

Performance Advisory Group (PAG)

Monday 07 September 2015, 2nd Floor Committee Room2, Barnet House

6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Amlan Ghosal	(AG)	Member
Adanna Oji	(AO)	Member
Deborah Beckford	(DB)	Senior Community Engagement Officer, BH
Tim Blanc	(TB)	Head of Community Engagement, BH
Julia Leszczak	(JL)	Community Engagement Officer
Paul Shipway	(PS)	Strategic Housing Lead LBB
Chloe Horner	(CH)	Commissioning Lead for Housing LBB
Kirsti Banham	(KB)	Gas Contract Manager Robert Heath
Peter Whittington	(PW)	Head of Client Contact Robert Heath

Item	Title	Action
1	Apologies and welcome	
1.1	Apologies were received from Hazel Mensah, Norah Fallon, Colette Gallagher and Katarzyna Motaali.	
1.2	Introductions were made by John Davies.	
2	Minute Approval	
2.1	All agreed the minutes were a true reflection.	
3.	Matters arising DB	
3.1	PAG are still waiting for feedback on the major work form from the last meeting	
3.2	Action: DB to chase	DB
3.3	Logo design is with Communications Team but their current priority is the new Barnet Homes website which PAG will be able to provide feedback for.	
3.4	PAG's own meeting will be in November as October meeting already has agenda items.	
4.	Housing Strategy Update	
4.1	Ideas for providing more affordable homes were discussed last time: Now the new Housing strategy has been drafted and is due to be agreed and implemented by the Housing Committee on 19 October.	

<p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p> <p>Q.1</p> <p>A.1</p> <p>Q.2</p> <p>A.2</p>	<p>The draft document focuses on:</p> <ul style="list-style-type: none"> • An increased role of the private rent sector. • Asking for increased regulation of the private rented sector by the council • How supported housing and care can be improved • How we can continue to deliver efficient housing services <p>Consultation is still on-going but the outcomes have already been looked at:</p> <ul style="list-style-type: none"> • An Online survey carried out by 93 people and • A forum with local housing partners was held who generally received the draft strategy well <p>Changes in response to consultation:</p> <p>Regarding homelessness (BH):</p> <ul style="list-style-type: none"> • Extended explanation on how Barnet Homes is attempting to reduce homelessness, i. e. prevention • Clearer explanation of how housing support for vulnerable people (new housing schemes) will be provided and improved <p>Regarding rent:</p> <ul style="list-style-type: none"> • Rents were going to be increased that to up to 80% of market value. • Existing tenants' rent will, however, be following new government regulation and rent will be reduced instead • 65% of market value can still be charged for new built Homes • LBB is also interested in building more own homes instead of involving developers <p>The group had a discussion and the following questions were raised.</p> <p><i>You work with Capita to build new homes at the moment. How will the built of LLB's own new homes be financed?</i></p> <p>There will be a mix of tenure, meaning that some people will be buying these new properties. Financial benefit will also be drawn from rents particularly as they will be 65% of market value instead of the usual 40%. Building own homes will give the LBB more control over how many homes are affordable in the borough.</p> <p><i>If that is the case, why was this not done for existing Regeneration sites?</i></p> <p>Council could not get financial assistance (funding) so had to work with developers back then. Also, our regeneration sites are existing estates which are being redeveloped rather than utilising unused parcels of land, as we do for new builds. Developers usually have benefitted from increased value of sites after regeneration. LLB has changed perspective</p>	
---	--	--

<p>Q.3</p> <p>A.3</p> <p>Q.4</p> <p>A.4</p> <p>4.7</p>	<p>and recognised that it could benefit from this.</p> <p><i>Is a resident moving from a regeneration site to a new built going to be charged 65%?</i></p> <p>Not clear yet, as details haven't been worked out. All this will be decided later in the year.</p> <p><i>Is the strategy looking at how mixed landlords within a block/scheme will work together</i></p> <p>Not yet, but will take this thought back.</p> <p>The new Housing Bill is due to be published in Autumn (October):</p> <p>Social housing will be in the focus of it, so it might be worthwhile for PAG to look at this. Will would be happy to come back and take PAG through the Housing Bill.</p> <p>Action: DB to invite CH and PS back to discuss strategy for the Housing Bill</p>	<p>DB</p>
<p>5.</p> <p>5.1</p> <p>Q.1</p> <p>A.1</p> <p>Q.2</p>	<p>Robert Heath – Communication Update</p> <p>PDA's have been introduced to engineers and will go live on 11 September aiming to reduce human error incidences to address the most common complaints. The PDA:</p> <ul style="list-style-type: none"> • Will not allow missed appointment. • Will not let the engineer log appointments at the wrong time. • Will only let the engineer log his appointment within 2m of the appointment, as it has a more sensitive tracker • Will reduce shortages of stock to a minimum as it automatically orders new part when stock is getting low • Provides e-mail access and a technical map and order part immediately if needed. • Records every appointment • Prompts the engineer to provide evidence if no access. The engineer needs to log door colour and reason for no access • Prompts risk assessment with every job. • Tracks the route of the engineers and alerts manager if in inappropriate area. <p>Action: DB to distribute Personal Digital Assistant (PDA) hand out with the minutes</p> <p>The group had a discussion with the following questions were raised:</p> <p><i>Is there an allocated time for the job?</i></p> <p>Yes, times allocated vary depending on type of jobs.</p> <p><i>Will old information be available to engineers?</i></p>	<p>DB</p>

