

## Performance Advisory Group (PAG)

**2 September Chapman Room 4<sup>th</sup> floor Colindale**

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

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**Present:**

Aruna Bhatt	(AB)	Vice Chair
Amlan Ghosal	(AG)	Member
Zac Gonis	(ZG)	Member
Linda Beard	(LB)	Member
Elizabeth Fitzgerald	(EF)	Member
Carol Douet	(CD)	Member

Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Carly Williamson	(CW)	Complaints & Information Manager
Stephen Pugh	(SP)	Senior Contracts Manager

Item	Title	Action
1	<b>Apologies and welcome</b>  Apologies received from Aletah Drake, Nora Fallon, John Davis, Brenda Mavata, Angela Shine and Maxwell Doku	
2	<b>Minute Approval</b>  All agreed the minutes were a true reflection.	Minutes to be published on website
3	<b>Matters Arising</b>  No matters arising	
4	<b>Complaints</b>	

4.1	CW attended the meeting to go through the report for the Barnet Homes Complaints and Information Performance - Q1 2019/20	Action DB to send template to members
4.2	Appendix 1 – Barnet Homes Complaints and Information – Q1 2019/20 Report	
5	<b>Complaints Quality Assurance Template</b>	
5.1	<p>CW – The Quality Assurance tool has been designed to ensure that the complaints service meets the required standard, and to use this information to drive up quality in complaint handling and management. Built into this tool are the standards of good practice which underpin The Barnet Group’s Complaints Policy and the Barnet Homes and Your Choice Barnet complaints procedures. The tool has six sections which each reflect an aspect of complaint handling and management.</p> <p>These are:</p> <ol style="list-style-type: none"> <li>1. Receipt</li> <li>2. Agreeing the Complaint</li> <li>3. Investigation</li> <li>4. Decision</li> <li>5. Learning from Complaints</li> <li>6. File Management</li> </ol>	
5.2	<p>Each section contains a number of indicators which should have a direct correlation to a specific policy requirement, service standard or guidance. Each indicator has three descriptions; Best Practice (1), Good Practice (2) and Substandard Practice (3), with a brief description of the respective levels of service.</p> <p>The tool is used to check consistency and to identify areas for personal development.</p>	
5.3	<p><b>Scoring</b></p> <p>An overall score based upon good practice performance is determined - this indicates performance against TBG's expected standards of complaints handling. An additional best practice score is also determined to indicate excellent performance.</p>	

5.4	<p><b>Sampling</b></p> <p>A minimum of 10% of all closed complaints are quality-assessed each quarter by the Complaints and Information team. This includes 10% of all complaints closed at Stage 1, and 10% of all complaints closed at Stage 2.</p>	
5.5	<p><b>Feedback</b></p> <p>Individual complaint handlers and their line managers are given feedback on the assessment.</p>	
5.6	<p><b>Analysis and Reporting</b></p> <p>The results of the quarterly quality assurance exercises are reviewed to identify any trends or patterns, and any lessons are recorded and shared with the business in order the business in order to inform improvements.</p>	
6	<p><b>Reviewing the Complaints and Compliments Policy</b></p>	
6.1	<p>CW - The policy has been reviewed in line with Housing Ombudsman expectations and good practice research, including implementing some of the informal recommendations we were given when we achieved the HouseMark Complaints Accreditation, and noting the criteria in the Housing Quality Network (HQN) Complaints Toolkit which takes a similar approach to HouseMark.</p>	
6.2	<p>There have been some general amendments and rewording of the policy, and below is a summary of the additional main changes to the policy that have been made:</p> <ul style="list-style-type: none"> <li>• Changed from Complaints Policy to Complaints and Compliments Policy.</li> <li>• Additional detail added to clarify who can make a complaint under the policy</li> <li>• Some additional information about complaints that are not covered by the policy</li> <li>• Updated how customers can make a complaint to include by social media</li> <li>• Information added regarding reasonable adjustments</li> </ul>	

