



GGHT Scrutiny Panel 13 June 2012 Warrington Disability Partnerships

Minutes

Attendance:	Ray Powell, Jean Stringer, Mick Rivington, Jean Bullock, Lynda Johnson Fiona Graham, Charlie Martin Linda Levin (Linda Levin Partnerships)
1. Apologies:	Dot Thacker, Linda Booth

A minute silence was observed in memory of Peter Thacker.

		Action
1.	<p>Minutes of Meeting Held on 9 June 2012</p> <p>Matters arising:</p> <ul style="list-style-type: none"> ❖ RP asked for an update on installation of PV panels. CM advised that GGHT have installed over 620 PV panels. GGHT is currently looking at other initiatives to fund the Panels following changes to the Government's Feed in Tariff. It was noted that more could have been done to keep tenants informed of PV roll out and this will be taken into account for future schemes. ❖ FG advised that the next Communications Panel will be held in July. <p>The Minutes were approved as a true and accurate record.</p>	CM
2.	<p>Outturn Performance Report 2011/12</p> <p>FG provided an overview of Outturn Performance 2011/12. The following points were highlighted:</p> <ul style="list-style-type: none"> ❖ The Panel had agreed to move to exception based reporting as at Quarter 1 2012/13. ❖ Repair response times have improved. ❖ On the offer document promises, progress has been good and the only areas needing further action, outside of the investment programme, is around low maintenance Gardens. 	

- ❖ GGHT are awaiting the Council's revised Allocations Policy.
- ❖ There have been significant improvements in Gas Servicing.
- ❖ Performance on complaints is positive which assists us when we have our scheduled surveillance visit for the Customer Service Excellence Award. The site visit is scheduled for Tuesday 19th June.
- ❖ Void re-let times have fallen slightly below target but this was due to issues at the beginning of the year, from which we were unable to recover.

RP advised that tenants have complained about overgrown bushes and trees, particularly around bungalows and communal areas. FG advised that GGHT will have a programme in place to maintain certain areas. However, some areas fall within the Council's remit and GGHT is unable to maintain these areas.

LJ advised that the panel would like to be kept informed of progress against gas servicing and repairs to ensure there is no slippage. FG advised that GGHT meet with Gas Contractors on a regular basis to review performance and any slippage will be reported to the Panel.

LL asked whether the Star Survey could be considered representative of the tenant base given the low levels of responses amongst certain age groups (notably under 25s). FG advised that GGHT had 1,200 tenants had taken part in the survey and, as there was not threshold on responses, data provided was statistically valid. However, GGHT will continue to monitor trends in the mini surveys to identify reasons for areas of dissatisfaction.

RP asked whether dissatisfaction was highest amongst young tenants living in flats. FG advised that no particular themes had been identified other than a possible lack of cohesion amongst tenants. The mini star survey will offer further insight into key trends.

Linda Levin advised that there was a discrepancy in the satisfaction levels included within the Star Survey and figures used to monitor Equality and Diversity. FG advised that GGHT has ongoing surveys for repairs and that it is possible that the E&D figures were based on one of these. FG agreed to follow this up with the Equality and Diversity Officer.

FG advised that GGHT are aiming to achieve Social Housing Equality Framework (SHEF) accreditation later this year and we had successfully achieved the Housing Diversity Network accreditation with 10 areas of outstanding good practice,

LJ advised that the panel had enjoyed revisiting void properties that had been refurbished since their initial visit. The experience gave an excellent insight into the customer experience and future site visits would certainly help with scrutiny reviews. The voids team had taken on board the Panel's feedback that gas checks should be carried out before move-in and SMcD had

