



GGHT Scrutiny Panel 10 October 2012 Orford Jubilee Park

Minutes

Attendance: Lynda Johnson, Jean Stringer, Ray Powell, Dot Thacker, Jean Bullock, Fiona Graham, Charlie Martin, Danny Parker.

1. Apologies: Linda Booth, Mick Rivington, Alan Rankin, Ayo Akinrele.

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| 1. | <p>Minutes of Meeting held on 11 July 2012</p> <p>Matters arising:</p> <ul style="list-style-type: none"> ❖ LJ advised that she had spoken to a Vale Contractor who had expressed dissatisfaction with the level of resources and support given to staff. It was agreed that the Panel would interview gardening staff as part of the review on Ground Maintenance. ❖ RP asked whether some tenants receive the gardening services free of charge. GGHT provide a low cost gardening service for disabled or vulnerable tenants or the over 60. The cost is approximately £8.10 a week paid with rent (but can be covered by Housing Benefit), however this could change with the advent of Welfare Reform, although there are no current plans to cut the benefit. DT and LJ advised that, as Service Champions for Welfare Reform, they could meet with Carmel Morris to discuss the risks linked to Welfare Reform. ❖ JS advised that she has not been able to open email attachments. CM agreed to forward hard copies of documents where possible. ❖ CM advised that GGHT will not install electrical fire places in properties occupied by vulnerable tenants. It is important that Neighborhood Housing Officers advise GGD if alerts need to be added to the system. ❖ CM circulated an information pack on the new Garden Service Contract. The pack included: The tender spec; a letter outlining the key changes to the service; the code of conduct Vale Services have promised to abide by. ❖ CM advised that the final Staff Inclusion Policy, Diversity and Inclusion Objectives and Indicators and Single Equality will be circulated to members following Board approval. | <p>PEAS</p> <p>CM</p> <p>CM</p> |

