



GGHT Scrutiny Panel 12 December 2012 Orford Jubilee Park

Minutes

Attendance:	Lynda Johnson (Chair) Jean Stringer (Deputy Chair) Dot Thacker, Mick Rivington, Linda Booth, Alan Rankin, Ayo Akinrele, Jean Bullock, Fiona Roberts. Charlie Martin, Gareth Riley, Tracy Trantum, Daniel Parker. Matthew Hampton (Observer)
Apologies:	Mick Rivington, Alison Foy, Fiona Graham,

		Action
1.	<p>Introductions</p> <p>LJ welcomed everyone to the meeting and introductions were made to the new Panel Member, Fiona Roberts.</p> <p>Matthew Hampton attended the meeting as an observer and was welcomed by the Panel.</p>	
2.	<p>Minutes of the last meeting 14th November 2012</p> <p>Matters arising:</p> <ul style="list-style-type: none"> ❖ CM stated that he has sent out the new Terms of Reference to every panel member and also asked if no one has received them to let him know. ❖ CM advised that a competition for the Scrutiny Logo will be included within the spring edition of News and Views. ❖ LB stated that the need to attend within 2 hours for an emergency repair. CM agreed to update the minutes to reflect this. ❖ LB asked whether First Call had access to the same level of information as the in-house team and whether there were any issues linked to confidentiality. CM advised that it was likely that matters around confidentiality would be covered within the OOHs contract. CM agreed to seek clarification. ❖ JS asked why programmed works sometimes missed properties located within the same area. CM advised that in future, programmed works will 	CM

	<p>be completed by ward and this will ensure tenants within the same area will receive work at the same time. However, work will only be carried out if this reflects value for money and only if the stock is old or in need of significant repair.</p> <ul style="list-style-type: none"> ❖ LJ asked whether or not GGHT will move equipment or furniture to so that programmed works can be carried out. TT advised that the Handyman service has been utilized to support customers with specific needs and support will be provided on a case by case basis. It is important to ensure that the service is promoted as widely as possible JS advised that the Tenant Liaison Officer should also be aware of any difficulties that the tenant may have. ❖ DT asked whether the panel would be able to shadow contractors as part of the review on repairs. CM agreed to look into this as it is important that the Panel are able to interview GGHT staff. ❖ DT asked why the panel had not been consulted on the group working session that had been planned for the meeting. LJ advised that she had been consulted on the format and felt it would be useful to split the panel into groups to scrutinize the information provided more effectively. ❖ Some Panel members advised that they would prefer to review all the information in one group. CM advised that this would be difficult given the volume of information provided and will be picked up at the next meeting. <p>The minutes were approved as a true and accurate record.</p>	<p>CM</p>
<p>3.</p>	<p>Update from Customer Contact Champion</p> <p>JB advised that that she has had met with Donna Wilkinson, Business Manager GGD Direct to discuss key developments with the Service Centre. The following points were highlighted:</p> <ul style="list-style-type: none"> ❖ There have been a number of I.T. issues linked to the ongoing up-grade of the telephone systems. This had an impact on call performance. ❖ There have been problems linked to rent accounts. JB advised that rent payments made by tenants were showing as outstanding on rent accounts. ❖ JB advised that the answering machine service has occasionally failed to call tenants back. ❖ GR advised that that most of the issues highlighted have now been resolved. Any outstanding issues will be resolved by Civica. ❖ JB advised that the contact center is in the process of rolling out new service standards. DW advised that plans are being put in place to maximise the service to facilitate the payment of recharge payments. ❖ JS asked how recharges were added to tenant accounts. GR advised that a separate account is set-up and the tenants are asked to clear the balance on this account. ❖ JB has agreed to visit the contact center once a months to observe the conduct of Customer Service Advisors and to listen in on calls. 	

