



**GGHT Panel of
Excellence and Scrutiny
Wednesday 10 July 2013
10am
Orford Jubilee
Neighbourhood Hub
NHS Room 1**

Minutes

Attendance:	Linda Booth, Jean Bullock (Part), Ayo Akinrele, Dot Thacker Observers: Graham Hanson, Royston Willard, Maria Stepanous, Debra Ergin Charlie Martin, Tracy Trantum
Apologies:	Lynda Johnson, Alan Rankin, Fiona Roberts, 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>Minutes of Meeting held on 12 June 2013</p> <p>Matters arising:</p> <ul style="list-style-type: none"> ❖ TT advised that GGHT no longer carry out Staff Surveys. Staff do complete satisfaction surveys as part of Best Companies accreditation and the outcomes of these surveys are shared with staff. However, we can look at carrying out a staff survey on satisfaction as part of the upcoming Investors in People (iIP) accreditation. ❖ GGD currently log lessons learnt from complaints on a Spreadsheet. This will be emailed out to the Panel. <p>The minutes were approved as a true and accurate record.</p>	<p>TT</p> <p>TT</p>

<p>3.</p>	<p>Customer Consultation Panel – In-House Repairs Survey</p> <p>The Panel discussed the findings of the in-house repairs survey. The survey was completed by customers at the CCP meeting on Wednesday 19th June 2013.</p> <p>Comments/Queries</p> <ul style="list-style-type: none"> ❖ It's surprising that only 1 respondent has used the online service. The service is very easy to use and should be promoted as widely as possible. If you report a repair online you receive an email reminder for the date and time of the appointment. ❖ Is there an automated message in GGD that reminds customers to set up an online account? <i>Yes. Though this can be reinforced as part of the review.</i> ❖ What is the demographic of customers that use the online service? <i>We will look to see if this information is available.</i> ❖ The survey shows that none of the respondents have used the Looking Local service to log a repair. From personal experience this service is not very user friendly. ❖ There seems to be irregularities with the responses. For example, some questions have fewer responses than others. <i>This is because some questions were not filled in completely.</i> ❖ What is customer satisfaction with in-house repairs (based on the monthly surveys). <i>Overall satisfaction is relatively high. GGD carry out a range of different surveys is unable to complete more than 10% on repairs. However, we are continually reviewing the questions to ensure they provide a level of confidence.</i> ❖ The need to reduce the number of complaints has been included in the Individual Performance Targets for members for the repairs service team. ❖ Does this include contractors? <i>No but once GGHT has a framework in place it could highlight its expectations to its contractors</i> ❖ What is being done about internal communications? <i>GGHT is currently piloting the use of electronic devices that will enable</i> <p>CM advised that the Tenant Inspectors have volunteered to support the review. It was suggested that the TIs could be tasked with surveying a wider group of tenants and the findings can be collated and feedback to the Panel. Tenant involvement have agreed to forward the findings by 28 August 2013</p> <p>The panel used the feedback to develop a journey map that detailed the standard of service that customers should expect from the in-house repairs service. This journey map is provided as an appendix to the minutes.</p>	<p>GR/TT</p>
<p>4.</p>	<p>PEAS Twitter presentation</p> <p>CM advised that social media is a useful tool to engage with customers and promote the work of the panel. It was suggested the a Twitter account was set up for the scrutiny panel to enable the panel to:</p> <ul style="list-style-type: none"> ❖ Keep customers up-to-date with it latest reviews and findings. ❖ Share news and information about scrutiny and other housing 	

	<p>organisations</p> <ul style="list-style-type: none"> ❖ Invite customers to forward suggestions for scrutiny reviews and to forward feedback of their own experiences of service delivery. <p>The panel agreed that a twitter account should be set up and that this would be monitored by the Governance and Performance Manager.</p>	CM
5.	<p>CRB Checks</p> <p>CM advised that the Disclosure and Barring Services have released new guidance on CRB checks. The criteria for people that are eligible for checks has changed and a stronger focus has been placed on organisations whose main purpose is to support vulnerable people.</p> <p>As a Housing Association GGHT does not fall within the revised criteria and only a small number of individuals will be eligible for CRB checks.</p> <p>Under the new guidance it will not be necessary for Panel members to undergo CRB checks. These are called DBS checks now</p>	
6.	<p>A.O.B. & Agenda for August Meeting</p> <p>CM advised that he had attended a Scrutiny Network event with Ayo on Friday 21st June. The event was held at the Odeon cinema and facilitated by Linda Levin Partnership.</p> <p>The panel reported the following issues:</p> <ul style="list-style-type: none"> ❖ Fan not working in bathroom. <i>TT to follow up this up and the panel were reminded that these issues should be reported via GGD.</i> ❖ Some tenants have reported that the quality of paint used in bathrooms is poor and does not prevent mould. <i>This issue has been raised on several occasions and TT agreed to follow up.</i> <p>Agenda for August Meeting:</p> <ul style="list-style-type: none"> ❖ In-House Repairs Report: Customer Access and Communication 	<p>TT</p> <p>TT</p>
7.	<p>Evaluation</p> <p>The Panel felt that it had been an effective meeting.</p>	
9.	<p>Meeting Costs</p> <p>Postage: £7.81</p> <p>Out of Pocket Expenses: £22.20</p> <p>Room Hire: £45.00</p> <p>Catering Expenses: n/a</p>	

	Total: £75.00	
	Date of next meeting: Wednesday 14 August 2013, TBC	