management and management team at RHH have been changed on the Barnet contract with new RHH personnel being appointed to provide fresh impetus and a renewed focus on achieving agreed performance levels.	
5.5	Early indications suggest this has had a positive effect and Ed hickey was introduced to PAG as the new RHH Head of Operations	
5.6	On a very positive note with RHH we managed to secure a £6.6k contribution from RHH First Time Access Funds for 16/17. This will be allocated to Barnet residents community groups by way of grant applied funding overseen by PAG.	
6	Ed Hickey introduced himself and told the group a bit about his work history. He is a qualified engineer and a hand's on person. He said his style of management is to lead by example and that engineers need to embrace cultural change and take ownership.	
6.1	He went on to explain that he was changing the way voids are done with one engineer assigned to a property to complete the whole task as he wants to improve on the void turnaround time	
6.2	He has a new contract manager starting and a technical manager and some more experienced engineers.	
6.3	He offered to take members of the group out on site visits and invited them to attend the tool box talks that the engineers received. He then opened up the floor to answer questions from the members	
6.4	Q. EF said that engineers on the street need to be educated on customer service and how was this going to be done A. All engineers to attend the tool box talks	

6.5	<p>Q. CG asked how EH was going to monitor this</p> <p>A. By customer surveys, process has changed already but the cultural change may take a bit longer</p> <p>Q. JD asked how often were the tool box talks</p> <p>A. EH said he would like to see them taking place every month</p> <p>Q. AO said that she didn't feel it was fair to blame all the issues on the engineers, she felt they were under pressure and should receive incentives</p> <p>A. EH agreed and said that communication from management was very poor, he is going to the call centre in Wales and will have a session of answering the phone to try and ascertain some of the problems. He said the engineers were not overloaded just badly organised, not replacing van stock quickly enough. They should know exactly what is on their van to make sure they have the right equipment on board and need to get into good practice. He said however that the call centre was not communicating well with the engineers.</p> <p>Q. AB asked how come the stock was not on the van as it is ordered via their PDA</p> <p>A. Although in some instances engineers were ordering stock they were not always picking it up</p> <p>Q. AO said parking seemed to cause a problem for the engineers</p> <p>A. In reality not many parking fines had been issued and even if an engineer had trouble parking he had a mobile phone and the residents number and should call them to let them know they were running late due to parking</p> <p>Q. JB asked if the problem of recruitment was down to a lack of qualified engineers</p> <p>A. Yes they have the quantity but not the quality and would like to improve the in house training</p> <p>Q. AD asked EH to expand on how they were going to improve the attitude to cultural change, what tools were they going to use</p> <p>A. By communicating to staff and drumming home the message, explain the reasons why it is important. Identifying challenging customers straight away and making engineers accountable</p> <p>MD summarised</p> <ul style="list-style-type: none"> • Introduction of new technical manager • Lead by example • Introduction of new contracts manager 	
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	<ul style="list-style-type: none"> • Additional engineers • More robust systems • Checking out the barriers that engineers say are in place to see if they exist and over come 	
7	Members update	
7.1	JD was a judge at the Finest Flower Competition	
7.2	AB is the new service champion for the leasehold team	
7.3	NF is the new service champion for the New Build Team and has attended a public consultation	
8	AOB	
8.1	<p>The list of AOB has been sent out to members with the list of actions from the meeting</p> <p>Next Meeting 12 September 6.30-8.30pm Room 1.1 1st floor Barnet House</p>	

