

## Performance Advisory Group (PAG)

**Monday 7 March 2016, Board Room 4th Floor, Barnet House**

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

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**Present:**

John Davies	(JD)	Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Norah Fallon	(NF)	Member
Adanna Oji	(AO)	Member
Elizabeth Fitzgerald	(EF)	Member
Colette Gallagher	(CG)	Member
Deborah Beckford	(DB)	Customer Engagement Coordinator, BH
Susanna Morales	(SM)	Manager of Development
Deeion Sharpe	(DS)	Senior Housing Manager NH
Rachele Davidson	(RD)	Observer
Patrick Hunter	(PH)	Unison Rep
Chris Ullah	(CU)	Caretaker/Observer
Oscar Valencia	(OV)	Caretaker/Observer
Jim Vaughn	(JV)	Caretaker/Observer
Peter Rawson	(PR)	Caretaker/Observer
Roger Pugh	(RP)	Caretaker/Observer
John Cloonan	(JC)	Caretaker/Observer

Item	Title	Action
1	<b>Apologies and welcome</b> Apologies received from Amlan Ghoshal and Hazel Mensah. DB informed the members that Katarzyna Motaali had stepped down from the group due to personal reasons. Introductions were given by all	
2	<b>Minutes of last meeting</b> All agreed the minutes were a true reflection.	DB to put on website
3.	<b>Actions from last meeting</b>	
3.1	Circulate the arrears action plan-done	DB
3.2	Provide criteria for homeless acceptance	DD
	DB explained that there was a change to the agenda as Dave Dawson was unable to attend the meeting. The other guest speakers had been brought forward and DB would go over the PI at the end of the meeting	

4	<p><b>New Build Development</b></p> <p><b>#40NewHomes</b></p> <p>4.1 SM began by talking about #40newhomes which is the completion of BH first 40 new dwellings.</p> <p>4.2 SM said that we had reflected on the consultation process that we used. From this the development team realise that more consultation internally with Housing Management, Housing Options and Repairs &amp; Maintenance would have helped.</p> <p>4.3 SM talked about the naming of the new sites and thanked the members for their input with this especially AO who came up with idea of naming them after famous women from Barnet.</p> <p>4.4 SM explained that the new properties were allocated in accordance with the current allocation procedure which is Fixed Term Tenancies.</p> <p>4.5 SM said that she would arrange an open house for PAG at one of the new properties and the members were invited to the launch of Benson Close on Thursday 10 March.</p>	DB
5	<p><b>Moreton Close Extra Care Scheme</b></p>	
5.1	<p>SM explained that Moreton Close had been identified as a good site to build our first extra care scheme due to the changing needs of Sheltered Housing, the large amount of land the existing block sits on and the capital investment the existing block requires.</p>	
5.2	<p>All 33 of the existing residents have successfully accepted accommodation elsewhere. Planning permission was granted in July 2015 and we expect to be on site in May/June 2015.</p>	
5.3	<p>Lessons learnt from previous development consultation events meant that we opted for a public exhibition style event, for local consultation, where members of the design team were on hand to answer any queries or concerns.</p>	
5.4	<p>The Development Team have considered various community engagement activities for the new development, including inviting local schoolchildren to help design the hoarding and proposals to work with the local Church in setting up a new café.</p>	
5.5	<p>The new homes will be let through the Adult Social Care and Barnet Homes allocations procedure.</p>	
6	<p><b>Opendoor Homes</b></p> <p>SM explained that Barnet Homes is progressing an application to create a new registered provider called “Opendoor Homes”, which would be a part of the Barnet Group. Opendoor Homes would be able to access prudential borrowing from the Council as well as grant funding from the</p>	

