

Performance Advisory Group (PAG)

Monday 6 June 2016 Board Room 4th floor Barnet House

Main Meeting 6:30pm until 8:30pm

Present:		
John Davies	(JD)	Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Amlan Ghoshal	(AG)	Member
Adanna Oji	(AO)	Member
Norah Fallon	(NF)	Member
Colette Gallagher	(CG)	Vice Chair
Rachele Davidson	(RD)	Member
Elizabeth Fitzegerald	(EF)	Member
Deborah Beckford Julia Leszczak Nim Kgiku	(DB) (JL) (NK)	Customer Engagement Co-Ordinator Community Engagement Officer Resident Involvement Apprentice
Trudi Kleanthous Elliott Sweetman	(TK) (ES)	Director of Operations

Item	Title	Action
1	Apologies and welcome	
	Apologies received from Hazel Mensah	
	Introductions were made by John Davies	
2	Minute Approval	
	All agreed the minutes were a true reflection.	
3.	Matters arising DB	
	No matters arising	

4. Community Engagement Strategy

- 4.1 TK presented The Barnet Group Business Plan 2016-2021 3 main themes
- put presentation in drop-box

Action DB to

- Putting people first
- Thinking differently and challenge ourselves to do better
- Growing the business
- Following the presentation TK split the members into 3 groups and discus the following 6 questions
 - Thinking about our current practice what do we do well?
 - What don't we do well?
 - Which types of engagement should be our priority?
 - What are your thoughts on the other considerations set out above?
 - How do you think we should address the challengers identifies?
 - Above all else, what would you like to see us do?

Following this the groups were asked to feedback 3 core messages

Group 1

• Good: @home magazine

• Bad : Getting feedback and communication

More: More engagement methods needed

More education about services and differences between Barnet Homes and LBB as residents often get confused about this.

Residents don't know who their Housing Officers are and engagement methods should be promoted through them.

We need more opportunities to engage digitally

We need to advertise our achievements more

Group 2

- We need to have more community interaction days in partnership with other organisations
- We should apply for more funding for activities from other organisations and get the council to invest more

Group 3

 Communication and feedback, especially on the front line, needs to be improved drastically as lack of feedback, support or follow up creates apathy/resentment among residents and sets up barriers to involvement. Action DB to type up all the notes by the end of the week and send to TK and members

5. 5.1	Meet the Director ES introduced himself and gave his back ground in the Housing industry.	Action DB to put ES presentation
5.2	ES presented Services of Barnet Homes – ES vision	in drop-box
	'An operating model that is commercial and progressive with customers at the very heart of all it does'	
5.3	Unfortunately we ran out of time and so the members did not have the time to ask questions which was very unfortunate it was agreed that DB send out the actions to include the group looking at ES presentation in their own time and sending any questions to DB to pass on to ES	
6	Members Undate	
6.	Members Update	
6.1	NF has become the service champion for New Build and has attended a public consultation	
6.2	AB participated in the contractors awards	
7.	АОВ	
	DB will let the group know the date of the away day.	
	Next meeting 18 July 6.30-8.30 Board room 4 th floor Barnet House	