



**GGHT Panel of
Excellence and Scrutiny
Wednesday
19th February 2014
10.15am
Orford Room, Orford
Jubilee Hub**

Minutes

Attendance:	Lynda Johnson, Graham Hanson, Alan Rankin, Fiona Roberts, Debbie Ergen (part), Charlie Martin, Rebecca Hallam, Tim Wright (observer)
Apologies:	Ayo Akinrele, Dot Thacker, Jean Bullock

		Action
1.	<p>Apologies/Declarations of Interest</p> <p>No declarations of interests.</p> <p>Apologies as above.</p> <p>The Panel welcomed Tim Wright as an observer to the meeting.</p>	
2.	<p>Minutes of Meeting Held on 15 January 2014</p> <p>The minutes were approved as a true and accurate record.</p>	
3.	<p>Matters Arising (Action Monitor)</p> <p><i>Action 037: Void Pilot Property</i></p> <p>In 2013/14 there have been 9 void properties on Densham Avenue. The average void time is 67 days. This includes the property which was part of the void pilot and underwent a significant amount of refurbishment work. Excluding this property the average void time is 57 days.</p> <p>The Panel asked for information on the type of properties which have been void to see if there is any correlation between void time and property type. RH will provide this.</p> <p>The Panel queried why some properties are void for longer than others. RH explained that the reasons why people choose not to bid for properties</p>	RH

<p>cannot be recorded but knowing the types of property may show a link between property type and void time. The Panel are aware that the reputation of a ward may have an effect on void time. There were no major works done on any property other than the void pilot property.</p> <p>The Panel suggested that the livery on GGHT vehicles could be used to advertise current initiatives. The Panel asked for more information on the cost of this. <i>Update: GGHT vehicles currently advertise the ChooseAHome website. However, the costs of adding livery to vans will be shared with the Panel.</i></p> <p>The Panel asked to be kept informed if any more properties on the street become void.</p> <p><i>Action 039: Responsive Repairs Review: Action Plan</i></p> <p>CM has spoken to Mark Burrows, Head of Repairs and Maintenance, to discuss whether a change to 4 hour appointment slots would offer Value for Money and customer satisfaction in the long term. The target date for the action is April 2014 and MB is happy to provide an update to the Panel at a future date. The Panel asked if MB could provide a written update for them to review. The Panel can then decide if they would like MB to attend a future meeting to discuss the action.</p> <p><i>Action 040: Responsive Repairs Review: Action Plan</i></p> <p>CM has spoken to Steve Lamb, Head of ICT and BPR, about whether the repairs surveys can be improved to ensure that they are linked to a repair. A new ICT and telephony system is due to be introduced in April 2014 which will lead to improvements in reporting repairs. An update will be provided to the Panel once the capabilities of the new system are known.</p> <p><i>Action 041: Future Scrutiny Panel Reviews</i></p> <p>The Panel would like Mark Moore, Energy Solutions Manager, to provide a written update on actions following the Gas Servicing Review. This will allow the Panel to decide whether they would like Mark to attend a future meeting to discuss the review in more detail.</p> <p>GH (Gas Servicing Champion) will meet with MM to discuss the review as well as current gas servicing initiatives and will provide an update to the Panel.</p> <p><i>Action 042: Project Plan for No Access</i></p> <p>RH has contacted Blackpool Costal Homes (BCH) to discuss whether the handheld system they use for appointments has helped to reduce instances of no access. BCH are currently undergoing a restructure and RH is awaiting a response.</p> <p>The handheld system used by BCH was introduced in 2010 and uses an intelligent scheduler which allocates appointments to the nearest free</p>	<p>RH</p> <p>RH</p> <p>MB</p> <p>SL</p> <p>MM</p> <p>GH</p> <p>RH</p>
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	<p>operative to ensure best use of time, and also uses trackers on all vans which has helped improve fuel efficiency. RH explained that GGHT introduced an intelligent scheduler and trackers on their vans at a similar time as BCH.</p> <p>Action 049: Training Forward Plan</p> <p>CIH offer a Level 3 awareness in Resident Scrutiny which is run over five days as an in-house course for up to 15 people. The Panel decided that the cost of running the course was prohibitive.</p> <p>The Panel will consider any training needs that arise as the review progresses to ensure that all training is relevant and focussed.</p>	
4.	<p>Value for Money Update</p> <p>The Deputy Chair is a volunteer with the Big Energy Saving Network. A central Government campaign was run in November 2013 to help reduce energy bills.</p> <p>The Deputy Chair explained that the recommended temperature for properties is 21C in the living room and 18C for other occupied rooms. Health problems can arise if the temperature of a property is too low and the Panel asked if GGHT have any thermometers that can be given to residents to help monitor the temperature. RH confirmed that room thermometers were given to residents over the winter. Lack of heating can also lead to condensation which the Panel are aware has been a problem in some GGHT properties.</p> <p>The campaign promoted the following points:</p> <ul style="list-style-type: none"> ❖ There are several different payment methods including monthly directly debit, cash and quarterly payments. Customers should ask if there is an alternative payment method which is cheaper. ❖ Discounts are available for 'dual fuel' customers (who have both gas and electricity with the same supplier) and also for managing an energy account online. ❖ The number of available energy tariffs has recently been reduced in order to simplify the process of switching tariffs. Customers should ask their provider whether there is a cheaper alternative tariff. ❖ Customers on a prepayment meter can switch energy suppliers if they have a debit balance on their account of up to £500 per fuel. ❖ Energy efficiency help may be available from energy suppliers, for example a grant for a new boiler or for insulation. This is something which would not apply to GGHT tenants. ❖ The Warm Home Discount is available to help with the cost of energy bills. For those who qualify, £135 will be paid to directly to the energy supplier and will appear on the customer's electricity bill. The discount is automatically paid to customers who receive the guarantee element of Pension Credit. There is also a 'broader group' who qualify for the discount and can apply via their supplier. Each supplier has their own qualifying criteria for the broader group. 	

