



**GGHT Panel of
Excellence and Scrutiny
Wednesday 19th
September
10am
Upstairs meeting Room
East Annex**

Minutes

Attendance:	Lynda Johnson, Linda Booth, Jean Bullock, Fiona Roberts, Ayo Akinrele, Dot Thacker, Graham Hanson, Debbie Ergen, Charlie Martin, Jenny Thompson
Apologies:	Alan Rankin

		Action
1.	<p>Apologies/Declarations of Interest</p> <p>No declarations of interests.</p>	
2.	<p>Minutes of Meeting held on 14.08.13</p> <p>Matters arising:</p> <ul style="list-style-type: none"> ❖ Minutes amended to reflect that Linda Booth did not attend the last meeting. ❖ Feedback from complaints subgroup on 04.09.13 was that it was a useful meeting and will be reviewing sub-contractor complaints next. ❖ A breakdown of the users who currently use tenant services online was circulated to advise on current demographic. ❖ CM advised that James Doran will attend the next meeting to provide an overview of anti-fungal paint in bathrooms. <p>The minutes were approved as a true and accurate record.</p>	JT

3.	<p>Discussion on Anti-Fungal paint in Bathrooms</p> <p>CM apologised and advised James Doran was unaware of the location of this meeting although he was prepared to attend. He has however agreed to attend the next meeting.</p>	JD
4.	<p>In-house Repairs Report & Action Plan</p> <p>The Panel discussed the report and the recommendations that they have made. It was agreed that the report should be taken to SMT and EMT to review before sending to the Board.</p> <p><u>Comments/Queries</u></p> <ul style="list-style-type: none"> ❖ Should the action plan include target dates prior to being circulated to managers? Didn't think that they should be included as managers were unaware of targets as of yet. <i>Action Plan to be sent to SMT before taking to the Board so will be aware of targets and will notify of any problems.</i> ❖ How many phone-surveys are currently carried out on repairs? CM advised that he thinks it is 10% as standard. ❖ Some panel members are unsure whether the contact centre should contact customers in the evenings. Though it may be more convenient for those who work. The panel asked if there can be alerts set up to contact tenants only at certain times for example in a morning and not evening. This may not be possible with the current IT systems and GGD would probably have to contact in the first place to find out this information. A solution may just be that tenant's can opt in or out of being contacted but would check with the Senior Advisor in GGD. The panel agree that all information and alerts should be available for every staff no matter what system is being used. ❖ CM suggested some minor changes to the wording in the report. These will be incorporated. An email will be circulated to the panel detailing any changes. ❖ CM suggested that rather than recommend a move from 2 hour appointment slots to AM or PM slots maybe to suggest that Management carries out a cost benefit analysis to see whether it would be of benefit to the business compared to the 2 hour slots. This can then be reported back to the panel. ❖ The Panel advised am/pm appointments can cause difficulties for operatives and it is important to ensure this arrangement is cost effective to the business. ❖ Discussed the time that the panel went to see the stock-management system at Eagle Park. It would be interesting to see how that progresses to having the right materials with the operative. ❖ DT asked what DLO stood for in the report. JT advised it was one of the repairs computer systems and would check what it stands for specifically. This needs making clearer in the report as it is not obvious what it means. <p>CM asked the Panel for feedback on the review.</p> <ul style="list-style-type: none"> ❖ The Panel are overall happy with the content of the report 	<p>CM</p> <p>JT</p> <p>CM</p> <p>Panel</p> <p>JT</p>

	<p>❖ They would like feedback on the action plan and recommendations sooner rather than later. The panel agreed that they wanted to be kept up to date with any actions taken by the Managers. The action plan was discussed, specifically the timescales currently listed. These will be amended to allow for updates from the managers on where they are up to with the actions recommended.</p> <p>Action Plan Comments/Queries</p> <ul style="list-style-type: none"> ❖ Action 5: The panel asked what the definition of quality is in relation the void standard. Have asked for Carl Talbot-Davies/Shawn McDermott to attend next meeting. Panel suggested void inspector takes before and after photos of void properties and for the photos to be brought to the meeting. <i>James Bacon to attend next meeting, waiting for a response from Shawn McDermott in relation to pictures.</i> ❖ Panel Suggested adding Action 4 and 6 together as are both I.T related. ❖ Action 7: Need to add in the request for a ‘starter manual’ for GGD staff. Asked for an update on this from Donna Wilkinson for November meeting. ❖ Current call times in the call centre were questioned, JT advised that this is partly as a result of changing staff levels but GGD are currently training new staff. ❖ Action 8: Panel agreed that all complaints officers should already be following template and this was recommended by Complaints Sub Group. Advised that Tracy had re-iterated it to SMT before she had left and was advised that Complaints Officers would be reminded. The panel agrees that there should be a consistent approach to complaints response- investigation and actual response. Action 8 and Action 9 to be added together due to similarity. ❖ Action 10: Complaints regarding Sub Contractors to be looked at by the Sub Group. ❖ Action 11: The panel would like to see a written policy in relation to this and an update to be brought to October’s meeting about this. ❖ Action 13: to be added to Action 8 <p>Journey Map CM went through the journey map and there will be slight changes made as per Panel’s request</p> <p>Screen shots of the online repairs reporting procedure were circulated to the Panel. The Panel decided that they did not want to focus on the online services within the report as there is a new website currently being developed. This may be revisited once that it is up and running.</p>	<p>JT</p> <p>SMc</p> <p>JT/RH</p>
<p>5.</p>	<p>Panel to agree report sign-off process</p>	