	<ul style="list-style-type: none"> <li>• Removal of Stage 3 for complaints about homelessness or housing allocations services. We now have 2 stages for all types of complaint</li> <li>• Information added about escalations due to serious detriment</li> <li>• Some additional information added about escalating complaints</li> <li>• Some additional information added about why we might refuse to deal with a complaint</li> <li>• Introduction of formal compliments recording and monitoring</li> <li>• Introduction of monitoring satisfaction with the complaints-handling process</li> <li>• Removal of reference to the Tenant Panel under the Designated Persons process for complaints about housing management</li> </ul>	
6.3	CW – will send out the new draft policy for members to read and give feedback. CW – to hold a special meeting for members who would like to meet to discuss the proposed changes	Action DB to record CW - action
7	<b>Repairs</b>	
7.1	<b>Repairs Improvement Plan</b>  SP was invited back by members to give an update on how the Mears Improvement Plan was progressing. He went through the KPI's (key performance indicators) for July	
7.2	Repairs <b>completed in time</b> has improved slightly but remains below target due to the reduction of WIP (work in progress) and closure of jobs that are overdue	
7.3	<b>Appointments Kept</b> has fallen in July by 6% from the previous month and remains below the target of 95%	
7.4	<b>First Time Fix</b> has fallen in July and remains below the target of 92%	
7.5	<b>Overdue Jobs</b> have reduced this month. The formal contractual measures put in place are having a positive effect	

7.6	<b>Complaint per job</b> have reduced again in July but remain above target. Recent complaint reporting does show a positive movement towards service stabilisation	
7.7	<b>Mears Satisfaction</b> has increased in July, but is still above target.	
8	<b>Barnet weekly status report</b>  Because targets are not being kept Mears now produce a weekly status report for the SP so that he can monitor the KPI's. Below report for week commencing 2 September	
8.1	<b>Highlights</b> <ul style="list-style-type: none"> <li>• Overdue orders increased by 67 to leave a total of 226, this is divided by 221 in the 19/20 response contract and 5 in 18/19 response contract.</li> <li>• Appointments after Due date has increased to a total of 386, this is increased by 86 appointments from last week.</li> <li>• Jobs per man decreased from last week to 2.8 jobs per man.</li> <li>• WIP decreased by 3 over the 19/20 and 18/19 response contracts.</li> <li>• Jobs in Jeopardy has decreased by 14, this stands at 69</li> <li>• All overdue jobs stand at 273, this has increased by 63 orders from last week, when we started this improvement plan we were at 680 overdue orders, the team are focused on reducing these numbers across all contracts.</li> </ul>	
8.2	<b>Issues</b> <ul style="list-style-type: none"> <li>• No access stayed the same as last week 10 per day, last week we were at 10 per day</li> <li>• Follow on orders decreased from last week by 19, in total 108 orders were rebooked, MF has instructed all operatives to call planners/supervisors to either book in the follow on or complete the order and reassign other work to operatives that have capacity.</li> <li>• No access process TBT has taken place this morning to all operatives</li> <li>• Recruitment – interviews are taking place, we are looking to offer these positions straight away if the candidate is suitable.</li> </ul>	

9	<ul style="list-style-type: none"> <li>Lack of planners as impacted the service this week, we have taken on an agency planner to backfill.</li> </ul> <p><b>Members Updates</b></p> <p>Very quite during August with not much activity so no updates</p>	
10	<p><b>AOB</b></p> <p>DB reminded members that the October meeting date had changed to Wednesday 16<sup>th</sup></p> <p>DB gave members the date for this years Residents Awards and Thank You Party on the 12 December</p> <p>DB informed members that the new chair of TBG board Eamon McCormick would be attending the October meeting</p> <p>DB reminded members about the Summer social on the 12 September venue to be confirmed</p> <p><b>Date of next meeting 16 October in conference room 1 1<sup>st</sup> floor Colindale 6.30-8.30pm</b></p>	

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