	<p>The Panel felt that the information was useful and should be more widely promoted. The Deputy Chair explained that Graham Pearce, Regeneration Officer, is going to run the campaign again in summer 2014 to raise awareness ahead of the 2014/15 winter.</p>	
<p>5.</p>	<p>No Access Scoping Session</p> <p>The Panel reviewed data that highlighted no access properties for the period January 2013 – December 2013. The data also provided a breakdown of no-access by ward and trade type. The following points were highlighted:</p> <ul style="list-style-type: none"> ❖ The highest number of no access jobs across all trades and wards are for P3, non-urgent repairs. ❖ The lowest number of no access repairs are for P1, emergency repairs. ❖ Although emergency repairs have a low rate of no access, the Panel were concerned about the figure given the nature of the work required and the short response time. ❖ The ward with the largest number of no access jobs is Poplars and Hulme. This ward also has the highest concentration of GGHT properties. ❖ By trade, joinery, electrical and plumbing have the highest number of no access appointments for emergency repairs. However the majority of no-access appointments for all trades are for non-urgent repairs. ❖ A programme of works to check smoke detectors is currently being undertaken; appointments are arranged via an outbound call from GGD. There is a high number of no access visits for non-urgent smoke detector checks. <p>Comments/Questions:</p> <ul style="list-style-type: none"> ❖ The number of no access appointments for programmed works is being queried with IT as it does not seem representative compared to the number of jobs carried out. The Panel felt that it is important to ensure that data is correct and can be relied upon. ❖ Where tenants contact GGD to book a further appointment following a no access visit are they asked the reason that there was no access for the first visit? ❖ Can the Panel have data to show how many repairs were successfully completed on the second appointment? ❖ What is the cost of no access appointments? The Panel are aware of hidden costs, for example use of fuel and wear and tear on the vans as well as the operative's time. ❖ What is the waiting period between booking an appointment and the operative attending? In the interim period the tenant may done the repair themselves, had a family member do the job or may have forgotten about the appointment. ❖ Are reminders sent prior to an appointment? The Panel suggested that a reminder sent via text message which required a response may help act as a prompt and to reduce the number of no access 	

appointments. The Panel recognise that this may not work in all cases particularly if a tenant did not have credit on their phone. It may represent value for money for a free text service to be introduced to allow tenants to reply even if they did not have credit.

