



GGHT Scrutiny Panel Wednesday 9th January The Gateway Conference Room

Minutes

Attendance:	Lynda Johnson, Jean Stringer, Linda Booth, Mick Rivington, Jean Bullock, Dot Thacker, Fiona Roberts, Alan Rankin Fiona Graham (Part), Mark Burrows (Part), Tracy Trantum, Gareth Riley, Charlie Martin, Daniel Parker
Apologies:	Ayo Akinrele

		Action
1.	<p>Election of Chair and Deputy</p> <p>Lynda Johnson was elected Chair of the Panel of Excellence and Scrutiny for 12 months.</p> <p>Jean Stringer was elected Deputy Chair of the Panel of Excellence and Scrutiny for the next 12 months</p>	
2.	<p>Minutes of last meeting 12th December</p> <p>Matters arising:</p> <ul style="list-style-type: none"> ❖ JS advised that she was pleased that, in future; the Capital Investment programme will be delivered on a ward by ward basis. This will ensure that properties in the same areas that are eligible for works we will receive programme works at the same time. ❖ CM stated that the Out of Hours service, First Call, do have access to the same details as GGD. However, First Call will have signed a confidentiality agreement as part of its contract with GGHT. ❖ CM advised that GGHT are not issuing diaries to tenants or Board Members this year due to cost savings that need to be made across the business. ❖ CM advised that the Panel members will be invited to visit Eagle Park on 	

	<p>1pm on 1st February 2013. It was agreed that Jean Bullock, Fiona Roberts and Alan Rankin will visit GGD in the morning at 10.30am.</p> <ul style="list-style-type: none"> ❖ AR asked whether he will need to do any research on the Call Centre. CM advised that the Panel will be taken through the process of reporting a repair during the tour and no information will be sent out in advance of the visit. <p>The Minutes were agreed as a true and accurate record and this was seconded by Linda Booth and Jean Bullock.</p>	JS/FR/ AR
3.	<p>Work-Flow Update</p> <p>CM provided an overview of the work flow sheet that had been developed by the panel at the previous meeting. The work-flow detailed the process that were currently in place together with suggestions made by the Panel on how the service can be improved.</p> <p>CM agreed to speak to I.T. to determine whether tenants would be able to upload photos of the repair to their online account. CM advised that online system for reporting repairs will be upgraded over the next couple of months. Some Panel members felt that this facility would receive minimal take up from tenants and that it would be easier to send in pictures to GGHT directly from a tenant's smart phone. FG advised that this would be an enhancement to the service and could prove costly. CM agreed to follow this up with I.T. to get an idea of the viability and costs of this recommendation.</p> <p>DT advised that some tenants do not have access to a mobile or a computer. CM advised that tenants will need to register there housing benefits online following the welfare reforms and GGHT services will need to adapt to the increase of internet users.</p> <p>CM advised that he had spoken to Neil Martin, Communications Manager, as to whether Looking Local has been used by tenant's to report a repair. CM had been advised that it is possible for tenants to report a repair through looking local but that this service had received low up-take from tenants.</p> <p>FG asked whether GGHT had a work-flow can be used to demonstrate the the stages that each repair should follow. GR advised that a work flow can be produced but that this is likely to be very complicated given the various work-flows and systems that are used throughout the repair process. JB advised that that the work-flows are very complicated. CM advised that he will liaise with I.T. to determine whether a process map can be shared with the panel.</p> <p>AR asked whether the Panel would be able to make suggestions on service improvements during the visit on 1st March. FG stated that GGHT are always happy to receive suggestions but they will have to evaluate them in relation to business needs and the impact on tenants.</p>	CM CM

Mark Burrows, Property Services Manager, joined the meeting and was welcomed by the Panel. MB offered to answer any queries the panel had at this stage during the review. CM advised that a few queries had been raised following the development of the Work-Flow and these were as follows:

When an operative arrives at a job and says to the tenant he can't complete the job on that day, does the operative have to arrange an alternative appointment before leaving the property?

MB advised that stated that the operative should contact an Assistant Manager before leaving the property to arrange an alternative time. The Manager might be able to assign jobs to other operatives to ensure the repair is completed within the agreed timescales.

MB advised that all operatives have to sign-off a job on their handheld before they can be assigned another job.

Currently tenants are given an AM or PM slot if a pre-inspection is required. Would it be possible for Technical Inspectors to contact tenants at the beginning of each week to agree a definite time?

MB advised that the AM and PM slots enable GGHT to be more flexible with appointments. For example, if a Technical Inspector completes a job sooner than expected he will be able to move onto the next job without having to rearrange other appointments.

LB asked how long it should take for the technical inspectors to visit properties once a repair had been logged?