7	<p>Greater London Authority.</p> <p>Barnet Homes' aim is to build 500 new affordable homes by 2021 through Opendoor Homes.</p> <p><b>Questions from the members followed:</b></p> <p>Q. What type of tenancy will the new residents be given? A. A fixed term tenancy or a secure tenancy if they qualify</p> <p>Q. You said that internal consultation could be improved, could you expand on this please? A. Lessons learnt was that we now know we need to consult more with the Neighbourhood Housing Team (NHT), Repairs &amp; Maintenance and Housing Options. This is to ensure that the new developments meet their requirements in terms of housing need, can be maintained and do not design in any housing management problems.</p> <p>Q. What is extra care? A. Residents who have a higher need than sheltered housing but do not quite require a nursing home and want to live independently, for example people with dementia.</p> <p>Q. How many units will there be in the Moreton Close extra care scheme? A. 51 units with communal facilities, such as a café so that residents could come together to eat if they choose to. This helps reduce social isolation and the problems this causes for elderly people. We may also have a hair dressing salon installed and there are landscape proposals for the gardens to encourage residents to spend time outside.</p> <p>Q. Could original residents of Moreton Close return once completed if they wished? A. Yes potentially but they would have to be assessed and have needs that would qualify them, so not as a matter of course.</p> <p>Q. How sure we are that residents who were decanted from the existing Moreton Close scheme are happy in their new homes? A. This is a good point, generally when we sign up a resident we carry out a new tenant visit at 6 weeks, however residents in sheltered schemes are pretty much assisted by the wardens as soon as they move in. We can however ask the supported housing team to carry out a follow up visit just for these residents which would help give lessons learnt for future decant programmes.</p> <p>Q. Do The Barnet Group (TBG) have the expertise to run the scheme? A. Yes within TBG and Your Choice Barnet (YCB) we do have the expertise.</p> <p>Q. Would you employ local people to run the businesses such as the café and hairdressers? A. Yes this would be our intention.</p> <p>Q. Will there be a warden full time at the scheme? A. Yes and each resident would have their own care package in place.</p>	
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8	<b>Caretaker review</b>	
8.1	<p>DS explained the objectives of the Caretaker Review</p> <ul style="list-style-type: none"> <li>• To improve the standard and consistency of the service</li> <li>• To increase resident satisfaction with the service</li> <li>• To ensure the structure is fit or purpose both now and into the future</li> <li>• To bring the service in-line with the organisational values, objectives and methods of working</li> <li>• To realise £204k of efficiency savings as agreed with Barnet council as part of the Barnet Homes 4 year efficiency Plan</li> <li>• </li> </ul>	
8.2	<p>DS explained the current service as it stands</p> <ul style="list-style-type: none"> <li>• Mixture of resident, Static and Mobile services across the stock</li> <li>• Retained/Regeneration Split structure</li> <li>• Light on supervision</li> <li>• Inconsistent and inflexible in places</li> <li>• Service measured on inputs rather than outputs</li> <li>• Many residents not sure what they receive</li> </ul>	
8.3	<p>DS showed the group the current structure and explained how it was split between 2 directorates and that the in the current form the 4 Estate Service Managers (ESM) line-manage 14-15 staff which we feel is not manageable and so the new structure would have smaller teams.</p>	
8.4	<p>In the new structure there would be 1 Senior Estate Services Manager with 6 Estate Service Managers managing no more than 8 caretakers</p>	
8.5	<p>At this point in the meeting we had over run this slot and unfortunately had to continue with the rest of the agenda. It was agreed with members that DS would send out a summary of the review and that we would arrange to hold a follow up meeting within the next week to continue the discussion.</p>	
9	<b>Performance Indicators</b>	
9.1	<p>DB asked the group if they had managed to read DD report before the meeting. Unfortunately only a few members had been able too. As the time was running out to finish the meeting DB said she would resend the report and asked the members to read it and answer DD questions by the 18 March.</p>	
10	<b>AOB</b>	
10.1	<p>DB explained about the new contractor's awards, the closing date for nominations from staff is the 22 April and the awards were to be given out at an event on the 17 May. DB is looking for volunteers to be part of the judging panel and would inform members of the date in due course</p>	

10.2	DB reminded members that they were invited to the Benson Close launch on Thursday 10 March and to let her know if they would like to attend	
10.3	<p>JD talked about the Robert Heath Contract and how they now had an improvement plan on the improvement plan. He said there had been 200+ missed appointments in February and 55 upheld complaints. He said that he would like the members to concentrate on working with RH over the next 3 months to see if together improvements could be made. He explained that he and DB had spoken to Elliott Sweetman who was in favour of PAG involvement and suggested we started by shadowing the engineers and Resident Liaison Officer (RLO) who is office based at BH and deals with the complaints. The group were whole heartedly in agreement with JD and DB said she would make the necessary arrangements to set it up.</p> <p style="text-align: center;"><b>Date of next meeting</b> Monday 18 April 6.30-8pm Board room 4<sup>th</sup> floor Barnet House</p>	

