

Resident Board Meeting

Thursday 2nd December 2021

Video Conference Meeting

Main Meeting 6:30pm - 8:00pm

Present:

Ally Adams	(AA)	Trainee Service Improvement Officer
Angela Shine	(AS)	Member
Carol Douet	(CD)	Member
Darwin Bernardo	(DB)	Member
Deborah Beckford	(DBe)	Customer Engagement Co-Ordinator
Eileen Langan	(EL)	Member
Greg Terefenko	(GT)	Head of Housing Management
Jennifer Gentle	(JG)	Member
Kate Laffan	(KL)	Director of Customer Experience
Laura Giles	(LGi)	Head of Strategy and Compliance
Laura Davison	(LD)	Head of Customer Experience
Linda Graham	(LG)	Member
Ryan Bolton	(RB)	Head of Repairs & Estates
Stuart Bishop	(SB)	Head of Property Services
Tatiana Jose	(TJ)	Vice-Chair
Tim Blanc	(TB)	Head of Community Engagement
Zac Gonis	(ZG)	Member

Item	Title	Action
1	<p>Welcome & Apologies</p> <p>Apologies received from: Aruna Bhatt</p> <p>Resident Observers present were: Mohammad Hejazi, Susan Martin and Anthea Ranjit-Singh.</p>	
2	<p>Minutes from previous meeting</p> <p>TJ was not present at the previous meeting.</p> <p>LD clarified that the CCT call handling target is 90% not 95%.</p> <p>All other members agreed with the minutes from the previous meeting.</p>	<p>DBe will amend the previous meeting minutes sections on attendees present and the call handling target</p>
3	<p>Action Log</p> <p>LD presented a verbal update on how Barnet Homes are improving the communication of issues identified and projects with residents. The winter edition of the atHome magazine (landing in mid-December) will include 2 articles: one about leaseholder improvements and another about the CCT improvements.</p> <p>LD explained that a draft priority plan for indicators which are currently not meeting targets (in red and amber) and require actions/solutions to improve them was added to the Q2 report.</p>	
4	<p>Q2 Performance Report</p> <p>TJ asked if someone could expand on what the safe and secure indicator for tenants means? Why is it lower?</p> <p>LD explained that the comments left showed a mixture of concerns around property doors and communal door entry systems.</p> <p>SB (on communal doors/entry systems) explained that lots of our communal front doors use a door entry system, these automatic doors provide challenges particularly when individuals try to override the security/automatic access. On some of our estates, when individuals don't have the key fobs to open the front doors we experience vandalism and damages to them. We then spend lots of time correcting these problems, this is an ongoing issue.</p> <p>RB added that caretakers are encouraged to report door issues on a regular basis and repairs will go out and fix them. Unfortunately vandalism of doors is an ongoing issue. With regards to property front entrance door repairs, we currently have a back log of these types of repairs where the doors need replacing. The doors which require a replacement have been inspected and are deemed safe and secure but around 20-30 doors need to be replaced.</p>	<p>RB will investigate Woodburn Close doors</p>

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	<p>EL informed RB that her communal block door has been broken for 2 years, the issue is reported and then nothing happens.</p> <p>AS explained that when residents need a new key fob they require a letter from the council to show to the key cutter. This makes it difficult for subletting tenants to get replacement keys/fobs.</p> <p>RB, SB and GT all in agreement that it is the leaseholders responsibility to ensure tenants they are subletting the property to have access to key fobs. And that this could be contributing to or causing some vandalism to the communal door entry systems.</p> <p>AS added that where she lives, the doors inside the communal areas are 40-50 years old and was told by operatives they are a fire risk.</p> <p>SB explained that for all communal doors at Barnet Homes we have a programme of fire doors. We continually survey doors and if we identify a door which is a fire risk it will be put on the programme of fire doors to be replaced.</p> <p>TJ asked if doors are not safe why aren't residents being told/this is communicated to them?</p> <p>RB explained that if a door is deemed unsafe or insecure we would fit a door blank which is temporary and makes the door secure. Some doors could be secure but they let drafts through or are at the end of the serviceable life and therefore need replacing in the near future.</p> <p>AS asked why were only 237 tenants surveyed for the neighbourhood question? How are the surveys done? Are the surveys focused on 1 or 2 areas or are they customers from across the borough? Barnet Homes looks after more than 237 tenants.</p> <p>LD explained that for Q2 237 tenants were surveyed for this quarter, this adds up to around 900 tenants for the full financial year (4 quarters). This is seen as a representative sample. Previously we used to send out a large paper survey every 2 years but now an independent company do telephone interviews for us, each quarter. RB has been mapping customer dissatisfaction with specific areas in the borough and has recently created an Estates Service Improvement Officer to help deal with localised problems. GT will also be mapping issues with ASB to specific areas in a similar way.</p> <p>GT added that we are looking at using data to drive targeted improvements. A neighbourhood plan has recently been created for Grahame Park and we will use this as a guide to create a neighbourhood plan across the borough. We will also be working closely with the police.</p> <p>DB asked if he could look at the full comments left in the surveys?</p> <p>LGi highlighted that we will need to anonymise and redact any personal data before we share the comments with members.</p>	<p>and update EL</p> <p>GT will contact leaseholders who are subletting and advise of the process for replacement key fobs (lost, stolen, damaged etc.)</p> <p>SB will investigate Woodburn Close fire doors and update AS</p> <p>RB will decide how to communicate property door safety with residents</p>