FG

	<p>committed to look at options.</p> <p>RP suggested that Tenant Inspectors could be asked to visit properties and feed back their findings to the panel.</p> <p>FG advised that the Board had discussed the waiting times in the contact centre. Several issues had caused the target not to be met including, an increase in volume of calls, outbound calling and system issues.</p> <p>LJ advised that the service centre is the first point of contact for tenants and this has a strong link with ensuring repairs are completed right first time. Linda Levin advised that a minimum of 80% of calls should be dealt with at first contact and it is more important t for the call to be dealt with right than the length of wait time. However, there will be situations when this will not be possible to achieve.</p> <p>Linda Levin asked whether the Call Centre is able to measure performance on right first time. FG advised that the call centre can add information to worktrays but it is currently difficult to measure. Linda Levin advised that High Peaks Community Housing Trust have excellent systems in place for monitoring call performance. It was agreed that a visit should be arranged with panel members and that Steve Lamb and Donna Wilkinson should be invited to attend.</p> <p>Jean Stringer asked whether the long call waiting times was due to I.T. issues. FG advised that his partly the case but there had been improvements since the telephony system moved to Bank House in January.</p> <p>The Panel noted that there had been a significant increase in the number of Notice of Seeking Possessions (NOSP). FG advised that this is likely to increase further following the Welfare Reforms.</p> <p>JS advised that:</p> <ul style="list-style-type: none"> ❖ She was impressed with the increase in involvement with young people in diversionary activities. Also good practice to take the involvement of GGHT to the wider community in all manners of media ❖ It is understandable with all the changes in movement of Bank house and East Annexe that target was not met hopefully when things are finalised with the move you will make your target once again. ❖ Glad to see GGHT are dealing with the problems with PH Jones (BG) and Sure. Is it possible the Scrutiny Panel could have a copy of the minutes of your meetings with them as you did with the Gas Services? <i>Yes, the minutes will be circulated to the panel.</i> ❖ Good progress on Voids turn-round even though not met targets and also on ASB Cases ❖ Excellent % of rent loss on vacant dwellings good practice. ❖ Excellent work with the youth initiative in Longford is this being rolled out in other areas <i>There are no immediate plans to roll the initiative to other</i> 	CM
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	<p><i>areas. However, GGHT is working with WBC to review all NEETs across the Borough and to consider GGHT's and WBC's strategic approach to supporting young people into employment.</i></p>	
<p>3.</p>	<p>Strategic Risk Register</p> <p>FG provided an overview of the Strategic Risk Register. The Panel will need to have an understanding of the key risks to the organisation as these will help the Panel when scrutinizing services..</p> <p>The following points were highlighted:</p> <ul style="list-style-type: none"> ❖ Each risk is given a score between 1 (low risk) to 5 (high risk). ❖ The risk register has been developed to display both the original risk and residual risk ❖ The original risk shows the likelihood and impact of the risk if there were no controls in place ❖ The residual risk provides the likelihood and impact of the risk happening once systems have been put in place to control the risk. ❖ This should have reduced the risk but where the risk still remains above a score of 8, GGHT will identify any possible further controls which we can put in place to reduce the risk further. As these may not have been put in place, they are listed as planned controls. ❖ Both the original and residual risk are assigned an overall score. This score is reached by multiplying the impact of the risk by the likelihood of it happening. The maximum score that can be achieved is 25. for example: <p style="padding-left: 40px;">If impact of Risk = 5 and Likelihood of Risk = 5 then $5 * 5 = 25$</p> <p>The top 5 Strategic Risks to GGHT are:</p> <ol style="list-style-type: none"> 1. Welfare Reforms 2. Health and Safety 3. Economic/Financial 4. Reputation/Poor Image 5. Compliance/Financial <p>JS asked what would happen if there was a failure of controls around welfare reform. FG advised that the Board's investment in this area should reduce the impact on the Business Plan and on our customers, however, ultimately we would have to evict a tenant for failing to pay arrears but this will result in an increase in homelessness. Work is on going to understand the profile of GGHT tenants and provide support to those customers who are most at risk.</p> <p>RP asked whether GGHT had taken on WBC's tenant arrears at point of transfer. FG advised that GGHT bought the council's debt for £1 at transfer.</p>	

<p>4.</p>	<p>Forward Planning</p> <p>Linda Levin developed a plan of areas to consider for review:</p> <table border="1" data-bbox="236 367 1334 913"> <thead> <tr> <th>Topic</th> <th>Customer Satisfaction</th> <th>Performance</th> <th>Risk</th> </tr> </thead> <tbody> <tr> <td>Gas</td> <td>Complaints</td> <td>Good</td> <td>High</td> </tr> <tr> <td>Repairs/RFT/ Appointments</td> <td>Good</td> <td>Urgent repairs not great</td> <td>High</td> </tr> <tr> <td>Voids</td> <td>No customer satisfaction on voids</td> <td>?</td> <td>Low Consumer standards</td> </tr> <tr> <td>Customer Contact</td> <td>Don't Measure</td> <td>?</td> <td>Low?</td> </tr> <tr> <td>Welfare reform (review at a later date)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>The Gas contract is up for review at the end of the year and it was felt that it would be timely for the panel to complete a full review of customer satisfaction.</p> <p>Linda Levin agreed to forward the following documents to assist with the review:</p> <ul style="list-style-type: none"> ❖ Project Plan and Methodology ❖ Scrutiny Trigger Sheet ❖ Briefing sheet for report authors ❖ Report template 	Topic	Customer Satisfaction	Performance	Risk	Gas	Complaints	Good	High	Repairs/RFT/ Appointments	Good	Urgent repairs not great	High	Voids	No customer satisfaction on voids	?	Low Consumer standards	Customer Contact	Don't Measure	?	Low?	Welfare reform (review at a later date)				
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<p>6.</p>	<p>Any Other Business</p> <p>LJ asked if the followings amends could be made to the panel agenda:</p> <ul style="list-style-type: none"> ❖ Meetings to finish at 1pm ❖ Indicative timings to be included for each item 	<p>CM/AF</p>																								
<p>7.</p>	<p>Date & Time of Next Meeting: Wednesday 11th July, 10am, Orford Jubilee Park</p>																									