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| <p>2.</p> | <p>Quarter 1 Performance Report</p> <p>FG provided an update of the Quarter 1 Performance.</p> <p>FG advised that despite promotion of the scheme, there has been a low take-up of the Handyperson Service. The reasons for this are not clear and further analysis is needed.</p> <p>JB advised that the Handyperson spends a maximum of 2 hours within each property and this limits the amount of work that can be completed. If work is completed within the 2 hours the Handyperson might not offer to carry out any additional work and customers are unaware if they can use the remaining time. It was also suggested that 2 hours is not long enough. FG to seek view from Property Services if time can be extended.</p> <p>FG advised that there has been good progress against the Top 10 Offer Documents. There has been an increase in the number of clean-up days. However, there is an ongoing issue with non-GGHT tenants using skips to dispose of used goods. DT advised that tenants could be encouraged to place their old goods next to skips as these might be valuable to other tenants.</p> <p>FG advised that 128 of 168 Offer Document Promises have been completed.</p> <p>JS was keen that the low maintenance garden scheme would be reintroduced. FG advised that this was planned for 2013/14 and involved gardens being leveled and graveled. DT asked who was responsible for maintaining GGHT gardens. FG advised that the tenant was responsible for all areas within the curtilage of the property.</p> <p>DT asked whether WBC could provide the low maintenance Garden Service. LJ asked whether the costs incurred by tenants would include both labour and the materials used. FG advised that this was correct.</p> <p>FG advised that since quarter 1, there had been slippage in void-turn around due to an enhanced Void Standard. This has meant an increase in void rent loss. There is also under-spend around kitchen and fencing due to the advancement of the Capital Investment programme and the need to recruit and train additional staff. However, it is anticipated that the programme will meet year end targets.</p> <p>FG asked the Panel whether it was happy to proceed with exception based reporting. The panel advised that it preferred exception based reporting as the information provided was more concise and could be better understood by some panel members.</p> <p>FG advised that where we are not achieving target, more information will be Gas servicing, whilst performance is high, is reported as we aim to achieve 100%. LJ advised that it was positive to see partnership working with WBC to</p> | <p>FG</p> |
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| <p>gain access to GGHT properties.</p> <p>LJ advised that the report states that 57% of tenants were satisfied with how their complaint has been dealt with. However 91% of respondents were satisfied that there for complaints that have been dealt with in time. FG advised that whilst complaints may have been completed within the required timescales, the outcome of the complaint may not have been to the tenant's satisfaction. GGHT are currently below target on complaints satisfaction by 1%. However, target should be met in Quarter 2 as performance has been high for July and August.</p> <p>LJ asked whether the template of complaint letters has been reviewed? FG advised that the letter template has been reviewed and amended to ensure GGHT provides consistent and accurate responses to all complaints.</p> <p>DT asked whether GGHT would offer compensation if we don't get things right first time. FG advised that GGHT would not always pay; it would usually be as a result of a complaint. However, repeated call-outs are costly to the business and it is important for GGHT to ensure high-levels of customer satisfaction whilst delivering Value for Money.</p> <p>JS asked why performance has dipped around customer contact. FG advised that this was due to the recent upgrade of the telephony systems. There will be further slippage in Quarter 2 as another upgrade has been scheduled. In addition to this, all Members of GGD attended Equality and Diversity training and this led to a fall in the number of staff available to answer calls.</p> <p>JS asked whether the training could have been staggered to ensure more staff were available. FG advised that it would have proved expensive to run additional sessions. FG advised that the 25 seconds target response time was below the industry standard and may need to be reviewed at a later date.</p> <p>DT asked whether tenants would have to register online to report a repair. FG advised that tenants who have an existing account with GGHT are able to log-on to the GGHT website and report a repair. This was to ensure security for our customers that they need to have an account to report repairs, pay rent etc.</p> <p>DT advised that it would be useful to monitor the volume of repairs that have been logged online and the efficiencies achieved in comparison to repairs logged via calls.</p> <p>LJ asked how many days have been lost due to staff sickness and the reasons for this. FG advised that there have been significant improvement around average working days lost due to sickness. The figure is cumulative. GGHT has effective measures in place for staff that have been off on short-term sickness. However, long term sickness is difficult to predict and follows a different management route. DT asked whether support is what measures GGHT had in place to ensure staff did not feel too pressured or stressed within</p> | <p>FG</p> |
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| | <p>their roles? FG advised that the results of Best Companies Surveys will be published in November and this will provide an indication of how staff feel.</p> <p>RP advised that some tenants have fed-back that the kitchen programme often falls outside the 8 day timescale, which is provided to the customer at the start of work. DP stated that there might be unforeseen circumstances that could impact on the contractors ability to complete work within the timescale. FG advised that, whilst this was correct, it was important that contractors were able to commit to the agreed schedule rates. FG advised that she will look into this and report back to the Panel.</p> | |
| 3. | <p>Scrutiny Panel Forward Plan</p> <p>CM provided an overview of the forward plan of agenda items for 2012/13. CM agreed to check the time-scales for the Carecall contract and report back to the Panel.</p> | CM |
| 4. | <p>Planning of Board Away Day</p> <p>The Panel discussed the contents of the presentation for the Board Away Day on Friday 2nd November 2012.</p> <p>The Panel noted that the Panel will be invited to attend the lunch session at 12.15pm. The presentation will begin at 1pm and should last approx.1 hour.</p> <p>CM agreed to meeting with LJ and JS on 31.10.12 to discuss structure of the presentation.</p> | |
| 5. | <p>A.O.B</p> <p>RP advised that, due to personal circumstances, he has decided to terminate his tenancy and will therefore not be able to sit on the Panel. The Panel expressed their disappointment as RP had been a committed member of the Panel. It was agreed that RP would still be invited to attend the Board Away Day on Friday 2nd November.</p> <p>CM advised that Terms of Reference will be amended to advise the circumstances in which members should declare a conflict of interest. This is due to a query raised by a tenant shareholder at the AGM on 19.9.12.</p> <p>The Panel advised that it was important that Panel Members attended as many meetings as possible and the Terms should be amended to reflect this. CM advised that it was important that members demonstrated a commitment to the Panel even if they are unable to attend meetings. It was agreed that an appraisal process would enable the Chair to identify any issues and make adjustments to suit the needs of Panel Members.</p> <p>It was agreed that Yvow could be asked to develop a logo for the Panel of</p> | <p>CM</p> <p>CM</p> |

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| | <p>Excellence and Scrutiny. CM agreed to follow this up with Graham Pearce.</p> <p>It was agreed that the term of office will be extended to 3 years to bring recruitment in line with that of Board Members. The recommendation will be taken to CCP on November for approval.</p> <p>CM asked whether the Panel felt it was necessary for members to complete CRB Checks. The Panel advised that members should be asked to complete CRB checks and this should apply to new and existing panel members.</p> | <p>CM</p> <p>CM</p> <p>CM</p> |
| 6. | <p>Evaluation of meeting</p> <p>The Panel stated that it had been an effective meeting. The Panel advised that Ray Powell would be missed and wished him all the best for the future.</p> | |
| 7 | <p>Date of next meeting: Wednesday 14 November, 10am Orford Neighborhood Hub.</p> | |