



Performance Advisory Group (PAG)

Monday 19 October 2015, 4th Floor Board Room, Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	PAG Chair
Aruna Bhatt	(AB)	PAG
Maxwell Doku	(MD)	PAG
Norah Fallon	(NF)	PAG
Collette Gallagher	(CG)	PAG
Tim Blanc	(TB)	Head of Community Engagement
Washington Ainabe	(WA)	Board Member TBG
David Dawson	(DD)	Information and Data Manager
Jo Williams	(JW)	Interim Housing Advisor Barnet Council
Laura Davison	(RD)	Housing Option Services
Elizabeth Fitzgerald	(EF)	Observer
Philippe Molette	(PM)	Observer

Item	Title	Action
1	Apologies and welcome Apologies received from Deborah Beckford, Amlan Goshall & Hazel Mensah Introductions were made by John Davies. The group welcomed PM, EF and WA.	N/A
2	Minute Approval All agreed the minutes were a true reflection of the meeting.	Minutes to be uploaded onto website
3	Matters Arising There has been a delay in receiving a final draft on the major works service standards, it is hoped to get this to PAG for their comments in the next two weeks	standards to be distributed to PAG asap
4	Performance Q2 DD pleased with the performance as there is only one indicator in red. Gas Servicing – previously was reported as Red/Amber but has now moved into the green with no services outstanding. Homeless Appeal is still red but the position has improved from 49% in Q1 to 73% in Q2.	

<p>There is still a backlog of 20 cases; this is due to the increase in appeals, partly from Sweets Way related to the decanting. We have now started to outsource appeals to RMG.</p> <p>MD enquired as to whether Westminster (RMG) have the local background and understand what is going on in Barnet? – including training and borough insight. DD replied the benefit is that they provide an independent point of view compared to BH's</p> <p>PAG requested for information and effectiveness of the trial including an successes that can be demonstrated. This can be reported back at a future meeting.</p> <p>There is a reduction in people 'coming through the door'. PAG would like to understand why number of appeals have reduced</p> <p>Washington enquired on the period of time – Currently 56 days.</p> <p>Performance are hitting targets</p> <p>Arrears – Revised target is being hit for the past four months – Month on month against previous year has showed continuous improvement</p> <p>Temporary accommodation arrears collection is going well, based on some of the previous issues. The team are managing this closer with much stronger controls.</p> <p>During the rent free week the payment system at Barnet Council was down for half a day, although we did not miss target due to this.</p> <p>Rent Sense is now in place that takes the data from QL</p> <p>MD asked what were the processes in place if the system flags this up? – QL will provide a priority list. Suggest rental income reviews whether the system is being effective – DD Suggested to invite the area lead Ismet Keleszade to a future meeting for a detailed explanation</p> <p>Households in emergency accommodation – up 36% from 31%</p> <p>MD asked as to whether those in emergency/temp accommodation if the rent they were paying is based on market rent and what the impact is? Also how Housing Benefit factors into these payments</p> <p>What Is the process for emergency accommodation for HB claims and also the rent charges</p> <p>DD proposed for PAG consider putting on a forward agenda item for 15/16</p> <p>WA enquired into private sector lettings, and how the target is workout out.</p> <p>DD – this is the annual target (324) which is then split evenly by month (27)</p>	<p>Request for Ian Helcke to update PAG on progress of trial</p> <p>Request for Ian Helcke to provide information on reduced numbers</p> <p>Ismet Keleszade to provide an overview of Rent Sense</p> <p>Invite Ismet Keleszade to future meeting</p> <p>Nick Lowther to respond to market rent enquiry</p> <p>Nick Lowther to look at timeline and provide information</p> <p>DD to review timeline with DR and propose timescale</p>
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5	<p>10 Year Management Agreement Feedback from Focus Groups/Survey</p> <p>JW provided an overview of the report detailing the recent resident focus groups and surveys carried out during September and October. It is hoped this will be signed off and approved by Friday 23 October.</p> <p>Subject to feedback and validation from PAG the report will then be published on the Barnet Homes website.</p> <p>A thank you letter and hard copy of the report will be sent to the 45 residents that took part in the focus groups The report will also be sent to the Homes & Communities Agency (HCA) as evidence, demonstrating appropriate consultation with residents had taken place.</p> <p>The Council will be asking Barnet Homes to consider the outcomes and issues raised in the report that will contribute in shaping two documents, a new Business Plan and Community Engagement Strategy.</p> <p>Barnet Homes will be required to publish an action plan of their intentions to meet the expectations of what residents have said by January 2016. The Chair and fellow PAG members felt the report was very easy to read, jargon free concise and a true reflection.</p> <p>PAG shared their views on the top three areas for Barnet Homes to prioritise and expressed an interest in supporting the organisation in achieving them;</p> <ol style="list-style-type: none"> 1. Quality of repairs and the service (although this was good in individual homes there were still some areas for improvement) 2. Value for money and priorities 3. Responding to the needs of the customer. MD commented that it is important to take time to respond to queries, in line with consistent service standards <p>AB felt that dealing with Anti-Social Behaviour (ASB) should also be a priority. JW commented that she had found it difficult at the focus groups to gain a general consensus as to what the issues were from residents. This area was difficult to define.</p> <p>JW suggested Barnet Homes consider publicising more about what they do and their successes in dealing and managing ASB as they may be underselling themselves. CG commented that she had a good experience and outcome from the organisations ASB intervention work where she lived.</p> <p>JW was very positive that the action plan it will demonstrate that residents have been listened to by Barnet Homes.</p> <p>From the 45 residents that attended the focus group, there was not one that felt BH's should not be considered for the new management agreement, which is very positive.</p> <p>The hope is that the final management will be approved by HCA and signed off by the end of November and be in place by March 2016.</p> <p>WA mentioned at the recent Board Away day the Business Plan was</p>	

