



Performance Advisory Group (PAG)

29 April Board Room 4th Floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair
Aruna Bhatt	(AB)	Vice Chair
Norah Fallon	(NF)	Member
Maxwell Doku	(MD)	Member
Aletah Drake	(AD)	Member
Carol Douet	(CD)	Member
Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Mary Cawley	(MC)	Head of Business Transformation
Mamta Malhotra	(MM)	Gas Contracts Manager
Nicola Tunnicliff	(NT)	Operations Support Officer
Daniel Hone	(DH)	Mears Gas Manager
Zac Gonis	(ZG)	Observer
Anita Wisniewka	(AW)	Observer
Maggie Davies	(MD)	Observer
Brenda Mavata	(BM)	Observer
Linda Beard	(LB)	Observer

Item	Title	Action
1	Apologies and welcome Apologies received from Elizabeth Fitzgerald, Angela Shine and Amlan Ghoshal	
2	Minute Approval All agreed the minutes were a true reflection.	Minutes to be published on website

	<p>BOOST BOOST is funded by Barnet Council and is a partnership with Barnet Homes, Job Centre Plus, Barnet & Southgate College and a number of local community organisations. It helps unemployed residents from Childs Hill, Burnt Oak and the surrounding areas to find work. BOOST also provides housing support, benefits advice and training opportunities.</p> <p>Let2Barnet Let2Barnet is a free service where potential tenants are matched with private sector landlords.</p> <p>PA Choices A flexible and professional personal assistant service which supports people with additional needs.</p> <p>Welfare Reform Taskforce A partnership working group, which brings together advisers from Barnet Homes, the London Borough of Barnet, Future Path and the Department for Work and Pensions.</p> <p>Your Choice Enablement Your Choice Enablement supports people after stays in hospital.</p> <ul style="list-style-type: none"> • These brands do not reflect one 'Group'. Some of the logos fit together, but others do not. • Our branding proposals better reflect our new mission, vision and values. • Our brand promise, to 'be person-centred' is at the heart of our new designs. • The ideas were all developed in-house, so are all zero-cost. • They need to be done now because of the office moves. A change of address means we will need to reprint all our collateral anyway • We present three options <ul style="list-style-type: none"> o 1: Clean and contemporary o 2: Modernising our brand family o 3: Bringing person-centred to life – This idea, with the thumbprint, really reflects our person-centred approach. 	
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- We propose using new branding for all our logos except Bumblebee. Bumblebee is a very different company, being a private-sector focussed. It also one which has just begun to bear fruit

(The presentation showing the new branding is attached)

5

Update on the Mears Gas Contract

5.1

Current position

- 2nd year of contract
- Reduction in complaints and missed Appointments
- Key Performance Indicator (KPI) improvements
- Stability
- Maintained Compliancy

5.2

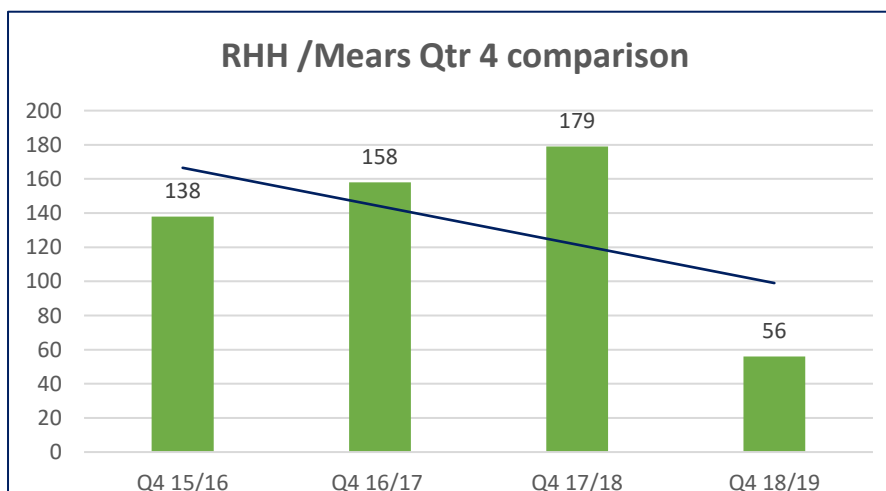
Complaints

Since Mears took over the contract the complaints received have stayed on a down ward trend

Quarter 4 comparisons

- Robert Heath - At Q4. end 2017/18 the figures for complaints received were 179
- Mears – At Q4. End 2018/19 the figures for complaints received was 56