A.2	Yes, the old system information is being migrated to the new system, so the information is there.	
Q.3	<i>When a job is closed how long does it take till office has the info?</i>	
A.3	Around 3 seconds (Real time), which will reduce paperwork.	
Q.4	<i>Are more contractors going to have this system?</i>	
A.4	This system is a bespoke system designed for Robert Heath as they have their own ICT company.	
Q.5	<i>Are there enough engineers to cover the work?</i>	
A.5	Robert Heath is confident that the current 20 engineers are enough and advised that he can draw resources from agencies. It seems to be more about having monitoring if engineers do what they're supposed to do. It would also help, if seasonal issues could be spread out a bit, i.e. by people testing their heating before it gets cold.	
Q.6	<i>Are the engineers being trained on these PDAs and how much do you realistically expect the service to improve?</i>	
A.6	All engineers have been trained; most have already been trialling the PDAs. The devices are more intuitive and easier to use.	
Q.7	<i>Do they call before visit?</i>	
A.7	Yes, but we are working on a way for the device to automatically send text messages.	
Q.8	<i>How is customer satisfaction captured? How will you know that it has increased? How do you measure success of PDA?</i>	
A.8	There haven't been any detailed plans around measuring customer satisfaction although we hope that the success of the PDAs will show reduced complains.	
Q.9	<i>I find that often the problem with the service is not with the engineer, but with the call centre.</i>	
A.9	The PDA can unfortunately not help with this, but we'll but reported back to call centre manager. Calls can be traced back to individual officers as all of them are logged.	
Q.10	<i>Too many calls seem to be going through to the overflow call centre in Wales, were operators lack local knowledge</i>	
A.10	This is being looked into.	
	Action: DB to invite back an operative to a future meeting to feed back to PAG on using the PDA.	DB

6.	<p>Customer Service Standards – Tim Blanc</p> <p>6.1 Operational Director, Derek Rust, has asked to review existing service standards, to see if the existing ones are still valid or if they need to be reviewed.</p> <p>6.2</p> <p>6.3 Part of rethinking resident involvement standards will be to think about scrutiny can be extended from a strategic level to an operational level.</p> <p>6.4 A sample of exercises that can be done by residents was passed around and will be attached to the minutes.</p> <p>6.5 The first issues to do this on should be major works, as PAG already has started working on this at the previous meeting.</p> <p>6.6 Action: DB to distribute service standard with the minutes.</p>	
7.	<p>Members Update</p> <p>7.1 AG is going for 2 day training in Nottingham to look at tenant contracts.</p> <p>7.2 AB said that the borough tour was really informative and that she undertook an estate inspection on her estate, but did not get any feedback as to what happened afterwards. There also has been no feedback from caretaking focus groups and mystery shopping carried out last year .</p> <p>AB will also be shadowing the Barnet Homes call centre and would be happy to shadow the Robert Heath call centre.</p> <p>7.3 JD will be taking part in the CEO recruitment process on 19 September.</p> <p>7.4 On 28 September there will be a meeting with Hammersmith & Fulham looking at Barnet Homes for inspiration as they decide whether to go back in-house or become independent.</p> <p>7.5 Action: DB to send feedback for caretaker review</p>	DB
8.	<p>AOB</p> <p>8.1 PAG have now been asked to get involved in Customer Awards and Staff Awards</p> <p>8.2 Action: DB to e-mail PAG regarding the customer awards</p>	DB
9.	Date of next meeting 19 October 6.30-8.30pm	