



GGHT Scrutiny Panel
13 February 2013
10am
Orford Jubilee Hub
Meeting Room 2

Minutes

Attendance:	Lynda Johnson, Jean Stringer, Jean Bullock, Dot Thacker, Fiona Roberts, Alan Rankin Alison Foy (part), Charlie Martin
Apologies:	Ayo Akinrele, Linda Booth, Mick Rivington

		Action
1.	<p>Apologies/Declarations of Interest</p> <p>Apologies as above.</p> <p>No declarations of interests.</p>	
2.	<p>Minutes of last meeting 9th January 2013</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> ❖ AR apologised for missing the Tour of GGD and Eagle Park on Friday 1 February 2013. AR asked if he could visit GGD later in the year. CM advised that operatives are currently shadowing members of the GGD team and staff availability is limited. A visit will need to be postponed until the on-going I.T. upgrades have been completed. ❖ JB advised that at the last meeting she had advised that the workflow systems used within GGD were complicated. However, the minutes advised that this comment was made by Donna Wilkinson. CM agreed to amend the minutes. ❖ At the previous meeting Fiona Graham had advised that it would be difficult to upgrade the telephony systems to enable tenants to send in pictures of their repairs. A separate account will need to be set up to receive these photos. The Minutes will be amended to reflect this. 	CM

	<ul style="list-style-type: none"> ❖ AR asked for an update on the roll-out of Digi-pens. CM advised that GGHT need to complete a cost assessment of the pen's and a pilot has been planned for April. ❖ AR advised that he had tried contacting on GGD on Tuesday 5th February and was on the phone for 45mins. AR asked if more staff were needed in the service centre. CM advised that a review of the contact centre is planned and the Panel will be able to look at this more closely during its review of Customer contact. ❖ The Warrington Guardian had published an article about residents of Crossfield Street opposing the new head office accommodation. CM agreed to follow this up and report back to the Panel. ❖ JS advised that GGHT have advised that the capital investment programme will be carried out on a ward by ward basis. However a Bramalls TLO has advised that this was not the case. JS agreed to provide an update at the next meeting. <p>The minutes were approved as a true and accurate record.</p>	<p style="text-align: center;">CM</p> <p style="text-align: center;">JS</p>
<p>3.</p>	<p>Review of Key Findings</p> <p>CM invited the Panel to take stock of the key findings that have identified at this stage of the review. These findings are included within the minutes of the meeting held on 9th January 2013.</p> <p>The Panel discussed the number of satisfaction surveys that were completed following a repair. It was felt that 10% should be increased to ensure the surveys include feedback from a wider demographic. CM agreed to look at meeting how many properties would need to be reviewed if this sample was increased to 15%-20%.</p>	<p style="text-align: center;">CM</p>
<p>5.</p>	<p>HouseMark Quarter 3 Benchmark Report</p> <p>CM provided an overview of the Quarter 3 HouseMark Report for responsive repairs. The following points were highlighted:</p> <ul style="list-style-type: none"> ❖ HouseMark is a performance monitoring 'club' that enables GGHT to benchmark its performance against other Housing Associations. ❖ GGHT subscribes to specific Performance Indicators (e.g. GNPI 18 - Percentage of emergency repairs completed within target time). GGHT is able to compare its performance against other organisations that have subscribed to the same Performance Indicators. ❖ Emergency Repairs completed within target time was 3rd quartile for April to December 2012. Performance moved to the 2nd quartile in during October – December. However, performance was benchmarked against a significant smaller sample of organisations could have impacted the result. ❖ Appointments kept as a percentage of appointments made has consistently been reported within the 2nd quartile for April-December 2012. This seems to reflect the high levels of dissatisfaction reported within the 	

	<p>Star Survey around the number of appointments made and kept.</p> <ul style="list-style-type: none"> ❖ Areas of high performance included <i>Percentage of all reactive repairs completed within target time; Percentage of routine repairs completed within target time.</i> <p>AR asked how GGHT used this information once received. CM advised that the info was used to drive improvements across the organization. Any areas of underperformance are picked up in the quarterly performance reports this will be shared with the Panel.</p> <p>LJ asked why some housing associations ranked at a higher than the number of properties included in the sample. CM advised that he will follow this up with performance team.</p> <p>The Panel asked if the information provided could be broken down by region. CM advised that he will pick this up with the service improvement team.</p>	<p>CM</p> <p>CM</p>
<p>5.</p>	<p>Discussion with Operatives</p> <p>The Panel welcomed the operatives to the meeting. The panel interviewed the operatives on how they felt and agreed to circulate the key points separately.</p>	
<p>6.</p>	<p>Agenda for Next Meeting</p> <p>It was noted that Mark Burrow's will attend the next meeting to discuss the Costs Benchmark Report. The Panel will also feedback the issues raised during the meeting with the operatives.</p>	
<p>7.</p>	<p>Evaluation</p> <p>The Panel felt it had been an effective meeting.</p>	
	<p>Date of next meeting: Wednesday 13th March 2013, Orford Jubilee park, 10am</p>	