MB advised that Technical Inspectors aim to visit a property within 2 weeks. GGHT does not monitor the average timescales for pre-inspections. However, Tenant Inspectors should visit properties as soon as possible to ensure that repairs can be completed within the overall timescales (e.g. 10 days for non-urgent repair). If repairs are completed outside of the agreed timescale then the reasons for this will be investigated.

LJ expressed concern that GGHT only had 3 Technical Inspectors and asked whether there was scope to take on more TI's.

MB advised that provisional plans were in place to issue Digital Pens to Technical Inspectors. If piloted, these pens will enable Technical Inspectors to complete forms on site without the need to return to the Housing Office. If approved the new pens will be rolled out in April and could free up 2 hours a day for each TI.. MB advised that an analysis is ongoing to measure the costs of the scheme and the outcomes will be fed back to the Panel.

AR asked whether the new digital pens were a new technology. MB advised that they were new and offered a more secure method of sending and storing information. MB advised that the pens were currently used within the NHS and are manufactured by a company called Destiny. MB directed the Panel to the following website for more information: <http://www.ubisys.co.uk/?gclid=CI->

MB

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AR advised that the new pens would enable GGHT to cut down on paper usage and should enable significant cost savings. MB advised that this is being considered as part of the cost analyses and would also help the TI to work more efficiently.

LJ asked whether Sure used the pens. MB advised that Sure operatives used stylos to enter data into their handhelds and could not complete the same functions as the digital pens.

LJ asked whether the inspectors decide the priority of each work. MB advised inspectors are primarily used for programmed works. Responsive repairs are diagnosed using the OMFAX system..

LJ advised that the analyses of the Star Surveys suggested that a high number of complaints and dissatisfaction were linked to issues of damp. MB advised that properties with confined spaces, such as flats are particularly susceptible to damp. The issue can be exacerbated by the installation of cavity walls and double glazing windows as this further restricts air circulation. GGHT is currently in the process of fitting air circulation devices (EnviroVents and Flatmasters) to properties that are particularly susceptible to damp,

LJ asked how much it cost to install a Flatmaster and that the costs should be considered in relation to the health risk caused by damp. MB advised that each machine costs £500 and would be a significant expense to tenants these were installed in all properties. However GGHT to try to install Flatmaster's in properties that have reported a problem or susceptible to getting damp or condensation.

CM asked whether GGHT were able to maintain Flatmaster's in-house. MB advised that the flat master are very easy to maintain as it is just a case of replacing the filter.

CM asked whether GGHT proactively monitors those properties that are likely to be susceptible to damp. MB advised that the new machines are being installed as part of the bathroom programme and those properties with limited air circulations (such as flats) will be prioritised.

FR asked whether GGHT have offered guidance to the tenants on how to prevent damp and condensation MB stated GGHT have and the tenant's can reduce the risk of damp by increasing the circulation of air and reducing the build up of condensation (e.g opening windows). There has been a push to ensure tenants are aware of the issues caused by condensation and leaflets are provided to new tenants. MB advised that the risk of damp and condensation tend to be related to a failure in components within the property.

TR asked MB to clarify the SOR Code under which installation of Envirovents and

	<p>flat masters will be coded. MB advised that the devices will appear on Kypera as 'specialist work'.</p> <p>LB asked whether Flatmaster's ran off electricity? MB advised that this was correct and advised that it cost 1p per Kwh to use the machine.</p> <p>LJ asked whether there was a backlog in roofworks and groundworks to the extent of last year. MB advised that there is usually a backlog following the Christmas period but not to the same scale as last year.</p> <p>LB asked whether service managers reviewed all complaints linked to repairs. MB advised that managers reviewed complaints on a monthly basis and but that it is the role of Officers to follow-up individual complaints.</p> <p>MB advised that the Panel forward through any queries prior to their visit to Eagle Park on 1st February to ensure answers can be provided on the day.</p> <p>CM asked whether Panel Members would be able to shadow operatives to see first hand their interaction with tenants. MB advised that he was fine with this and asked whether the Panel would like to see a repair completed from start to finish. If this was the case then the Panel could note the reference number for a repair during its visit to the contact centre. AR advised that whilst this would be useful the main focus will be on the operatives role in completing the repair to the tenant's satisfaction.</p> <p>The Panel thanked MB for his time and agreed to forward any further queries via email or phone.</p>	<p>CM</p> <p>PEAS</p>
<p>4.</p>	<p>Repairs Work-Shop (Group Session)</p> <p>The Panel split into 3 groups invited to scrutinize information linked for the following 3 areas: Performance, Complaints and Compliments and Satisfaction</p> <p>The Groups were the following :</p> <p>Group 1: Repairs Performance Lynda Johnson Alan Rankin Gareth Riley Daniel Parker</p> <p>Group 2: Repairs Satisfaction Jean Stringer Dot Thacker Fiona Roberts Tracy Trantum</p> <p>Group 3: Repairs Complaints and Compliments</p>	

