



Performance Advisory Group (PAG)

Monday 24 April 2017 Board Room 4th floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Aletah Drake	(AD)	Member
Angela Shine	(AS)	Member
Elizabeth Fitzgerald	(EF)	Member
Norah Fallon	(NF)	Member
Aruna Bhatt	(AB)	Member
Adanna Oji	(AO)	Member
Deborah Beckford	(DB)	Community Engagement Officer
Dave Dawson	(DD)	Information and Data Manager
Laura Davison	(LD)	Head of Customer Experience
Alisha Ameyaw	(AA)	Senior Customer Care Officer

Item	Title	Action
1	Apologies and welcome Apologies received from Hazel Mensah, Rachele Davidson, Maxwell Doku and Amlan Ghoshal. 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.	Performance Indicators Q4.	
4.1	DD explained that we had finished the year well meeting 81% of our targets	
4.2	There are 3 areas where the targets have not been met and that is	

<p>4.3</p> <p>4.4</p> <p>4.5</p>	<ul style="list-style-type: none"> • HRD (housing revenue dwelling) Arrears • TA (temporary accommodation) Arrears • Total number of households in TA <p>HRD Arrears</p> <p>We were 21k short of meeting our general stock arrears target on a rent roll of 58 million. Issues with our IT systems had a direct impact on this. A lesson's learnt summary is being drawn up and will be sent to the members once it is complete.</p> <p>TA Arrears</p> <p>We missed our target by 95K on a 23 million rent role. One of the main reasons for this was due to the direct impact of the changes in welfare reform. As housing benefit payments have reduced we have to collect a larger portion of the rent from our residents directly. The rent team have drawn up a TA Improvement plan which has reviewed the following area's</p> <ul style="list-style-type: none"> • The sign-up process • Opening of tenancy accounts • The cancellation process • Procedures and performance targets • Data and IT system tools • Benchmarking • Universal credit <p>Households in TA</p> <p>We have missed our target of households in TA by 57. The target was 2700 and we ended the year with 2757 households in TA. However there have been improvements in other area's such as homeless prevention. We have also saved money by placing people in private rented accommodation as opposed to TA.</p> <p>We have also seen improvements in emergency TA which carries the highest costs, as it is based on a nightly fee. We currently have 149 households in emergency TA and our target was 150.</p> <p>Our void turnaround time has improved drastically as well which has a knock on effect of taking households out of emergency TA. Our current turnaround time is 13.5 days which is the best time in London by a long way. Our customer satisfaction on the customer experience has increased to 93%.</p>	<p>Action DB to send members a copy of the TA improvement plan</p> <p>Action DB to ask Evelyn Gruber for a copy of the questions asked in the satisfaction survey.</p>
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5	Customer Access Strategy	
5.1	<p>LD introduced herself and explained what her new role was and the outcomes we want to achieve over the next 5 years. She then went on to give the group a presentation to explain in more detail.</p>	<p>Action DB to put the presentation in drop-box</p>
5.2	<p>LD said that she was going to be leading on a Customer's Priorities Project to help her achieve her objectives and asked for a couple of volunteers from the group. Aruna and Adanna showed an interest in this.</p>	
5.3	<p>Why have a customer access strategy? Please see below present statistics</p>	
	<ul style="list-style-type: none"> • LLB would like 80% of Barnet residents to make contact with us on-line or digitally by 2020 • It cost BH £8.62 to conduct a face-to-face contact • 83 pence is what it currently cost BH for each telephone or email contact • 20 pence is the digital cost of a single contact • The call centre alone take an average of 138,000 calls per year • 21,300 people visit the office each year • 230 residents request repairs on line • We know that 64% of Barnet residents currently uses the internet 	
5.4	<p>There was a general discussion about residents who don't have access to the internet, mainly our older residents and that some people do not like using the internet. AA explained that all of this would be taken into consideration and assured the members that BH aim was not to become 100% digital as the only method of contact. We want to improve all forms of communication and try to deal effectively with queries first time around. By improving our on-line services we would be giving residents more choice and flexibility in making contact with us.</p> <p>Q. If we have more on-line services will this effectively reduce staff levels?</p> <p>A. Yes, although this is not the driving force behind the project of course we have to make savings.</p>	
6	Feedback on the Customer Portal Testing	
6.1	<p>John – Had trouble accessing the portal and gave up after trying 3 different passwords</p>	<p>Action LD to send JD another password so that he can have another attempt</p>
6.2	<p>Angela – Also had trouble gaining access to the site and eventually gave up</p>	