	<p>discussed. Goals and priorities will take into consideration what residents have said and that the Board is listening to them.</p> <p>PM (Observer) Raised concern over the communication between Major Works and Repairs - increased charges. This was previously communicated as an example at one of the focus group meetings. TB would seek clarity for PM and ask for the relevant service to contact him.</p> <p>PAG members were in agreement and happy to validate the report.</p>	TB to speak to Leasehold Services
6	<p>Voids Review Feedback</p> <p>LD provided a presentation on the review, which provided background as to why they undertook the review which was carried out between October 2014 and March 2015. In light of the work to be undertaken for the management agreement, sharing there review's findings and progressing some of the actions was put on hold until July 2015.</p> <p>The Board is keen to see continuous improvement around void turnaround performance.</p> <p>MD wanted to clarify that the underlying issues (a lack of understanding on why voids were taking longer and costing more) that were identified by internal audit were not addressed by the review because of challenges caused by the new housing system. LD confirmed that around costs this was the case but that Repairs will complete a more detailed review of costs when the system issues have been resolved.</p> <p>LD explained that Mears undertake all works on receipt of the keys until the property is given to the customer. Due to the nature of contract arrangements, BH involvement is minimal. WA clarified that we provide a set of standards to Mears – around 10% of checks are carried out once works are completed which leaves 90% down to entrusting Mears are meeting these standards. Other organisations check a higher proportion of properties.</p> <p>Mutual Exchange Homeswapper – Paying £12k a year but still having to put in a large amount of administrative time but saw very little return on swaps.</p> <p>JD is involved in Gas contract, as part of Robert Heaths voids activity they receive a date from Mears to check Gas but arrive and cannot physically get into the property, due to works which causes further delays. LD is aware this and it is being considered by Repairs.</p> <p>Overall customer experience could be better. Communication needs to be improved so that expectations are better managed.</p> <p>The review included where we are and learning from other organisations,</p> <p>MD asked what ideas do we have that will be a positive experience for customers – LD provided information on key actions within her presentation, these included improving the level of communication and support provided throughout voids and lettings.</p> <p>CG asked when recommendations will start to go live. LD responded that some of this has already begun, including developing a Letting Standard for</p>	<p>Presentation to be sent to PAG</p> <p>Letting Standard to be distributed to PAG</p>

	<p>customers so that they know what condition their property should be in when they first move in. The detail of the standard is as it has been agreed between Mears and Barnet Homes within contract arrangements.</p> <p>It was suggested that the Letting Standards be distributed to PAG for any additional comments. If PAG recommend that the detail of the property condition standard is changed, PAG would need to discuss this with Repairs and Mears.</p>	
7	<p>Members Update</p> <p>Members congratulated CG on the birth of her baby</p> <p>AB has been involved in athome magazine, meeting with the Comms team including working with the Leasehold Communication Team. She is currently arranging for shadowing to take place in the Call Centre and Neighbourhood Team.</p> <p>JD, NF and AB were invited to be part of the recruitment program for the new CEO, this included Barnet Council, Board Members and officers from Barnet Homes. Feedback was collected at the end of the day. They found it to be an enjoyable experience and commented that the candidates they met were all very strong.</p> <p>There would be more in depth interviews taking place the next day</p>	
8	<p>Any other Business</p> <p>TB suggested removing the times from the agenda as it was becoming confusing for officers that were due to attend.</p> <p>Need to seek clarity as to when PAG will be having their own meeting to look at forward planning for the year. TB to discuss with Deborah Beckford</p> <p>CG enquired as to progress on the PAG plan. TB was unsure but would follow up with Deborah Beckford</p>	Confirm date/time for PAG closed meeting
9	<p>DONM</p> <p>30 November 6.30-8.30pm 4th floor Board room (<i>tbc as to whether this is a closed meeting</i>)</p>	