



GGHT Panel of Excellence and Scrutiny

12 September 2012
Orford Jubilee Park
Orford Room

Minutes

Attendance:	Lynda Johnson, Ayo Akinrele, Jean Bullock, Dot Thacker, Linda Booth, Alan Rankin, Ray Powell Charlie Martin, Cam Kinsella (Part)
1. Apologies:	Mick Rivington, Jean Stringer

		Action
1.	<p>Minutes of the previous meeting 8 August 2012</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> ❖ JB had attended the attended the Gas Partners Meeting on 20/09/12. JB advised that the meeting had been very informative and that graphs had been used by the contractors to demonstrate areas of positive performance. ❖ The Panel asked whether GGHT have appointed a contractor to the Garden Service. CM advised that Vale Services had been appointed on 3/09/12. The Panel had been consulted on the new tender and CM agreed to circulate the new contract to the Panel for information. 	CM
2.	<p>Gas Repairs and Servicing Follow-Up Report</p> <p>CM provided an overview of the Panel's review of gas servicing and repairs. This was the first in-depth review completed by the Panel and enabled Panel members to contact customers and staff directly and collect information on satisfaction on gas servicing and repairs.</p> <p>The report provided an overview of the various stages of the review and suggested areas that could be considered for future scrutiny.</p>	

	<p>Panel members and Tenant Inspectors conducted telephone surveys w/c Monday 13th August. Panel Members contacted tenants that had received a gas service or repairs in the last 3-4 months. This method of fact finding proved very effective and by the end of the week the Panel had collected a sample of 76 responses.</p> <p>A Gas Consultation Event was held on 21/08/12 with members of the Gas Safety Team including the Gas Technical Manager and Property Services Manager. The Panel were asked to develop their own tender spec based on what it considered to be the main priorities and expectations of GGHT tenants.</p> <p>The Gas Safety Team have agreed to obtain a quote for a revised tender spec to ensure that the suggested changes are practical in terms of cost. The costs of the revised tender will be compared with GGHT's original submission to ensure value for money. The Successful tender will be taken to the Board for approval in early 2013.</p> <p>It was agreed that the Panel will continue to receive information on gas performance on a quarterly basis to ensure the service receives ongoing scrutiny.</p> <p>LJ advised that the Gas Consultation event had been very useful and enabled the Panel to have a significant input in shaping the Gas tender. A key outcome was the decision to phase out gas fire places due the fact that they were less efficient, attractive and safe as electrical fire places. The Panel noted that gas fire places will only be replaced when a property becomes void.</p> <p>RP asked whether electrical fire places were installed in properties occupied by vulnerable tenants and whether an assessment would be carried out by occupational therapists. CM agreed to follow this up.</p> <p>Recommendation</p> <p>The Panel noted the outcomes of the report and agreed to await feedback on the revised tender specification.</p>	<p>CM</p>
<p>3.</p>	<p>Scrutiny Forward Plan – Future Reviews</p> <p>The Panel discussed service areas that should be considered for future scrutiny. It was agreed that the Panel should choose an area that would add value to the organization and surrounding Community. The following areas were agreed:</p> <ul style="list-style-type: none"> ❖ In-House Repairs (October/November 2012) ❖ Ground Maintenance (April 2012) ❖ Older Peoples Service (Carecall Contract to finish late 2012) ❖ ASB 	

	<p>❖ Customer Contact (After move to new Head Office)</p> <p>CM advised that Ground Maintenance contract was up for review on in 2013/14 and would enable the Panel to help shape the look and feel of estates. The Older Peoples services could also be considered as GGHT's CareCall contract with WBC would be up for tender in late 2013.</p> <p>The Panel advised that Customer Contact was also an important area. However, this service was currently being upgraded in preparation for the new Head Office accommodation. The Panel agreed to return to this service area once the system upgrade had been completed.</p> <p>The Panel to voted to look at Ground Maintenance for its next review. CM advised that he will liaise with James Bacon, Business Manager for Neighborhoods to ensure the deadline for the tender suited the timescales of the review.</p>	CM
4.	<p>Nomination of Service Champions</p> <p>CM advised that members of the Panel have previously expressed an interest in nominating 'Service Champions' to represent particular areas of the Business. CM advised that Service Champions should be nominated to areas that the panel have identified as being particularly critical to the success of GGHT's aims and objectives. These could be areas that the Panel have already covered (i.e. ASB) or plan to cover in future reviews (i.e. Welfare Reform).</p> <p>CM outlined the role of Service Champions. It was agreed that champions might choose to request additional information related to quarterly performance reporting. CM advised that whilst Champions should be invited to meet with managers it was important to recognize the daily commitments and responsibilities if GGHT staff. CM also advised that some information might deemed too sensitive to share with panel members.</p> <p>The Panel agreed to nominate Service Champions to the following areas:</p> <ul style="list-style-type: none"> ❖ Welfare Reform (Dot Thacker and Lynda Johnson) ❖ Customer Contact (Jean Bullock) ❖ Voids (Ray Powell) ❖ Tenant Participation (Ayo Akinrele) ❖ Anti-Social Behaviour (Alan Rankin) <p>The Panel asked if it would be possible to meet with the Service Managers of their chosen areas. CM advised that he will liaise with managers to arrange a time that is convenient.</p>	CM

