

Performance Advisory Group (PAG)

Monday 5 June 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
Hazel Mensah	(HM)	Member
Amlan Ghoshal	(AG)	Member
Deborah Beckford	(DB)	Community Engagement Officer
Carol Connah	(CC)	Procurement Manager
Gerard Naughton	(GN)	Head of Business Support

Item	Title	Action
1	Apologies and welcome Apologies received from Adanna Oji and Aletah Drake. 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.	Value for money Survey	
4.1	CC introduced herself and explained what procurement is and why we have it. She gave a presentation about the Value for money survey and why BH was carrying it out.	Action DB to put presentation in drop-box

4.2	After the presentation CC went through the questions that had been sent to the members to consider before the meeting for discussion.	
4.3	<p>Question 1 Do we tell you enough about the cost of providing your services</p> <p>Comments from members consisted of</p> <ul style="list-style-type: none"> • Not enough information about the average cost of a repair • Can BH get access to the number of repeat repairs that take place and when or who decides when something needs replacing as opposed to continued repair – CC explained that this reporting process was shared between the Mears operative and the BH operational inspector (OI) • Mears are obligated to inform BH if a repair is being repeated and it would be better value to carry out a replacement • NF asked what BH do about rechargeable repairs • AG who is the Mears Service Champion said that rechargeable orders were pursued however in some cases if the resident refused to pay the legal costs to enforce this outweighed the cost of the actual repair. Also this would include additional staff costs so it was not deemed VFM (value for money) 	
4.4	<p>Question 2 Do you feel we spend your rent the right area's</p> <p>There followed a general discussion about this question and we talked about how in the past when we held HUB meetings that one would be dedicated to the budget and residents were asked what they would like to see the budget being spent on.</p> <p>It was agreed that at the Community Road shows in July and September PAG would ask attending residents this question.</p> <p>Another suggestion from the members was to hold a budget workshop.</p>	Action DB to check when the 2017/18 annual report would be available showing a breakdown of how the budget was allocated last year
4.5	<p>Question 3 What extra information would you like to know about expenditure versus performance</p> <p>AG would like to know if it would be more cost effective to bring back DL (direct labour)</p> <ul style="list-style-type: none"> • Is it a possibility • Is it cost effective • What are the pro's and con's 	Action DB to speak to repairs manager to ask the questions and feedback to members

5	<p>Office Move</p> <p>5.1 GN gave a presentation with an overview of why we were moving, what the new building would look like, time scales and the proposed new way of working – mobile working</p> <p>5.2 A general discussion then took place among the members mainly focusing around the lack of space, hot desking and inadequate parking for staff and the public. The following questions were raised</p> <p>Q. What's going to happen to the 2nd floor reception (where members of the public visit and make enquiries)</p> <p>A. There is location strategy being looked at to identify the best location for a customer reception to enable face-2-face interviews to be held</p> <p>Q. Why not incorporate a customer facing section in the design of the new building</p> <p>A. The main reason is the cost of building the new offices, an alternative venue such as the Burnt Oak Library, already owned by LBB could be a contender so that we would not have to rent additional space</p> <p>Q. Isn't short sighted not to erect a building that is fit for purpose now and in 10-20 years' time as presumably the organisation would grow</p> <p>A. There is already a lot of new buildings going up in this area with the regeneration and the new offices block has to fit and pass planning</p> <p>Q. Will the building be ready and on time by October 2018</p> <p>A. Yes although final details not agreed yet.</p>	Action DB to put presentation in drop-box
6	<p>Members Up Date</p> <p>6.1 AS and AB gave the members an overview of the shadowing they did in the call centre and said how impressed they were with improvements</p> <p>6.2 AB, JD and EF talked about attending the contractors awards</p> <p>6.3 AG to be a judge at the finest flower competition on the 21 July</p> <p>A.O.B.</p> <p>DB remind members to let her know the date of the Community Road show they could attend</p>	

	<p>Date of next meeting</p> <p>Monday 17 July 6.30-8.30pm Board room 4th floor Barnet House</p>	
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