	<p>Linda Booth Jean Bullock Mick Rivington Charlie Martin</p>	
<p>5.</p>	<p>Round-up of Key Findings</p> <p>Group 1: Repairs Performance</p> <p>GR advised that his group had identified the following issues:</p> <ul style="list-style-type: none"> ❖ Overall performance seems to be very positive. However, what the figures do not show are the number of repairs completed on time without a repeat visit. For example, if a complaint is made following the first visit the job will still considered Right First Time if the issue is resolved within the offer document timescales. ❖ Can the format of texts sent to customer to reminder them of an appointment be reviewed? Tenant’s might be more likely to read a text message if it starts with the word IMPORTANT. ❖ The figures in the graphs are for the cumulative and not individual quarters. However, GGHT do monitor quarterly trends and managers are asked to explain reasons for underperformance. <p>Group 2: Repairs Satisfaction</p> <p>TT had shared the findings of the Mini Star Report with the Panel. TT agreed to circulate copies of the report to all panel members.</p> <ul style="list-style-type: none"> ❖ GGHT currently completes exit surveys on 10% tenants that have received a repair. The group felt this was quite a small sample and asked whether a greater proportion of tenants could be contacted. ❖ FR stated that there should be no recurring themes surrounding repairs as there should be measures in place to solve the problems. FR advised that there should be an action plan in place to re-enforce ways to stop these recurring themes ❖ DT advised that a key trend seems to be issues around damp and mold. GGHT should continue to look at ways to resolve these problems. The Panel are keen for air circulation equipment to be installed in properties that are particularly susceptible to damp and cold. <p>FR asked whether an audit of the Digital Pens would be completed to ensure the equipment provides value for money. CM stated if the pilot is successful it is likely that that the effectiveness of the technology will be assessed later in the year.</p> <p>Group 3: Repairs Complaints and Compliments</p>	<p>TR</p>

	<p>CM advised that his group had identified the following trends:</p> <ul style="list-style-type: none"> ❖ Complaints linked to customer expectation peaked in April 2012. This this could be due to rent increase as tenants are more aware of the standard of the service provided. ❖ The highest proportion of complaints are linked to Communication with tenants. This could also account for the high level of complaints linked to tenant expectations as tenants may not be aware of the timescales and standard of service they expect to receive. ❖ The high level of complaints around outstanding works might suggest that tenants are not kept up-to-date of progress against repairs and could therefore be linked to complaints around communication with tenant. ❖ There appears to be regular complaints linked to staff conduct (approx. 1 a month). ❖ Unsatisfactory workmanship is also an issue with complaints peaking at 7 in September 2011. ❖ There were 20 driving related complaints between January 2012 and November 2012. This is the 4th highest number of complaints category for this period. ❖ The months with the highest number of complaints in all categories were September (33), July (27) and January (25). <p>LB asked whether the 3rd Party Damage related to damage cause by contractors. TR advised that this was correct.</p> <p>CM asked for clarification on the complaints that were linked to internal communication. TT advised that this could be related to staff not assigning their work-trays to managers or colleagues prior to going on leave.</p> <p>MR asked whether tenants are asked if their negative feedback should be logged as a complaint? GR advised the Panel that tenants are asked if they would like to make a complaint. The complaint is dealt with by the Customer Service Advisor and is logged onto the system as an informal complaint.</p> <p>GR advised that the most common fault with complaint is when a Customer Service Advisor categorizes them incorrectly. It can often be difficult to determine the nature of a complaint due to the limited number of complaint categories.</p>	
<p>6.</p>	<p>A.O.B</p> <p>LJ advised that the panel were dissatisfied that staff being invited to the meeting at such short notice. CM advised that the panel had been informed that MB would attend the meeting and no issues had been raised prior to the meeting. MB's attendance demonstrated GGHT's commitment to the Panel and brought new issues to the Panel's attention.</p> <p>LJ advised that the Panel could meet on a quarterly basis without Officers</p>	

	present. The first meeting will be held on 6 th February at 10am at Orford Jubilee Park.	
7.	Date of next meeting: Wednesday 13th February 2013, Orford Jubilee park, 10am	
8.	<p>Evaluation of Meeting</p> <p>Aside from the issues raised under A.O.B the Panel felt that it had been an effective meeting. The Panel agreed to review the information that had been circulated during their spare time.</p>	PEAS