	The panel agreed they were happy with the report subject to the changes requested above.	All
6.	<p>Forward Planning</p> <p>The panel were asked what they would like to focus on for the next review. Previously they have expressed an interest in the voids process, ASB, grounds maintenance, sub-contractors and the contact centre.</p> <p>Comments/Queries</p> <ul style="list-style-type: none"> ❖ Panel suggested revisiting Gas Servicing to monitor performance against the recommendations that were previously made. Interested to see performance data on access and number of follow up inspections. CM advised will circulate the next performance report October/November. ❖ The Panel think it is important to continue to monitor previous recommendations especially with the gas servicing and response repairs. ❖ CM advised that voids is currently being reviewed so it may be better to consider where this review is currently up to and whether it may be best to wait until the new policy is in place to maximise the impact of the Scrutiny Panel's review. ❖ Both voids and sub-contractors have the potential to be complicated service areas to review. The Panel decided it would be best to probably focus on voids and wait for the Complaints Sub Group to feed back on Sub-Contractors. ❖ Panel suggested looking at staff training as an area to review. CM explained that this also fell under every service area and is something that was considered as part of the Response Repairs review and may be looked at as part of the next review. ❖ The panel decided to wait until Carl or Shaun attended the next meeting to make a decision on whether Voids is the best area to focus on. Update: James Bacon is no responsible for voids and will be attending the October meeting. ❖ The panel discussed Champions. LB agreed to become a Voids Champion and GH Gas Champion. ❖ The panel felt that the areas they should concentrate on are:- <ul style="list-style-type: none"> • Voids • Contractors • Check ups on Gas Servicing, Response Repairs and Ground Maintenance. 	CM
7.	<p>Annual Report Sign off</p> <p>The Panel were asked their views on the Annual Report.</p> <p>Comments/Questions</p> <p>Can the cost of Response Repairs carried out after work following work completed by Sub Contractors could be added? <i>Advised GGHT isn't able to separate these costs.</i></p> <p>Panel queried the Property Buy Back section but was advised this has now been taken out.</p>	CM JT

	<p>The panel asked about the Cash for Ash and IVAN, CM explained the initiatives.</p> <p>No other issues with the report.</p>	
	<p>Appointments of new Members</p> <p>DE and GH were voted in by the Panel as full members by a unanimous vote. It was agreed that the last 12 months minutes would be sent out by email to both and other document relevant to their induction.</p>	
	<p>AOB & Agenda for October Meeting</p> <ul style="list-style-type: none"> ❖ AA stated that he believes ASB is an important area that the Panel should consider as can affect other areas such as voids. The Panel requested statistics on the uptrends for ASB . ❖ The Panel stated that it was important for certain GGHT policies to come through all groups including the scrutiny panel not just some groups if it was a particularly important policy. For example the Excessive Use Policy, as it not only links to complaints but is open to abuse. CM advised it is being taken to CCP in November but will try and bring it to the Scrutiny Panel beforehand. ❖ Does GGHT currently run a neighbourhood watch? This could be the responsibility of local resident associations and the police but JT agreed to check with neighbourhoods. ❖ Discussed the 3rd Annual Tenant's Conference at York and who out of the panel would like to attend. 	JT
8.	Date of next meeting: Wednesday 9th October 2013, TBC	
9.	<p>Evaluation of Meeting</p> <p>The Panel believed it to be a good meeting.</p>	
10.	<p>Meeting Costs</p> <p>Postage:</p> <p>Out of Pocket Expenses: £57.10</p> <p>Room Hire: N/A</p> <p>Catering Expenses: £14.64</p> <p>Total: £71.74</p>	