6.3	Adanna – Initially had a problem accessing the system, however she now has access so will try it out and give separate feedback to LD	Action LD to talk to Tim Harper about the survey monkey issues
6.4	Aletah – Had trouble logging in, she requested a new password; she received this but tried to gain access with her old password which should have been cancelled and was successful. This needs to be looked at as it is possible a breach of data protection. She said she would like to have gone back further into her rent account, presently could only access the last 3 months. LD said she would see if this would be possible moving forward	
6.5	Norah – Mentioned that there was not a separate box for rents on the home page. It wasn't clear that you accessed your rent account via 'Your Tenancies' needs to be clearer. She said that she had, had trouble completing the on-line feedback survey from Q4 onwards – other members said they too had had problems with this	
6.6	Elizabeth – Everything had worked well for Elizabeth; she would like to have been able to go back further on a repair history.	
6.7	Aruna – Asked if there was going to be a customer portal for LH. LD answered that she was sure there would be once QL checked out.	
7	Members updates	
7.1	JD informed the group that AB was the voted in as the new deputy chair	
7.2	JD gave the group feedback on the board meeting that he, Amlan and Norah attended in March to discuss the future of the Robert Heath contract. He said that RH was still consistently missing their KPI's and there was now little confidence in their ability to deliver the gas contract. A discussion was had whether to terminate their contract immediately or let it run till it was due to end in March 2018. The general feeling was that it was best to let it run its course, if we were to tender for a new contractor they would be bedding in over the winter period which would not be beneficial in the mobilization process. There was also a discussion whether we should tender for one contractor for the whole borough or split it in two. There was a split feeling on this but the board felt they would divide the contract but companies could of course tender for both contracts.	
7.3	EF attended the opening of the new but temporary West Hendon Community centre which was attended by the Mayor. It will be hosting an array of activities and is also available for hire.	
8	A.O.B.	
8.1	DB congratulated AB on her election to DC and thanked AD for applying.	

8.2	DB said that RD had handed in her notice as a member as she had just got a job and would make it difficult to attend the meetings	Action DB to inform members of dates and area's for the COR days
8.3	DB informed the group that the date of the contractor's award ceremony was 26 May at Barnet House and they were all invited. She also said she needed a few volunteers to do the actual judging.	
8.4	DB informed the group that the community engagement team were planning on holding 3 community outreach days over the summer, one per month in July, August and September. She explained that these were to replace the HUB events we used to hold. They would be on a Saturday and although our main outcome was to promote the new strategy it was going to be a corporate event locally themed with a fun day element to encourage residents to come. She said that one of the things that had come out of the PAG away day last year was that the group wanted to promote themselves and really find out what the issues affecting the wider group of residents were. DB explained this was their opportunity to do this and she expected each member to attend at least one event. AS pointed out that due to religious reasons she could not attend as the events were on a Saturday but would be happy to be involved in other ways.	
8.5	DB explained to the group that one of the issues that came out of the end of year review was that members felt they were still not shaping the meeting agenda's. However the group were not letting her know what they wanted to see on the agenda, DB asked the group to have a think and let her know before the next meeting	
8.6	JD reminded the group on the importance of replying to their emails as communication could be a bit lacking at times	
	<p>Date of next meeting</p> <p>Monday 5 June 6.30-8.30pm Board room 4th floor Barnet House</p>	

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