5.	<p>Equality, Diversity and Inclusion Policies</p> <p>Equality, Staff Inclusion Policy</p> <p>CK gave an overview of the Staff Inclusion Policy. The aim of this policy is to act as a formal document detailing GGHT's expectations if its staff once in employment. It is also to demonstrate GGHT's commitment to equality for its current and future</p> <p>LJ asked whether the Policy will be circulated to all members of staff and whether there should be more details to explain how GGHT will action the recommendations made within the policy? CK advised that each team will receive a copy of the Policy. CK will also attend team briefings to provide an overview of key recommendations and how these will be rolled out. The recommendations have also been included within management service plans.</p> <p>CK advised that updates on fund raising events will be included within global emails to staff</p> <p>AR asked whether a glossary of terms could be provided as the Policy contained a number of acronyms. CK advised that a glossary will be appended to the Policy.</p> <p>Diversity and Inclusion Objectives and Indicators</p> <p>CK gave an overview of the Service Area Equality, Diversity & Inclusion Objectives and Indicators. This document demonstrates how GGHT is compliant with the Public Sector Equality Duty by having measurable objectives which will deliver outcomes for the organisation.</p> <p>CK went through each objective one by one and asked the PEAS for their views and also if they believed there should be any changes made? All PEAS members agreed this was a great way forward for GGHT in monitoring that all staff are contributing towards inclusion of staff, customers and partners.</p> <p>Working Together (Single Equality Scheme)</p> <p>CK provided an overview of GGHT's Working Together (Single Equality Scheme). The aim of this Policy is to act as a formal document detailing GGHT's expectations if its staff once in employment. It is also to demonstrate GGHT's commitment to equality for its current and future staff.</p> <p>CK advised that GGHT became a Hate Crime reporting Centre in February 2010 and has increased hate crime reports from an average of 3 per quarter to an average of 15 per quarter. CK advised that Hate Crime is often motivated by religious and racial prejudice.</p>	CK
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	<p>CK advised that it is important that tenants notify GGHT if they suspect a Hate Crime has been committed. The Panel were reminded of the David Ray Atherton case that led to the tragic death of a tenant with mental health issues.</p> <p>RP asked if the Policy has been promoted to all tenants. CK advised that the Policy will be uploaded to the GGHT website once agreed by the Board and PEAS and that GGHT will ensure the Policy is promoted as widely as possible</p> <p>CK provided an overview of Customer Profiling Data that GGHT used to ensure there are no barriers to its services. GGHT has just under 70% collected profile information and uses this to tailor services efficiently to customers individual needs.</p> <p>CK advised that it was important that GGHT used contractors that were able to demonstrate a commitment to ED&I. RP asked whether this would form part of the pre-tender assessment. CK advised that GGHT's Pre-Qualification Questionnaires state that contractors will need to have received E&D training in the last 3 years. GGHT will also support contractors to develop ED&I strategies if these are not already in place. AR advised that this was a very positive approach and would ensure contractors felt engaged with GGHT's values.</p> <p>LJ advised that Warrington is one of a limited number of places that allocate points to tenants based on how many years they have served in the armed forces. CK advised that 1/3 single homeless people have previously served in the armed forces and that the Northwest is the biggest recruiting region for ex-armed forces personnel.</p> <p>The Panel asked whether GGHT supported convicted sex offenders. CK advised that support is given to ex-offenders if needed.</p> <p>DT asked whether the Policy should refer to armed forces in greater detail. CK advised that profiling data on tenants that have served in the armed forces can be added to the Policy.</p> <p>DT asked what structures GGHT had in place to engage with LGBT tenants. CK advised that Panel Members could be invited to attend LGBT group meetings. 1806 Wish used to be the key focus group for LGBT in Warrington. This was a closed group due to the large number of hate crimes targeted at LGBT. 1806 has since been replaced by LGBT Warrington who have created Warrington Pride on Saturday 29th September.</p> <p>LJ asked whether GGHT have promoted LGBT Warrington as widely as possible. CK advised that this is the first time the event will have been held in Warrington and promotion has been kept relatively low key.</p> <p>AR asked what BME referred to and whether a glossary of terms could be included within the report. CK advised that BME referred to Black Minority and</p>	<p>CK</p> <p>CK</p> <p>CK</p> <p>CK</p> <p>CK</p>
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	Ethnic Groups. A glossary will be included within the final report.	
6.	<p>Any Other Business</p> <p>CM advised that Annual Report is still with the printers and a hard copy could not be brought to the meeting for sign-off. The Panel advised that it was happy for the complaints panel to sign-off the report and for the report to be sent electronically to other members.</p>	CM
7.	<p>Evaluation of Meeting</p> <p>The Panel felt it had been an effective meeting.</p>	
8.	<p>Date of next meeting:</p> <p>Wednesday 10th October 2012, 10am, Orford Jubilee Park</p>	