



Performance Advisory Group (PAG)

Monday 4 September 2017 Board Room 4th floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Angela Shine	(AS)	Member
Elizabeth Fitzgerald	(EF)	Member
Norah Fallon	(NF)	Member
Aruna Bhatt	(AB)	Vice Chair
Maxwell Doku	(MD)	Member
Amlan Ghoshal	(AG)	Member
Aletah Drake	(AD)	Member
Deborah Beckford	(DB)	Community Engagement Officer
David Hann	(DH)	Assistant Director of Operations
Laura Davison	(LD)	Head of Customer Experience
Stuart Coleman	(SC)	Head of Housing Management
Terry Rogers	(TR)	Chair of TBG board

Item	Title	Action
1	Apologies and welcome Apologies received from Adanna Oji and Hazel Mensah. 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.	Customer Priorities Improvement Plan Programme	
4.1	LD Explained that the programme has been developed in response to detailed analysis of our most recent Barnet Homes customer satisfaction surveys (for tenants, non-secure tenants, leaseholders and customers living in temporary accommodation)	

4.2	<p>Which identified the following six priority focus areas for improvement?</p> <ul style="list-style-type: none"> • Repairs – quality and timeliness • Communal areas – maintenance and cleanliness • Communication – handling of queries and concerns • Giving non-secure customers enough information to improve their options when they move • Assessment of property needs for customers living in temporary accommodation • Communications, query handling and support by staff for customers living in temporary accommodation <p>LD had already sent out a copy of the programme to the members to read before the meeting so she did not go through it word for word but opened the floor up for questions and comments.</p> <p>Q. Where it says the procedure ‘emails to be responded to in 5 working days’, is that a complete response or just an acknowledgement?</p> <p>A. LD to gain more clarity on this but said it could be a complete response depending on the nature of the query and whether it was required to be sent to a team for more detail to be obtained.</p> <p>Q. AB said that residents should at the very least receive an acknowledgement.</p> <p>A. LD agreed. An Automatic acknowledgement is sent to the customer whenever they send an email to Talk2Us.</p> <p>Q. When the call centre acknowledges the email do they let the resident know who it has been passed to, that way they can contact the officer dealing with directly?</p> <p>A. LD will check with the team. We can build this into the review of the customer experience when they email us.</p> <p>Q. Do residents just get an auto response?</p> <p>A. Yes followed by a human response.</p> <p>Q. AB offered to do some testing on this and give feedback to LD</p> <p>A. LD said that would be great</p> <p>Q. How many responses we received to the survey?</p> <p>A. LD answered we got a good response about 1500 residents replied.</p> <p>Q. Out of how many? (amount of surveys sent out)</p> <p>A. LD will provide information on exact number of respondents for the different customer groups and response rate.</p>	<p>Action DB to remind AB</p> <p>Action LD to send out break down of responses</p>
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	<p>Q. How did the non-secure residents respond?</p> <p>A. LD said she would get a breakdown of the responses as we sent out surveys to Secure residents, non-secure, leaseholders and customers living in temporary accommodation.</p> <p>Q. LD asked does the improvement programme feel right to address the issues identified in the customer feedback. Is any further work needed?</p> <p>A. The programme is fine. PAG will track progress and suggest that the programme is revisited if it is not delivering the improvements and benefits expected. The relevant managers from each service area e.g. Scott Cartwright for Estate Services and Stuart Coleman for Housing Management will attend PAG periodically to provide progress updates.</p>	<p>Action LD to circulate the new service standards to members</p> <p>Action DB to put DH presentation in Drop-box</p>
5	Fire Safety/Cladding Update	
5.1	DH started by thanking the members very much for their feedback after the last meeting.	
5.2	DH then proceeded to give his update on the fire safety plan. He now heads up a team of offices whose sole job at the moment is to work on fire safety. The committee has instructed BH to carry out a review of fire safety measures in the councils' 28 high rise blocks to identify any measures that are required to move beyond legislative compliance to deliver best practise in fire safety including consideration of sprinkler systems, improved fire and smoke alarm systems and other measures.	
5.3	Progress to date <ul style="list-style-type: none"> • Staff, consultant and contractor workshop held • Surveys undertaken of all 28 blocks by Eurocompliance • WSP? Appointed as Client Design Advisor • Pilot blocks selected –Longford Court/Clare, Norden and Whyhcote Points • Initial scope of works developed • Proposal to be presented to LBB 7th September • Cladding removal underway at Granville Road • Fire safety booklet to be distributed with AtHome 	
5.4	Proposed scope of works <ul style="list-style-type: none"> • Suppression Systems • Fire detection and alarm systems • Doors within dwellings • Automatic smoke vents to stairs and other areas • Upgrade to bin chutes 	

