



## Performance Advisory Group (PAG)

**3 December Board Room 4<sup>th</sup> Floor Barnet House**

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

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**Present:**

John Davies	(JD)	Chair
Aruna Bhatt	(AB)	Vice Chair
Norah Fallon	(NF)	Member
Angela Shine	(AS)	Member
Amlan Ghoshal	(AG)	Member
Maxwell Doku	(MD)	Member
Carol Douet	(CD)	Member
Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Tim Blanc	(TB)	Head of Community Engagement

Item	Title	Action
1	<p><b>Apologies and welcome</b></p> <p>Apologies received from Elizabeth</p> <p>JD informed the members that Eleanor would be taking some time off from PAG due to personal commitments and Adanna was no longer a BH resident and therefore did not qualify to be a member.</p> <p>Introductions were made around the table</p>	
2	<p><b>Minute Approval</b></p> <p>All agreed the minutes were a true reflection.</p>	Minutes to be published on website
3	<p><b>Matters Arising</b></p> <p>No matters arising</p>	

	<p><b>TBG Community Strategy Update</b></p> <p>TB presented members with a review of the groups 2016 – 19 Community Engagement Strategy</p> <p>The strategy was developed based on priorities identified by The Barnet Group Board and Barnet Council to include;</p> <ul style="list-style-type: none"> <li>• Production of a new Community Engagement Strategy</li> <li>• A review of the organisations approach to resident involvement and community engagement</li> <li>• Supporting more customers to access services online</li> <li>• Making better use of customer feedback and</li> <li>• Working with external partners to address customer priorities</li> </ul> <p>The strategy included an <b>Action Plan</b> based on key themes;</p> <ul style="list-style-type: none"> <li>• Customer Involvement</li> <li>• Training &amp; Skills</li> <li>• Employment</li> <li>• Community Engagement</li> <li>• Digital Inclusion</li> <li>• Food poverty</li> <li>• Health &amp; Wellbeing</li> <li>• Social Value and contractor Investment</li> </ul> <p>TB provided an overview of the outputs and outcomes achieved over the past three years from each of the themes (slides available)</p> <p><b>2019 – Onwards</b></p> <p>In 2019 a new Community Engagement Strategy will be developed to include priorities for the next three years that would also contain</p> <ul style="list-style-type: none"> <li>• PAG Priorities</li> <li>• An Employee Volunteering Scheme</li> <li>• New business &amp; growth opportunities</li> <li>• Revised skills and employment program</li> <li>• Our involvement approach for Open Door Homes customers</li> </ul> <p>The members were impressed with the work of the Community Engagement Team and were keen to shadow TB and visit some of the projects he worked on in the community. DB would arrange something in the new year.</p> <p><b>PAG Review 2018</b></p>	

DB started his session by doing a small presentation to remind the members of the area's they had already looked at in 2018

### **Activities included**

- Review of social value in procurement
- Monitoring the new gas contract
- Tenancy Fraud
- Major Works communication
- Update on the caretaker's review
- Update on the repairs review
- Annual complaints performance
- Major works leasehold charges
- Mystery shopping training
- Mystery shopping exercise & focus group
- Homeless strategy
- Update on data protection (GPDR)
- Arrears & Universal credit
- Mears First Time Access fund
- Judges on the finest flower competition & customer awards
- Service Champions for the Mears gas & repairs contract and the Leasehold Team
- Induction of the new chair of the Housing committee
- Reviewing the new fire doors
- LBB Digital Workshop
- New members induction

### **What is on our horizon**

- Involvement in the Customer Journey Mapping of Repairs
- Involvement in the Customer Journey Mapping in Anti-Social behaviour
- Reviewing major works letters
- Recruit 3 new members

DB thanked the group for the massive amount of work they had done in 2018 and commented that the group was going from strength to strength year on year.

### **Group discussion on agendas for 2019**

Members had a general discussion on the area's they felt were important to look at in 2019 and set out possible agendas for the first 6 months

- January – Quarterly Complaints report and an update on LBB proposed new 'Homelessness Strategy' if time possibly an update on the 'Customer Journey Mapping' exercise being under

	<p>taken by the Customer Experience team</p> <ul style="list-style-type: none"> <li>• March – Mears on general repairs</li> <li>• April – one year into the contract-Mears gas</li> <li>• May – Meet the new CEO – one year on – to talk about the new values and the vision and direction for the next 5 years</li> <li>• June – feedback on the last customer satisfaction survey and action plan – Elliott Sweetman</li> <li>•</li> </ul> <p><b>Members Update</b></p> <p>Not much activity since the last meeting</p> <p><b>AOB</b></p> <p>DB reminded members about the annual Customer Awards that is coming up on Thursday 6 December at Hendon Town Hall.</p> <p>DB reminded members about the annual Christmas meal at the Indian Orchid on the 13 December</p> <p>DB said she would be sending out the PAG end of year review survey in the next week to be completed by the first meeting of 2019 in January</p> <p>DB reminded members to complete Laura Giles survey</p> <p>DB invited members to attend the new Boost launch at Childs Hill on the 11 December</p> <p>DB reminded members about the resident phone interviews for the Customer Journey Mapping project. So far only Aletah taking part</p> <p>AB reminded DB that they requested an update from DHon the new fire doors and fire safety following the fire at Willow House</p> <p>Finally DB thanked the members for the amazing work they had done throughout 2018</p> <p><b>Date of next meeting</b></p> <p><b>Monday 28 January 6.30-8.30pm</b>  <b>Board room 4<sup>th</sup> floor Barnet House</b></p>	
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