



**GGHT Panel of
Excellence and Scrutiny
Wednesday 14 August
2013
10am
Orford Jubilee
Neighbourhood Hub
Mike Hannon Room**

Minutes

Attendance:	Lynda Johnson, Linda Booth, Alan Rankin, Jean Bullock, Dot Thacker Observers: Graham Hanson, Debbie Ergen Charlie Martin, Tracy Jones
Apologies:	Fiona Roberts, Ayo Akinrele, Maria Stepanous, Gareth Riley

		Action
1.	<p>Apologies/Declarations of Interest</p> <p>Apologies as above.</p> <p>No declarations of interests.</p> <p>The Panel welcome 4 observers to the meeting.</p>	
2.	<p>Recruitment of New Members</p> <p>The observers left the room for this item.</p> <p>The Panel felt that more could be done to ensure the panel is accessible to all tenants that wished to join. The current process of applications and interviews is too formal and could discourage potential applicants from joining the panel.</p> <p>The following process was agreed to fill vacancies as they arise:</p> <ul style="list-style-type: none"> ❖ Customers that would like to join the panel should express their interest to the Chair of the Panel or the Board Support Officer. 	

	<ul style="list-style-type: none"> ❖ Customers would then be invited observe a meeting and attend an informal interview with the Chair and Deputy. ❖ Applicants would be invited to observe the next three meetings on a trial basis. ❖ If the customer is still interested they would be formally appointed to the panel at the 3rd meeting they attend. <p>CM to forward observer contact details to LJ to arrange catch-up.</p> <p>The minutes were approved as a true and accurate record.</p>	<p>TJ</p> <p>TJ</p>
<p>3.</p>	<p>Minutes of Meeting held on 10 July 2013</p> <p>Matters Arising</p> <ul style="list-style-type: none"> ❖ TJ advised that the Spreadsheet used to log complaints and lessons learnt will be discussed at the Complaints Sub-group on 4th September. ❖ TJ advised that James Doran was unable to attend the meeting but will be attending the meeting in September to respond to the Panel's concerns r.e. paint used in bathrooms. ❖ CM advised that the PEAS twitter account (@PEAS_GGHTrust) has been set up. The first tweet will be sent at the end of the meeting. ❖ CM advised that the feedback from the tenant inspector surveys will be received w/c 26/08/13. ❖ CM advised that I.T. have been asked to provide data on the demographic of customers that use the online repairs service. This data will be shared with the Panel once received. <p>Comments/Questions</p> <ul style="list-style-type: none"> ❖ Is the scheduler fully automated? <i>The appointments are made electronically but GGD staff are required to monitor the movement of operatives.</i> 	<p>TJ</p> <p>JD</p> <p>CM</p> <p>GR</p>
<p>4.</p>	<p>In-house Repairs Review: Final recommendations, Customer Journey Map and Report Format</p> <p>CM circulated a copy of draft recommendations that had been developed with the support of the Chair and Deputy.</p> <p>Comments/Questions</p> <ul style="list-style-type: none"> ❖ It was agreed that it would not be practical for customers to receive texts 2 hours prior to their appointment due to the busy nature of the scheduler. However, operatives should be asked to phone the customer once their next job has been assigned. ❖ It was suggested that 'starter packs' are developed for new and existing GGD staff. These will need to be time-proofed to ensure they remain relevant and require only minor amendments should processes change. Staff should sign to state that they have read and understood the packs. ❖ Further consideration to be given to mystery shopping. Suggested 	

	<p>that the Service Improvement team complete audits. This will require a member of the SI team to sit in the contact centre and follow the completion of a repair from start to finish.</p> <ul style="list-style-type: none"> ❖ The current systems do not enable I.T. to match customer surveys to type of repair carried out (i.e. matching feedback to a works order number). This makes it difficult to journey map customer experience and identify trends linked to satisfaction and work carried out. ❖ Customers might not wish to provide feedback to operatives in person. Some organisations use an application that enables customers to use the operatives PDA to state whether they have had a 'positive' or 'negative' experience. Once an option has been selected the app closes so operative is unable to see what the customer has selected. If a customer has selected 'negative' experience this will prompt an alert for GGD to contact the customer. ❖ It is important that managers continue to provide proactive feedback and offer solutions to staff (criticism can lead to lack of honesty and transparency). ❖ Lessons learnt should be discussed at all team briefings to promote awareness across the business. ❖ The panel will nominate an Operatives Champion to attend operative team briefings and feedback concerns to the panel. ❖ The panel discussed the possibility of Neighbourhood Housing Officers completing customer surveys. ❖ The review should highlight any on-going technical issues with the current systems even if there is not 'quick fix'. <p>TJ advised that internal audit had recently completed a review of GGHT's in-house repairs service. The following points were highlighted:</p> <ul style="list-style-type: none"> ❖ TJ to check whether these plumbers and electricians have joint team briefings to promote integrated working across the business. ❖ The audit recommendations reflected some of the points already raised by the Panel during the review and will be built into the final report. <p>Customer Journey Map</p> <p>The Panel reviewed the journey map following feedback from managers and staff. The final map will be included as an appendix to the report.</p> <p>Report Format</p> <p>TJ provided an overview of the proposed template for the report. The panel approved the template and agreed that the draft report to be brought to the next meeting.</p>	<p>TJ/CM</p> <p>TJ/CM</p>
<p>5.</p>	<p>A.O.B. & Agenda for August Meeting</p> <p>The next CCP meeting is scheduled for 11 September 2013. Next Scrutiny Meeting moved to Wednesday 18th September. Venue TBC</p>	

6.	Agenda for August Meeting: <ul style="list-style-type: none"> ❖ James Doran – discuss issue concerning bathroom paints ❖ Scrutiny Code of Conduct and Chair Role Descriptions ❖ Draft In-house Repairs report and Action Plan ❖ Panel to agree report sign-off process ❖ Forward Planning (time permitting) 	
7.	Evaluation The Panel felt that it had been an effective meeting.	
9.	Meeting Costs Postage: £7.81 Out of Pocket Expenses: - CM to Check Room Hire: £45.00 Catering Expenses: 3x panel members (approx.. costs to be confirmed) Total:	
	Date of next meeting: Wednesday 18th September 2013, Venue TBC	