

Performance Advisory Group (PAG)

Monday 23 January 2017 Board Room 4th floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Aletah Drake	(AD)	Member
Rachele Davidson	(RD)	Member
Elizabeth Fitzgerald	(EF)	Member
Amlan Ghoshal	(AG)	Member
Norah Fallon	(NF)	Member
Maxwell Doku	(MD)	Member
Deborah Beckford	(DB)	Community Engagement Officer
Anne-Marie Isaacs	(AM)	Senior Rent Income Manager
Tim Blanc	(TB)	Head of Community Engagement
Angela Shine	(AS)	Observer

Item	Title	Action
1	Apologies and welcome Apologies received from Hazel Mensah, Aruna Bhatt and Adanna Oji Introductions were made around the table	
2	Minute Approval All agreed the minutes were a true reflection.	Minutes to be published on website
3.	Matters arising DB No matters arising	
4.	Temporary Accommodation Rent Arrears	
4.1	<ul style="list-style-type: none"> AM explained to the group that the year on year debit to be collected for Temporary Accommodation (TA) has increased from £8m to £23m. In addition AM showed the group the trend on the decline in Housing Benefit (HB) receipts over the same period, evidencing that if we had received the same HB this year compared to what 	

	<p>was received in 2011/12 we would have received £862k more. This money has now to be collected at source (from the tenant)</p> <ul style="list-style-type: none"> • AM discussed the reason behind the decline in HB receipts which is more than likely an impact of the welfare reforms. It is no longer unusual for a tenant that is working to be in TA and rent can be as high as £300 per week. 	
4.2	<p>Questions raised</p> <p>Q. Do we usually end up evicting residents who are in arrears</p> <p>A. BH has a good track record of not evicting residents but sustaining tenancies. It is usually a very last resort to evict a resident when all other action has failed.</p> <p>Q. If the TA rents are as high as private sector rents what is the benefit of presenting to BH as homeless, why not just go out and rent on the private market?</p> <p>A. One of the main reasons is that people still believe that if BH places them in TA they will eventually get a secure tenancy granted to them. Also people who present as homeless would probably not have the deposit required by a private landlord and some landlords do not accept people who are in receipt of HB.</p> <p>Q. What is a housing needs assessment?</p> <p>A. Housing needs assessment and holistic assessment are the same. Once we have established clients have one of the following criteria</p> <ul style="list-style-type: none"> • Homeless • Overcrowded • Medical needs <p>They are invited in for a full assessment at which they have to provide documentation to back up their application.</p>	
4.3	<p>Call2collect – 3 month pilot</p> <ul style="list-style-type: none"> • AM explained to the group what call2collect is and went through the process • Call2collect is an automated calling service to advise the tenant that BH needs to speak to them urgently • The idea behind this process is to encourage the customer to contact us at a very early stage of the arrears recovery process to enable us to put support in place quickly at a more manageable arrears level • The pilot is starting in February and is for 3 months. The first 2 months of the service is free of charge • A risk assessment has been carried out using the ISA guidance on cold calling 	

<p>4.4</p> <p>4.6</p> <p>5</p> <p>5.1</p> <p>5.2</p>	<ul style="list-style-type: none"> Residents were informed of the pilot scheme in the December Ahome magazine and a strapline was added to all the rent free letters that went out to all residents with £5+ arrears Residents have been advised that there is an opt out option and to date only 2 residents have decided to opt out The rental income team are currently working with Rent Sense to ensure our data is as clean as it can be to minimise the impact of call failures before they forward to call2collect <p>Questions raised</p> <p>Q. When the call comes through does a number come up because most people won't answer an anonymous call</p> <p>A. Yes a local comes up and residents should recognise the 020 8 359</p> <p>Q. How do ensure that staff aren't saturated with calls and residents aren't left hanging on the phone for ages</p> <p>A. There will be 23 staff available to take the calls and the rental income team can regulate the amount of call generated by call2collect. One of the main objectives is to engage with residents</p> <p>Q. What is Rent Sense</p> <p>A. Rent sense is a service we use that generates a report every Wednesday on the residents who are not sticking to agreements so that the HO can target this group of residents</p> <p>Q. Have the RI team carried out any research with other landlords already using the call2collect service</p> <p>A. Yes but although the information hasn't been collated nothing sticks out as being a problem</p> <p>TB suggested that the RI team should carry out a review with residents at the end of the pilot period</p> <p>Community Engagement Strategy</p> <p>TB began by giving the group a recap on why we are reviewing our Community Engagement Strategy. That it is an action that came out of the 10 year management agreement and a request from LBB that we review our involvement with residents. We also need to see if the service is still fit for purpose and are we maximising on opportunities.</p> <p>Involvement Review Objectives</p> <p>We are reviewing all the opportunities we currently offer residents including</p> <ul style="list-style-type: none"> Scrutiny structure and framework for PAG/QUAG 	
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	<ul style="list-style-type: none"> • View point customer data base • Clarity on how service supports leasehold engagement • Review of involvement activities • Review of Resident Associations • Review of customer involvement activities within the neighbourhood management services <p>The community engagement team have been carrying out a series of exercises including doing a S.W.O.T analysis on every opportunity and activity we currently offer residents. A meeting with committee members of our active resident associations and an internal staff workshop. The review is scheduled to be complete by the end of March and we will hold a Lunch & Learn for staff and then a customer launch with the new offer.</p>	
5.3	Employment Review Objectives	
5.4	<p>The areas we are covering are:-</p> <ul style="list-style-type: none"> • Review of all TBG skills and employment related activities and services and whether they fit the desired needs of our customers and service users • Benchmarking against our peers and assessing VFM • Consultation with customers and service users • Reviewing scope of employment and skills related CRS opportunity from contractors and future procurement • Development of a skills and employment strategy and activity plan • Measure the social return of our investment on the local economy 	

5.5	What's Next <ul style="list-style-type: none"> • Report back on findings including recommendations • Projects to be completed by 31 March • Community engagement strategy action plan • Implementation of new approach and activities from 1 April • Staff communication • Customer communication 	
6	Member's Update	
6.1	EF updated the members on the ASB review board. This was a start and finish task and we are now waiting for the report that Graham Ambler is putting together on the outcomes of the review and the recommendations.	
6.2	AD attended the Leadership training session put on by Brent, she found it very useful and has applied to go on 2 more of their sessions.	
6.3	NF is now the service champion for New Development and Mears, she attended the Mears office recently and spent some time with their operative who deals with the customer satisfaction survey, she was very impressed with the way they work.	
7	AOB	
7.1	JD asked the group what they wanted to do when a member has not adhered to the TOR and missed more than 2 meetings in a year. A discussion took place among the members and the outcome was that it would be best if DB had a conversation with the members to see if they had over committed themselves or had just lost interest in being a member.	
7.2	JD asked members who were interested in taking over as the deputy chair to send in a short paragraph, these would then be sent out to the rest of the group to have a vote	
7.3	DB reminded the group how important it is to complete the end of year review, to date only 50% of members had done so	
7.4	DB informed the group that some of the members 3 year term came to an end this year. Out of the results from the end of year review 3 out of the 5 members who completed the survey said they would like to drop the time limit so depending on what the results are when the rest of the members have completed the term of office will be extended unless there is a waiting list	
	Date of next meeting 6 March 2017 Board room Barnet House 4th floor Barnet House	