	<ul style="list-style-type: none"> • Emergency lighting • Signage and fire access path • Visual building tours 	
5.5	<p>Tenancy Audits</p> <p>The Neighbourhood Housing Team (NHT) are carrying out tenancy audit checks at Granville and we are working jointly with LBB's social services team to ensure that we visit every resident within Barnet deems as vulnerable.</p> <p>Work between the LFB and BH. He said that approximately 18 months ago an agreement was drawn up and signed to define the working relationship. He said that BH were very good at following the LFB recommendations and this had forged a good working relationship</p>	
5.6	<p>Still to do</p> <ul style="list-style-type: none"> • Present initial view to Housing Partnership Meeting on the 7 September • Further meetings with LFB • Determine ongoing maintenance costs • Agree with LBB approach to leaseholders • Finalise review of fire doors • Recladding of Granville Road • WSP to produce design brief and employers requirements for Longford Court and Whitefields (end of Sept) • Report to Housing Committee 23 October • MSPS to undertake design works and engagement with relevant parties • Start pilot schemes (subject to LBB approval) • Develop community plan for resident engagement • Delivery of works 	Action DB to set up apt's for DH to visit AB, AS, AD and NF
5.7	<p>There followed a general discussion among the members about the new fire front entry doors (FED) that have been fitted.</p> <p>The main concern was that the doors were all standard and were difficult to open. DH said they were surveying the doors but felt it was only necessary to target 4 per block. The outcome of the discussion was that DH would visit a few of the members to inspect their doors to see the issues first hand.</p> <p>Concerns over H&S were also voiced, as the doors are so heavy and don't stay open it would be difficult for wheel chair users to get in or out. It would be extremely difficult for the elderly, vulnerable or children to get in or out and this could cause them to get trapped or have a serious accident.</p> <p>It was also mentioned that there were security issues with the post not going into the letter box so that letters are stuck half way for access to anyone passing.</p>	

5.8	<p>The door also does not automatically lock so you have to physically lock it and if you forgot to lock the door there is a risk of burglaries.</p> <p>DH summarised by saying that BH were looking at various other measures for continued fire safety standards over and above what the government want social landlords to look at.</p> <p>BH is awaiting the outcome of the government investigation to understand why the fire spread so rapidly and BH would then have a look at the recommendations that come out of this.</p> <p>The work BH was undertaking on our blocks would bring them up to comply with the currant building regulations not the regulations that were in force when they were built and thus we were going above and beyond the government recommendations – in other words we deliver beyond what the law requires of us</p> <p>Members Up Date</p> <p>AB, NF and AD all attended the 1st Community Road show on 22 July at Brownsell Road. They all enjoyed themselves and thought it was worthwhile.</p> <p>A.O.B.</p> <p>Work had started on organising the residents awards night, which would be a joint event now with the resident thank you party. The exec team had agreed that this made more sense than having the awards at the AGM, as it was more of a celebration for the winners</p> <p>DB said we would look at the feedback from residents completed at the CRS at a future meeting to set our agenda for next year.</p> <p>JD asked TR how the CEO recruitment was going. TR said that TBG had appointed a consultant to conduct the interviews; he acknowledged that he would be sad to see Troy Henshall leave and would be holding him to work his notice period.</p> <p>TR also said that the board were currently conducting new board members for the new boards being set up.</p> <p>Date of next meeting</p> <p>Monday 16 October 6.30-8.30pm Board room 4th floor Barnet House</p>	
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