	<p>DT advised that she observed a member of GGD being very professional whilst dealing with a difficult issue. AR advised that it can be difficult to determine whether staff are being rude or assertive and this should be taken into account when the Panel commences its review of the Contact Centre.</p> <p>FR advised she has completed Customer Care Service course with Sure Trust and has good experience in dealing with challenging queries. This experience could prove very useful in supporting the Panel's review of customer contact.</p> <p>JB advised that she wants to make a difference as the Customer Contact service champion and continue to feedback her findings to the panel. It was agreed that JB's findings could be fed into the Panel's review of the contact centre scheduled for 2014.</p>	
4.	<p>Journey Mapping – The Customer Experience</p> <p>CM advised that Mark and Clair's presentation provided useful insight into the processes that are involved in responsive repairs and the key issues that can affect repairs performance. The next step would be to map out the Panel's own expectations of the service that is provided by GGHT</p> <p>The Panel drafted a journey map based on the process of a non-urgent repair. The full map is available as a separate document and will be circulated to panel members and staff.</p> <p>JB advised that she would expect repair appointments to be made and kept. Where appointments cannot be kept GGHT should contact the tenants to arrange an alternative date that meets the tenants needs.</p> <p>MH advised that GGHT will try at all times to communicate with tenants and confirm the time and date of appointments. Unfortunately GGHT are only able to provide 2 hour time slots as operatives need to travel to different areas of the town.</p> <p>LB advised that it is important the repair is diagnosed correctly to ensure that the operative is able to complete the repair right first time. AA advised that it would be useful if tenants were able to upload picture of their repair via mobiles or other devices to ensure the repair is diagnosed correctly. CM to add suggestion to Journey map.</p> <p>The panel whether a tenant inspector would be required for a non-urgent repair. MH stated that a tenant inspector could be sent to, for example, take measurements for a door, and this would be classified as a non-urgent repair.</p> <p>LB asked what the timescale was for the inspector to attend a property. The panel were advised that the inspector should attend the property within 20 days for a non-urgent repair. However, due to demand these appointments often fall outside these timescale.</p>	<p>CM</p> <p>CM</p>

	<p>LB stated that the majority inspectors have turned up at her property without confirming the time of the appointment. The Panel were advised that tenants will be offered am or pm slots and will need to contact GGHT on the day of the inspection to confirm the exact time. The Panel asked whether appointments could be monitored on a weekly basis and that tenants are contacted sooner to confirm the exact time of the appointment. CM added the suggestion to the journey map.</p> <p>FR so they can monitor their jobs and let tenants know when they are going to attend. Communication with tenant's is very important and will help put customers at ease. DT advised that communication is critical to ensuring the customer has a positive experience. asked whether it would be possible for the inspector to have access to a diary.</p> <p>LJ stated that tenants seem to wait longer than expected and would like to know on average how long a general inspector would take to come out and look at the repair.</p> <p>GR advised that 10% of tenants that have received a repair will be contacted by GGHT and invited to provide feedback. FR advised that the tenants should be told that they may not be contacted following the repair and encouraged to contact GGHT to provide feedback. The Panel thought it would be useful for tenants to be sent an automated 'feedback' email once a repair has been completed. Could emails also be sent to remind tenants of the date and time appointments?</p> <p>AR advised that if the job can't be completed by an operative it should be up to the operative to make the phone call to GGD not the responsibility of the tenant to ring up and sort this problem out. The Panel agreed this was a valid point and should be added to the journey map.</p> <p>JS advised that all operatives and staff should show there badge at all times before entering a property.</p> <p>DT advised that the CSA should be trained in a profession and not just as a customer service advisor. MH advised that the contact centre staff do receive training as part of their induction and rely on Omfax to ensure repairs are diagnosed correctly.</p>	<p>CM</p> <p>CM/GR</p> <p>CM</p>
<p>5.</p>	<p>Repairs Work-Shop</p> <p>GR gave an overview of the information pack that detailed performance against repairs. The Panel agreed to review the information and forward queries to GR and TT.</p> <p>CM advised that the Housemark Report has been received and has been circulated to SMT for comments. The report will be shared with the Panel for the</p>	

	<p>next stage of the review (compare and challenge).</p> <p>The following information will be circulated to Panel members via post:</p> <ul style="list-style-type: none"> ❖ Repairs Complaints and Compliments (including response repairs complaints analyses) ❖ Repairs Satisfaction (Star Survey and Mini Star) <p>The Panel's findings will be discussed at the next Scrutiny meeting.</p>	CM
6.	<p>A.O.B (Dates for Eagle Park Visit)</p> <p>CM asked the panel what dates they are available for the Eagle Park and the GGD visit. The Panel agreed that the best dates are the 22nd or the 25th of January</p> <p>CM advised that several Panel Members had expressed an interest in the Complaints Work-shop in January. The Panel agreed that names should be pulled from a hat to decide which members attended the event.</p> <p>CM advised the group to take home the performance documents as given out by Gareth and to look over and provide any questions to Tracy Trantum or Gareth Riley.</p> <p>JS asked whether the Panel could be given expenses for the use of there printing documents. CM advised that the majority of information will be sent via post and will not need to be printed off.</p> <p>It was agreed that the next Complaints Sub-Group will be held on Wednesday 23 January 2013 at 10am.</p> <p>The Panel asked whether diaries will be issued this year. CM advised that cut-backs have been made and it is unlikely diaries will be issued. CM to confirm.</p> <p>The Panel invited GR and TT to attend the meeting on the 9th January 2012.</p>	<p>PEAS</p> <p>CM</p>
7.	Date of next meeting: 9th January 2013, 10am, Orford Jubilee Park	
8.	<p>Evaluation of Meeting</p> <p>The panel agreed that this had been a successful meeting and are pleased with how the repairs review is progressing.</p>	