

## **Resident Scrutiny Panel – 24 April 2014**

**Present:** Su Allmond (SA) 3 of 3, Halima Brewer (HB) 4 of 5, Chris Broom (CB) 5 of 6, Eve Crook (EC) 1 of 1, Keith Fellows (Chair) 6 of 6, Josie Owens (JO) 5 of 5, Ian Willmer (IW) 4 of 6

**Also In Attendance:** Mandy Arnold (MA) Head of Governance, Julianne Britton (JB) Head of Customer Services, Paul Carter (PC) Observer, Keith Edmunds (KE) Observer, Sarah Harries (SH) Corporate Governance Administrator, Ian Hembrow (IB) Consultant, Fi Hobbs (FH) Corporate Governance Administrator, Pat Loveday (PL) Observer, Anita Miller (AM) Observer, Monika Nowakowska (MN) Observer, Eddie Peckham (EP) Observer, Sean Roff (SR) Observer, Sam Russell (SR) Observer, Andrew Smith (AS) Operations Director, Howard Toplis (HT) Chief Executive, Melvyn Wright (MW) Observer

### **NON-CONFIDENTIAL**

#### **Welcome, Introduction and Apologies**

The Chair welcomed everyone to the meeting and introductions were given around the table. There were apologies from Arthur Diggle, Nick Fry and Gerry Webb.

#### **Declarations Of Interest**

There were no declarations on interest

#### **Minutes, Matters Arising and Decision Monitor**

The minutes of the meeting on 6 March 2014 were approved and signed as a correct record. There were no matters arising. The decision monitor was noted with the following updates:

Item 72 – The meeting with Clare Marchment to discuss the evidence Matrix had happened that day.

Item 75 – The voids mini enquiry report would be posted on the forum after one more meeting with officers.

#### **Update On Governance Procedures, Responsibilities and Legal Requirements**

MA gave a presentation entitled Board Governance Procedures, Responsibilities and Legal Requirements, which is attached to official minute book.

**NOTE: SA and HB arrived at 18.45**

#### **Contact Centre Inquiry**

JB provided some background information in relation to the contact centres and responded to panel questions to help investigate this potential inquiry area. A discussion was held regarding repair schedules. JB reassured the panel that contractors were allocated to repair jobs based on the area they were already working in, where possible, to ensure repairs were carried out in an efficient manner.

IW asked if it was necessary for the call centre to obtain callers date of birth before dealing with enquires, JB explain that it was to validate they were speaking to the correct person, for

their protection. IW also asked about call answering times. IB explained that during the initial 'go live' period, the service level dropped a little due to teething problems, where as more recently there had been a month of month improvement and currently 80% of calls were answered within the 20 second target.

JO enquired as to how many staff were employed as part of the call centre to which JB answered 12 full time equivalents (15 staff in total). JO also wanted to know whether the calls were recorded, JB confirmed that they were all recorded, however they did have problems with storage capacity, which had now been resolved.

It was noted that external contractor arrangements were usually made via email. Similarly, that the correct contactor was called out where there were warranties in place from installation, wherever possible.

There was a query about whether vehicle tracking technology would be useful though it was noted there is accurate location information from maintenance team members progression through their diary entries and on-going confirmation of completed jobs throughout the day. The monitoring of contractors arriving late was discussed and JB reassured members this was tracked and the data used to improve service. CB advised a previous recommendation of the panel had been for all such instances to be recorded as complaints rather than service issues.

There was a question about whether the contact centre teams see information regarding, for example a customers account and whether they would transfer the call to the relevant team in this case – this was confirmed.

JO queried a couple of instances of a resident being sent a letter where this was not an appropriate contact method. JB acknowledged this was an area to be developed and that the aim was for method of contact to be automatically correct for every customer.

The Chair suggested the decision about whether to proceed with this topic as an inquiry be made at the next meeting.

### **Welfare Reform**

IH gave a presentation on Welfare Reform. The panel asked for IH's presentation to be uploaded to the forum. It is also attached to the official minute book. There was discussion about how wide a topic area Welfare Reform is and to narrow down to a specific area for any future inquiry, which must be linked back to hard evidence HT reminded the panel that the RSP focus was on the scrutiny of GreenSquare decisions that had already been made and added that satisfaction and performance were particularly rich areas. It was agreed to discuss whether to proceed with a welfare reform inquiry at the next meeting.

### **Away Day Update**

There was a brief update on the plans on the Away Day, which Jon Warnock was confirmed to attend, both to speak at and to facilitate the afternoon session.

### **Year Planner**

The year planner was noted. The Chair explained to observers the year planner was a summary of the forthcoming agenda items for the panel's meetings.

### **Any Other Non-Confidential Business**

The Panel confirmed their recommendation to the GreenSquare Board that Su Allmond be appointed to the VFM portfolio.

### **RESOLVED**

That Su Allmond appointment to the VFM portfolio be recommended to the GreenSquare Board.

### **Team Metric**

Members were reminded to complete their Team Metrics.

### **Date Of Next Meeting**

The date of the next meeting was Thursday 15 May 2014 at 6.30pm in the Board room, Barbury house, Swindon.

**NOTE: The meeting started at 18.31 and finished at 20.23.**