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	<p>LG asked to see a copy of the questions used in the perception survey?</p> <p>EL asked if the sample of leaseholders and tenants asked about overall satisfaction with repairs is small or large? Customers with EAL, how are they reporting their repairs and getting things done? EL highlighted that unfortunately they do not report their repairs or they are paying someone externally to do them because they cannot navigate the BH system to report the repair.</p> <p>LD explained that the repairs questions for leaseholders have only just been added to the perception survey so this is our first quarter of reporting. 237 tenants were asked about overall satisfaction with repairs for Q2. When customers have EAL, the CCT have an interpretation service which they can use and in the future we are hoping to have an online tool for reporting repairs. We are also going to be looking to see what type of customers are reporting repairs and if there are any gaps/certain customers are not contacting us.</p> <p>RB added that for repairs, we use software called Connect. In the latest version of Connect it will give customers the ability to select the language they would like to be communicated with in the future e.g. if they select English all appointments and satisfaction surveys texts will be sent to them in English.</p> <p>AS asked if all new tenants have access to the CCT phone number?</p> <p>RB explained all new tenants are supplied with fridge magnets which contain CCT contact details.</p> <p>EL asked whether magnets/flyers could be sent to all tenants not just new ones?</p> <p>LGi explained we do currently provide translations of most documents for customers and for publications like atHome magazine we can provide them in either larger font and/or different languages.</p> <p>ZG asked if the sample size for repairs surveys could be larger?</p> <p>KL explained that there are 2 different surveys for repairs. Transactional surveys are carried out after all repairs are completed via a SMS text message. Perception surveys are carried out quarterly and are about how customers perceive BH's repair service. Some customers answering a perception survey may not have had a repair carried out for 3 or 4 months whereas a transactional survey is linked to a live completed repair event.</p> <p>RB added that roughly 2.5k repairs are completed each month. Connect then automatically texts the mobile number of all of these tenants with the mobile number we have on the system for them. We then receive around 150-200 text message surveys back from tenants each month.</p>	<p>LD will ask TLF if comments & questions can be shared with the Board members</p> <p>LD will find out what Housing Options provide in the customer sign up pack / what information is sent out</p>

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	<p>EL said that she has never received a text message survey.</p> <p>LD explained that you will only receive a text message survey for repairs which are completed inhouse. Subcontractor repairs are carried out separately, our Customer Care Officer completes 40 subcontractor repair surveys via telephone calls per month.</p> <p>LG asked whether we compare the perception and transactional repair surveys results?</p> <p>LD explained that the survey results are measuring different things. The results in the perception survey are driving tenants overall satisfaction, repairs is the key driver of tenants satisfaction.</p> <p>RB added that there is a direct link between transactional and perception surveys for repairs. We are trying to drive up transactional survey satisfaction which will hopefully gradually drive up the overall perception of the repairs service over time.</p> <p>JG asked how many repairs are carried out by subcontractors and why don't we have targets set for this survey? RFT satisfaction has continued to decrease each month.</p> <p>RB explained that 29% of current repairs are being delivered by subcontractors. The subcontractor repair surveys are a relatively new measure of satisfaction. It was decided it would be best if we split out subcontractor and inhouse repairs into 2 separate surveys, this way we can get a decent sample of subcontractor repairs surveys and then set targets. Subcontractors are currently experiencing resourcing issues, struggling to maintain skilled labour within the market. This is impacting on the RFT satisfaction indicator.</p> <p>LD added that we will probably align subcontractor repairs targets with the inhouse targets.</p> <p>JG asked if there are any other ways we could send out the subcontractor repairs survey?</p> <p>LD explained in the future we could explore sending the survey via email as they have a very high response rate or via text message.</p>	
5	<p>Q2 Complaints Report</p> <p>TJ asked if the CCT were still working from home and are they maintaining to assist at first contact?</p> <p>LD explained that the CCT are still mostly working from home but we have full visibility of all email and call handling. The new telephone system we use makes it easier for us to tap into calls and listen in live which makes it easier to identify any issues or make improvements to customers experiences.</p>	

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	<p>LGi explained that we have added some new questions to the complaints survey so that we can find out more information from customers about their dissatisfaction. We will also be carrying out telephone or email interviews with complainants.</p> <p>DB inquired about what changes have been made so far to improve complaints handling. He wanted to know what have the complaints team done to improve the results in complains since the discussion which was held in February. He asked for concrete examples of things which have been done.</p> <p>LGi encouraged DB to look at section 7 of the Complaints report, which gives examples of learnings from complaints and trying to address issues which led customers to make complaints. One of our current issues in the Complaints Team is resourcing, we are understaffed in this service area and therefore one of our priorities is trying to increase recruitment in the team.</p> <p>LD added that LG is going to be our critical friend and we are refreshing our Customer Experience Strategy next year. We want to understand what isn't working for customer care, which is the top reason why customers make complaints. In the action plan there is a section on complaints and customer care. We are trying to focus on email handling and improve this and also over the next few weeks the CSO's will be doing proactive contacts and calls with customers rather than customers chasing us.</p>	
6	<p>AOB</p> <p>EL asked if Estates inspection could be more inclusive?</p> <p>GT explained that we are going to make Estate inspections by Housing Management more inclusive and will be removing set timeframes for these to take place.</p> <p>TB highlighted that we have appointed race equality EDI champions at Executive and Operation level. We also want to recruit EDI champions at Group Board and Resident Board level. If you would like to be the Resident Board EDI champion please contact TB.</p> <p>TB added that an invitation was recently sent out to join a sub-group to go through the next 3 years Community Engagement Strategy which is due for a review. An action plan has been set up and meetings will be held every quarter.</p> <p>DBe explained that the end of year survey will be sent out soon, this is a chance to reflect and appreciate the successes of this year. Please complete it when you can.</p>	<p>TB will send GT MH's contact details</p> <p>TB will ask page numbers to be added to Q3 Reports</p> <p>TB will add CD to the CES sub-group</p>
7	DONM: Wednesday 2 March 2022	