

Performance Advisory Group (PAG)

4 December Chapman Room 4th floor Colindale

Main Meeting 6:30pm until 8:00pm

Present:

John Davies	(JD)	Chair
Aruna Bhatt	(AB)	Vice Chair
Zac Gonis	(ZG)	Member
Linda Beard	(LB)	Member
Elizabeth Fitzgerald	(EF)	Member
Carol Douet	(CD)	Member
Maxwell Doku	(MD)	Member
Aletah Drake	(AD)	Member
Angela Shine	(AS)	Member
Norah Fallon	(NF)	Member

Deborah Beckford	(DB)	Customer Engagement Co-Ordinator
Tim Blanc	(TB)	Head of Community Engagement

Item	Title	Action
1	Apologies and welcome Apologies received from Brenda	
2	Minute Approval All agreed the minutes were a true reflection.	Minutes to be published on website
3	Matters Arising No matters arising	

4	PAG Review the year to date	
4.1	<p>DB thanked all the members for their hard work over the year and went on to go back over the years activities to remind the group how much they had been involved with</p> <ul style="list-style-type: none"> • Complaints Procedure Workshop • Fire Safety • LBB Homeless & Rough Sleeper Strategy • LBB draft Housing Strategy • Mears Repairs Contract • The Green Paper – Engaging Social Housing Residents – making sure tenants voices are heard • Mears Gas Contract • Working with the Customer Experience Team • Housemark Benchmarking Satisfaction Results • New Governance – PAG 2 Resident Board • BH 5 year business plan • Repairs Insourcing • Focus Groups – including ‘Repairs Dream Service’ and Athome • Phone surveys and Mystery Shopping • Recruited 3 new members 	
4.2	<p>What’s on the horizon for 2020</p> <ul style="list-style-type: none"> • Monitoring the new Inhouse Repair Service • Nett working Event • Continue work with the Customer Experience Team • Change up from scrutiny group to Resident Board 	
4.3	<p>DB again expressed her thanks to the members for all the hard work they have contributed in 2019 and said she is looking forward to working with group in 2020.</p>	
5	From PAG to Resident Board	
5.1	<p>Introduction</p> <p>The Barnet Group Board recently changed its governance structure to simplify and improve decision making. As part of that change the Board agreed it would consider the role of the Performance Advisory Group, with a view to strengthening the voice of the customer and improve resident involvement. This paper provides PAG on the progress and invites</p>	

	approval to continue with the consultation and involvement of PAG and residents in shaping the approach.	
5.2	The role of Tenants and Leaseholders in decision making has been a key to the success of Barnet Homes over the last 14 years. It continues to remain a priority that our residents are involved and consulted and at times lead changes that affect them.	
5.3	In some organisations (especially the larger registered providers) it became unfashionable for residents to take Board spaces as it was felt they were not able to take on the full range of responsibilities involved.	
5.4	The Barnet Group have always encouraged the involvement of residents, with two residents on the Group Board. However, in recent years the gap between PAG and the Group Board has widened a little, meaning that although there is a system of involvement there is not always a direct link between that and decisions that are taken. It would seem to make sense to take advantage of the energy and enthusiasm of PAG to strengthen this decision making and therefore the Governance of Barnet Homes and the Group.	
6	Consultation and progress	
6.1	Tim Mulvenna attended PAG at the end of July to float the idea of a more integrated governance structure, with PAG changing its terms of reference and taking a more strategic role in scrutinising performance and shaping services for The Barnet Group. This would include the change from an Advisory Group to a Resident Board, with one or two Resident Board Members having a place on the Group Board. This was generally well received by PAG Members at the meeting.	
6.2	The Resident Board would take an active role in agreeing customer strategies and monitoring the performance of Barnet Homes. They would take on some of the performance scrutiny that currently sits with Board, escalating matters as required through the Resident Board Chair – who would have a place on the Group Board (and Barnet Homes Board).	
6.3	This could be a big change and provide a stretch for some PAG members. It was agreed that any changes would be implemented gradually supported by training and support where relevant. The PAG meeting in October focussed on the changes required and the next steps.	

6.4	<p>The longer-term vision would be that the Resident Board would:</p> <ul style="list-style-type: none"> • Focus on Barnet Homes performance • Approve and monitor strategies that affect our customers, for example the Customer Experience Strategy and the Community Engagement Strategy • Have a level of autonomy to approve non-discretionary payments • Have a level of autonomy to approve customer policies and procedures for example the Complaints Policy & Procedure 	
6.5	<p>In order to achieve this, working with PAG over the next 6-9 months the following will need to be completed:</p> <ul style="list-style-type: none"> • Agree new Terms of Reference • Agree priority areas for scrutiny • Provision of training, development, capacity building • Administration and resource required for the group • The Resident Support Group in support the Board • Consider if incentivising Resident Board members was appropriate • Senior Managers would 'adopt' Resident Board member to create alignment between the Barnet Group Operations Board and Resident Board 	
6.6	<p>Senior Managers assigned to attend Resident Board meetings</p>	
6.7	<p>Supporting the Resident Board will be a Residents Support Group, their Terms of Reference would focus on service reviews, focus groups, surveys, service standards, consultation, task and finish, document reviews and shadowing.</p>	
6.8	<p>Barnet Homes recognises this proposal needs the approval of PAG before it can take the next proposed steps outlined in section 3.</p>	

6.9	<p>If a majority of PAG decide this proposal does not meet their requirement, Barnet Homes will seek alternative options. One of which would be to advertise and recruit for a full resident Board to work with the Barnet Group Board, so that PAG can continue in its current preferred role and remit as a customer scrutiny group</p>	
7	<p>Proposed remit for each group</p> <ul style="list-style-type: none"> • TGB Board (Barnet Homes) - Strategic Board • Resident Board (PAG) - Operational performance dealing with Complaints, customer experience, operational performance, service standards, customer involvement • Resident Support Group (RSG) – Operational scrutiny leading on surveys, focus groups, service reviews, mystery shopping, consultation, service champions, task and finish 	
8	<p>Proposed next Steps for PAG</p>	
8.1	<p>2019</p> <ul style="list-style-type: none"> • PAG Meeting 16 October - Outline proposal and feedback • PAG Meeting 2 December – Discussion and approval of proposal 	
8.2	<p>2020</p> <ul style="list-style-type: none"> • External facilitator /further discussion • Away day / Board development • Training and capacity building • Terms of Reference • Areas of work/priority • Support from and to Resident Support Group • Go live 	

<p>8.3</p> <p>9</p> <p>10</p>	<ul style="list-style-type: none"> • Appointment of Resident Board members to TBG Board • Succession planning <p>The Barnet Group Board and Barnet Homes Board will be asked to approve these changes at their March meeting.</p> <p>There are currently two Resident Members on The Group Board, both have terms of office that expire during 2020. It is envisaged that after they complete their time on the Board, members will step up from the new Resident Board to replace them.</p> <p>Members Updates</p> <p>No updates</p> <p>AOB</p> <p>DB reminded members that the Residents Awards Event was on the 12 December at the Sangam Centre in Edgware 6-10.30pm</p> <p>Date of next meeting 20 January 2020 Conference room 1 1st floor Colindale 6.30-8.00pm</p>	
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