



**GGHT Panel of  
Excellence and Scrutiny  
Wednesday 12 June 2013  
10am  
The Gateway  
Room 2**

## Minutes

<b>Attendance:</b>	Lynda Johnson, Linda Booth, Jean Bullock, Fiona Roberts, Ayo Akinrele, Dot Thacker  Charlie Martin, Gareth Riley, Tracy Trantum
<b>Apologies:</b>	Alan Rankin

		Action
1.	<p><b>Apologies/Declarations of Interest</b></p> <p>Apologies as above, no declarations of interest.</p>	
2.	<p><b>Minutes of Meeting held on 22nd May 2013 (incl. responses to operative feedback)</b></p> <p>The minutes were approved as a true and accurate record.</p>	
3.	<p><b>Communication and Customer Access: Complaints, Satisfaction and Performance</b></p> <p>During the PEAS meeting on 22 May 2013 it was agreed that the panel would focus on the areas of communication and customer access in relation to response repairs. The Quality &amp; Performance Team have reviewed information in relation to complaints and communication. A summary of the key trends for complaints received between 1 April 2012 – 31 March 2013 was shared with the Panel.</p> <p>The following points were highlighted:</p> <ul style="list-style-type: none"> <li>❖ Some tenants have been unable to contact GGD as their calls may have been diverted to a deadline. The I.T. team is currently working to resolve these issues.</li> <li>❖ The scheduler is not able to monitor programme repairs and this</li> </ul>	

makes it difficult to track whether appointments have been kept.

- ❖ GGHT is moving towards more generic working. It is therefore critical that structures are put in place that enables staff to share ownership of internal practices. Process maps and 'manuals' will enable staff to complete tasks that might not form part of their daily responsibilities. Internal structures and procedures will also facilitate more consistent approach to service delivery.
- ❖ Programmed works are carried out by contractors and appointments are not monitored by GGHT's scheduler. Members of GGD are currently trailing a scheduler for programmed works. GGD currently use a spread sheet which logs all of the programmed repairs with their appointments (this is not available to all staff). GR advised that he has scheduled a meeting with I,T to look into setting up diaries for programme repair work.

### Comments/Queries

- ❖ There will be other complaints that have not been reported and this should be taken into account. Some tenants might tell others about a negative experience and this could have a significant impact on GGHT's reputation.
- ❖ Is programmed work managed by contractors? *Property Services team leaders are responsible for booking appointments with the tenants. Sometimes letters are sent to tenants from Property Services confirming an appointment (thought this is not consistent). In instances where a letter has been sent there is a note put on the system to state that this has happened and the letter is uploaded onto CM.*
- ❖ Some complaints are related to noise caused by repairs in neighbouring properties. Are there restrictions on the time that a repair can be carried out? *Yes, repairs cannot be carried out before 8am.*
- ❖ Is there currently a backlog of properties that GGHT are unable to rent? *There has been a fall in demand for 1 bedroom flats. GGHT are looking to improve the look and feel of the most deprived wards to increase demand in these areas.*
- ❖ Would we send letters to tenants that do not have a landline? *Only if we are aware that a tenant does have access to the internet or landline. It is important that our customer profile data is up-to-date to ensure that we can accommodate to tenants preferred method of communication.*
- ❖ We do send emails out to customers, however, sometimes customers will not check their email accounts and will miss the reminders.
- ❖ It is important to ensure the website includes up-to-date information on repairs and other programmes. *A new website is being developed and this will provide customers with a lot more information on GGHT services*
- ❖ Should there be greater interaction between operatives and GGD? *The scheduler is managed by staff within GGD who are in regular contact with the operatives.*
- ❖ It was suggested that the current scheduler system is very intensive. One option could be to split the service centre into teams responsible for different areas (e.g. complaints, responsive repairs and