- ❖ The new GGHT website could allow tenants to book their own appointment slot. This may help to reduce the number of no access appointments.
- ❖ If a tenant cancels an appointment on the day of repair will the scheduler be updated to show this? Could an operative still attend the property, resulting in a no access repair?
- ❖ There may be instances where an operative visits the property but cannot complete the work and the job may require a second appointment. Is this recorded as a no access visit?
- ❖ The Panel asked if it is possible to find out how many tenants booked a second appointment following a no access visit?
- ❖ Do operatives leave calling cards where they cannot gain access?
- ❖ Sure provide a financial incentive for properties where operatives have gained access. How effective has this been in improving access rates?
- ❖ Jobs are sometimes cancelled as a result of bad weather. Are these jobs rescheduled or are they recorded as no access visits?

Comments/Questions- Wards:

- ❖ The number of no access appointments for Poplars and Hulme is significantly higher than for other wards. What is the reason for this? *As a percentage of stock, Poplars and Hulme, does not have the most no access appointments. This ward contains the higher number of GGHT properties and this may result in a larger number of appointments where operatives cannot gain access.*
- ❖ There are a significantly higher proportion of no access appointments for Poulton North compared to Poulton South, particularly for emergency repairs. Poulton North contains more GGHT properties than Poulton South. Given the close geographical proximity of the wards, what is the reason for this difference?
- ❖ Bewsey and Whitecross has 500 fewer properties than Poplars and Hulme but only 60 fewer no access. This is a marginal difference and does not seem to reflect the trend that more properties will result in more incidences of no-access. It would therefore help to see the number of jobs completed in each area.
- ❖ Does the spread of properties result in more instances of no access, for example in wards where the properties are further apart are there more cases of no access?

Comments/Questions- Trades:

- ❖ The Panel asked for information on the total number of jobs completed per trade.
- ❖ The Panel asked how many operatives there were per trade.
- ❖ There are a high number of no access emergency repairs for plumbing jobs. Why is this?
- ❖ The majority of no access appointments for plastering jobs are for

	<p>non-urgent works. There is a waiting period of a few weeks between making the appointment and the work being carried out. Does this contribute to the high rate of no access?</p> <ul style="list-style-type: none"> ❖ Does the rate of no access differ where the work is carried out by a sub-contractor as opposed to in-house? ❖ Fencing and roofing work is mainly done outside the property and there should not be a problem gaining access. Why are there so many no access visits for fencing and roofing repairs? <p>Comments/Questions- Smoke Detector Programme:</p> <ul style="list-style-type: none"> ❖ When GGD are arranging an appointment for a smoke detector check do they speak to the tenant each time or can they leave a voicemail message? The chances of a no access visit may increase if an appointment is made via voicemail. ❖ A faulty smoke detector could present a health and safety risk. Why is the number of non-urgent repairs to smoke alarms so high? ❖ How long is the smoke detector programme scheduled for? ❖ Are checks on smoke detectors not aligned with gas servicing inspections? If so why are there so many incidences of no-access?. <p>The Chair and Deputy Chair will meet with Angela Perry, Head of Property Services, Mark Burrows and Clair Phillips, Operations Manager, on Thursday 27th February, to discuss no access. The Panel should send any further questions they would like to raise to the Chair, Deputy Chair or Rebecca Hallam prior to the meeting.</p>	All
6.	<p>Regulatory Gap Analysis</p> <p>CM explained that Regulatory Gap Analysis to the Panel. The analysis is used to benchmark GGHT's compliance with regulator's economic and consumer standards. .</p> <p>The Panel approved the Regulatory Gap Analysis subject to the format being reviewed.</p>	CM
7.	<p>Agenda for March Meeting</p> <p>The Panel agreed that the March meeting will focus on the No Access review. One of the responsible managers will be invited to the meeting to discuss the review.</p>	
8.	<p>A.O.B</p> <p>The Panel enjoyed the Scrutiny Panel networking event held on 13/02/2014 and felt that it was a beneficial opportunity to make contacts on other Scrutiny Panel's and to share ideas and best practice.</p>	
	<p>Meeting Costs</p> <p>Postage: £5.68</p>	

	Out of Pocket Expenses: £30 Room Hire: £50 Catering Expenses: £29.35 Total: £115.03	
	Date of Next Meeting: TBC	