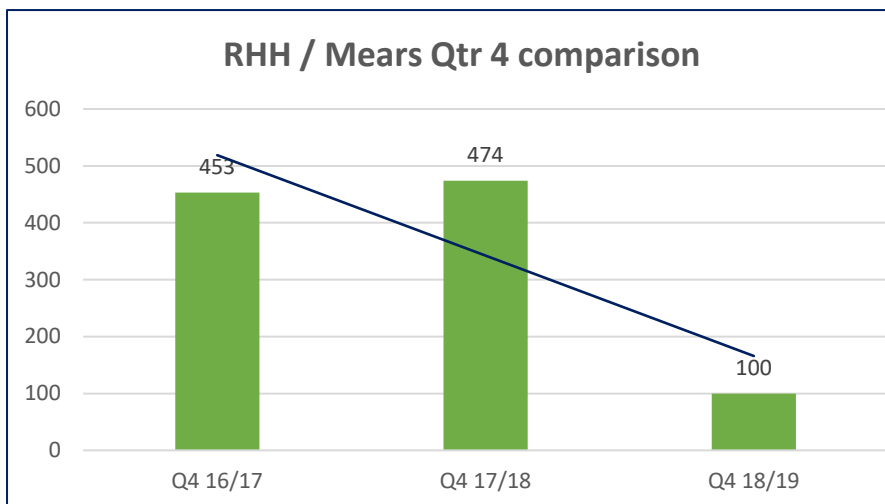
This is a significant reduction in complaints received



5.3

Missed Appointments

- There has been a significant reduction in the number of appointments that are missed as shown in the graph below



5.4

Servicing

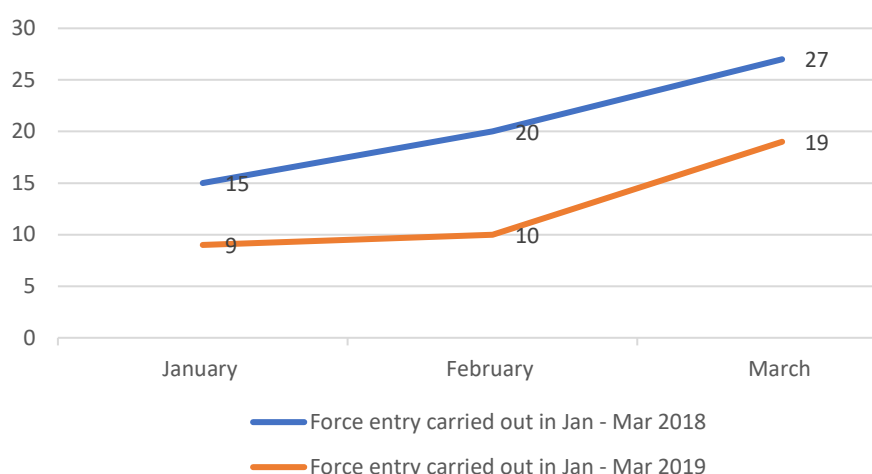
- 100% compliancy maintained, apart from February, where following a property reconciliation, 160 properties were added on to contract for this month
- Streamlined processes and dedicated staff working on the service programme, able to plan further ahead and work towards real time compliancy

5.5

Servicing – Hard Access

- Reduction in the number of properties taken to court.
- Reduction in forced entries each month in comparison to RHH.

Forced Entry Comparison Qtr 4 18 & 19



5.6

KPI Improvements

- There are a few areas that need improvement however, and we are continuing to monitor this with Mears (see table below)

KPI	Oct	Nov	Dec	Jan
First time fix	69.90%	69.4%	63.50%	70.30%
Resident satisfaction surveys undertaken	24.4%	5.40%	3.30%	4.50%
Overall post ins passed	91.2%	94.80%	88.10%	87%

- There have been gaps in the Mears reporting data for KPI's and a joint review of the KPI suite is taking place to support accurate report designing capturing lessons learnt from the first year

5.7	<p>Instalments</p> <ul style="list-style-type: none"> • There have been 380 + new boilers installed over the past year with a further planned programme under review • Increased joint pre- and post- inspections • Introduction of X2 sub contractors to support delivery of the upgrade works through 19/20 	
5.8	<p>Next Steps</p> <ul style="list-style-type: none"> • Continue to stabilise the IT Interface • Review and define KPI's • Streamline and improve processes • Continued monitoring of performance • Increase the number of satisfaction surveys carried out by Mears & Barnet Homes • Planning for MOT style servicing • Mobilise office move 	
5.9	<p>The members have been so involved with monitoring the gas contract and JD is the service champion for the gas team so everyone felt extremely pleased with the on-going improvements.</p>	
6	<p>Members Update</p> <p>AD, NF, AB and AS all attended the repairs 'Dream Service' focus group, which is part of the Customer Journey Mapping project.</p>	
7	<p>AOB</p> <p>AB asked DB when the office move to Colindale was taking place. DB confirmed that staff from the 4th floor were due to move week commencing the 8 July</p> <p>Date of next meeting</p> <p>Monday 3 June 6.30-8.30pm Board room 4th floor Barnet House</p>	