

GGHT Scrutiny Panel

08 August 2012

Orford Jubilee Park

Minutes

Attendance:

Linda Johnson (LJ) Mick Rivington (MR) Ray Powell (RP) Carole Davies (CD)
Dot Thacker (DT) Jean Stringer (JS) Fred Butler (FB) Marie Smith (MS) Mike O'
Brian (MOB) Jean Bullock (JB) Linda Booth (LB)

Peter Mercer (PM) Charlie Martin (CM) Danny Parker (Minutes)

1. Apologies:

		Action
1.	Introductions LJ welcomed the tenant inspectors to the meeting.	
2.	Minutes of Meeting held on 11 July 2012 Matters arising: <ul style="list-style-type: none"> ❖ The Panel had voted to rename the Scrutiny Panel <i>the Panel of Excellence and Scrutiny (PEAS)</i>. ❖ MR asked for an update on the installation of PV Panels. PM stated the changes to the Feed in Tariff have reduced the cost benefits that tenants and GGHT will receive through the initiative. GGHT have put panel installation on hold for the foreseeable future. However, GGHT will continue to monitor tenant usage of solar PV to ensure the initiative delivers value for money. ❖ CM advised that GGHT's Housing Allocations Policy is currently being reviewed by WBC. GGHT will be consulted on the draft policy and is awaiting further guidance from WBC. ❖ CM advised that leaseholders are given the option to set up monthly payment plans to spread the cost of GGHT's gas cover. There has been a low-take up of the service despite the competitive costs. The low take up might be linked to complaints received about contractors canceling appointments or taking too long to carry out a survey. Some Leaseholders have their own cover and others have the support of friends or family. The Leaseholder manager will continue to target 	

	<p>leaseholders to increase uptake for the service.</p> <ul style="list-style-type: none"> ❖ CM advised that panel members will be invited to attend future Gas Partner meetings. The next Gas Partner Meeting will be held on Friday 24 August. ❖ DT asked whether the panel will visit Peaks and Plains to review the organisation's telephony systems. CM advised that this could be arranged at a later date to facilitate the Panel's review of GGHT's customer contact centre. <p>The minutes were approved as a true record by Dot Thacker and Jean Stringer.</p>	
3.	<p>Review of Gas Servicing and Repairs</p> <p>CM provided an overview of the review to date and thanked the Tenant Inspectors for attending the meeting.</p> <p>The Panel agreed that the review should focus on the customer experience aspect of Gas Servicing and Repairs. Tenant Inspectors and Panel Members agreed to complete outbound call survey's and liaise with tenants that had received a gas repair or service in the last 2-3months.</p> <p>LJ asked if Sure and PH Jones would be tendering for next years contract. PM advised that Sure and PH Jones will be invited to submit a tender.</p> <p>PM advised that the final tender specification would need to be submitted in September and that the panel's recommendations needed to be submitted prior to this date. Any late changes to the spec would result in additional costs to GGHT.</p> <p>LJ stated that the reduced time-scales demonstrated a lack of communication between the gas services team and the panel. CM agreed to liaise with the gas team to confirm the deadline for the final tender spec. CM agreed to meet with LJ ON 10/07/12 to discuss the revised timescales.</p> <p>The Panel agreed to condense the review to accommodate the shorter time scales. CM advised that tenant's could complete outbound calls week commencing 13/08/12. The following time table for outbound call was agreed:</p> <ul style="list-style-type: none"> ❖ Tuesday 14 August: Lynda Johnson and Dot Thacker ❖ Wednesday 15 August: Jean Bullock and Jean Stringer ❖ Thursday 16 August: Marie Smith ❖ Friday 17 August: Lynda Johnson and Dot Thacker <p>It was agreed that a separate consultation event should be held with members of the gas team. CM agreed to liaise with the in-house gas safety team to arrange a suitable date.</p>	<p>CM/LJ</p> <p>CM</p>

	<p>FB advised that it was important that tenants understood the nature of the survey. In the past tenants have assumed that Tenant Inspectors work on behalf of GGHT. CM advised that a script will be drafted to ensure tenant understand that this is an independent review conducted by volunteers.</p> <p>CM asked the panel to consider questions that should be included in the outbound surveys. It was agreed that the questions should enable the panel to investigate the following areas:</p> <ul style="list-style-type: none"> ❖ What are the best things about the service? ❖ What are the worst things about the service? ❖ What can be done better? <p>LJ advised that the Panel will need to review the standard of service currently offered to tenants and consider what works well and what could be done better.</p> <p>PM invited the Panel to review Service Contractors of other private companies. For example, British Gas offer a Gold, Silver and Bronze Service to its customers, could the GGHT contract be structured like this?</p> <p>PM advised that the panel will need to balance the costs of the new contracts with customer expectations. For example, reviewing the time-scales for emergency repairs could have significant cost to final tender - what impact will this have on other services?</p> <p>JS asked whether the tender would impact on the service tenants receive. PM stated advised that it is likely that there will be initial ‘teething problems’, particularly if there are significant changes to the existing contract. However. GGHT will work closely with the contractors to ensure customers are satisfied with the service provided.</p> <p>RP asked whether tenants are issued with a certificate once a gas service has been completed. PM advised that tenants are provided with a CP12 Certificate to confirm that a full gas safety check has been carried out.</p> <p>CD advised that PH Jones have been flexible with their appointments and this needed to be fed into new gas service and repair contract. FB advised that contractors should give sufficient notice prior to visiting properties.</p> <p>RP advised that it is important that GGD are able to diagnose repairs correctly to ensure repairs are completed right first time. Failure to complete repairs right first time has significant cost implications for GGHT. CM advised that GGD staff will receive training to ensure they understand the nature of repairs.</p> <p>MS advised that she has received feedback from a tenant who was dissatisfied with the service provided by a Contact Service Advisor. PM advised that GGHT receives very few complaints about individual CSAs. However, if there was evidence that a customer had been unfairly treated this would be dealt</p>	<p>PEAS</p> <p>PEAS</p>
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	<p>with appropriately.</p> <p>RP advised that that different new central heating systems have been installed in GGHT properties and this can make it difficult to diagnose a repair. PM advised that there was approx. 15 different heating systems installed GGHT properties. However, work is ongoing to roll out the same heating system for all properties and this will be fed into staff training.</p> <p>CM stated that GGHT are looking to increase the profile of the panel and to ensure the panel is inclusive to all tenants. In future the Panel might like to consult all tenants on its reviews via the GGHT website. Tenants could also be asked to vote for the issues they feel should be given greater focus.</p> <p>CM advised that it would be useful for panel members and Tenant Inspectors to contact one another outside of meetings. CM agreed to circulate contact details to all present.</p>	CM
4.	<p>Nomination of portfolio holders</p> <p>It was agreed that this item will be deferred until the next meeting.</p>	
5.	<p>A.O.B</p> <p>CM provided an overview of shareholding membership. The panel and Tenant Inspectors were invited to forward expressions of interest to CM.</p> <p>JB advised that she attended fusion 21 meeting that demonstrated how contractors are vetted within the framework</p> <p>The Panel agreed that the outbound surveys should commence w/c 12th August. The panel felt this will be a good idea and will enable greater interaction with GGHT staff.</p>	
6.	<p>Date of next meeting:</p> <ul style="list-style-type: none"> ❖ Gas Consultation Event: Tuesday 21st August, 10am, Jubilee Park Jubilee Room. ❖ Scrutiny Meeting: Wednesday 12th September 10am at Orford Jubilee Park 	
7	<p>Evaluation of meeting</p> <p>The Panel stated that it had been an effective meeting.</p>	