	<p>programmed work). This will enable staff to develop new skills and gain more confidence.</p> <ul style="list-style-type: none"> <li>❖ Have there been any problems with staffing levels? <i>No – sickness levels were low in 2012/13 with an average of 7 days sick leave per staff member. Communication effects all staff and should not necessary be reliant on staffing levels.</i></li> <li>❖ Could staff surveys be carried out to monitor satisfaction with existing procedures? <i>We can review the findings of previous surveys. The panel might recommend that a survey is carried out to enable staff to feedback suggestions on service delivery. This will be looked into.</i></li> <li>❖ Does GGHT have internal process to manage change across the organisation – are they effective? <i>Once developed, internal procedures can be updated to reflect changes to service delivery – this will enable changes to be managed more effectively and support business continuity. The panel’s final proposals could be built into the ongoing restructure to ensure changes are implemented before the move to the new head office.</i></li> <li>❖ Are action plans currently in place to deliver service improvements? <i>There is no overarching action plan. However, GGD are able to complete a lesson’s learnt box as part of the complaints reporting process. This will be shared with the Panel.</i></li> </ul> <p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>❖ It was agreed that communication process map/template should be developed to ensure staff have a better understanding of customer expectations and the processes that should be followed.</li> <li>❖ The Panel suggested that property services could be asked to develop a communications action plan or ‘charter’ for staff to sign.</li> <li>❖ It was agreed that Officers should be given sufficient time to follow up the Panel’s recommendations.</li> <li>❖ The final recommendations will be linked to GGHT’s corporate objectives and will be supported by the findings of the Complaints Sub-Group.</li> </ul>	<p><b>GR</b></p> <p><b>PEAS</b></p> <p><b>GR</b></p> <p><b>PEAS</b></p>
<p><b>4.</b></p>	<p><b>Customer Consultation Panel – In-House Repairs Survey</b></p> <p>The Panel agreed the questions for the In-House Repairs customer survey. The survey will focus on Communication and Accessibility. Tenants will be asked to provide feedback on the service at the CCP Meeting on 10 July 2013.</p> <p>The feedback from the surveys will be used to create a journey map of customer expectations at the next Scrutiny Meeting.</p>	<p><b>PEAS</b></p>
<p><b>5.</b></p>	<p><b>Quarter 4 Performance</b></p> <p>GR provided an overview for Q4 Performance (January- March 2013)</p> <p><b>Comments/Queries</b></p> <ul style="list-style-type: none"> <li>❖ Have GGHT contacted tenants in relation to welfare reform? <i>Yes, GGHT has contacted tenants that are in arrears and who will be</i></li> </ul>	

	<p><i>affected by the bedroom tax.</i></p> <ul style="list-style-type: none"> <li>❖ Satisfaction with kitchens is below target – why is this? <i>Update: We are still in the process of streamlining this area of service delivery. Improvements in procedures and communication are now in place and should have a positive impact on satisfaction. This indicator will continue to be scrutinised to identify further improvements.</i></li> <li>❖ Are complaints categorised correctly? What happens if a tenant has more than one complaint? <i>It is the staff members discretion as to how a complaint is logged. This can sometime lead to complaints being logged incorrectly and being looked into as part of the complaints review.</i></li> </ul>	
6.	<p><b>A.O.B. &amp; Agenda for July Meeting</b></p> <p>FR advised that she will provide an update on the Annual Resident Conference for the next edition of News and Views.</p> <p><b>Agenda for July Meeting:</b></p> <ul style="list-style-type: none"> <li>❖ PEAS Twitter account (presentation)</li> <li>❖ Review of customer repairs survey (journey map)</li> </ul>	
7.	<p><b>Evaluation</b></p> <p>The Panel felt that it had been an effective meeting and were grateful for the support offered by the Service Improvement Team. The Panel felt that the review was showing promise and looked forward to reviewing the findings of the CCP surveys at the July meeting.</p>	
9.	<p><b>Meeting Costs</b></p> <p>Postage: £6.00</p> <p>Out of Pocket Expenses: £39.00</p> <p>Room Hire: £45.00</p> <p>Catering Expenses: n/a</p> <p><b>Total: £95</b></p>	
	<p><b>Date of next meeting: Wednesday 10 July 2013, Orford Jubilee Park</b></p>	