



GGHT Scrutiny Panel 17 August 2011 Warrington Disability Partnerships

Minutes

Attendance:	Lynda Johnson, Ray Powell, Jean Bullock, Jean Stringer, Dot Thacker, Pete Thacker, Mick Rivington, Charlie Martin (Minutes), Fiona Graham, Adam Timothy
1. Apologies:	Doreen Moors, Steve Lamb

		Action
1.	<p>Minutes of the previous meeting 13 July 2011</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> ❖ FG advised that Sheila Gatehouse has retired from the Panel and suggested that a new panel member be recruited through CCP. The panel agreed and underlined the importance to generate interest amongst younger tenants. FG advised that GGHT have developed a partnership with Youth in Sport and that this would be a useful resource in recruiting younger tenants. It was noted that the Panel gave excellent CV building opportunities for younger tenants. ❖ It was agreed that a selection panel would convene at the end of September. ❖ LJ asked whether GGHT would reimburse members for cost incurred through child care whilst attending meetings. CM agreed to follow this up and forward details to Panel Members. ❖ Paper Dispatch: <i>The Panel had not received their Scrutiny papers until Friday. CM explained that there had been difficulty in obtaining information for some of the items and this had meant that papers could not be dispatched until the Thursday. CM advised that GGHT will aim to dispatch papers a week in advance of meetings.</i> ❖ <i>MR had not received a copy of the Scrutiny Papers. CM advised that these had been posted and panel members were asked to advise CM or AF if papers had not been received by the Monday before the Scrutiny Panel Meeting.</i> ❖ Board Chair and Scrutiny Chair: <i>LJ asked whether the Deputy Chairs</i> 	CM

	<p><i>will also be expected to attend these meetings. FG advised that the Deputy Chairs will be invited to attend and that the first meeting will be arranged for after the AGM on 21 September.</i></p> <ul style="list-style-type: none"> ❖ Steve Lamb: <i>FG advised that Panel that Steve Lamb was unable to attend the meeting and had forwarded his apologies. The Panel requested that an I.T. session be arranged with Steve Lamb on Wednesday 7 September 2011.</i> ❖ <i>The Panel asked that, where possible, staff send someone to present reports on their behalf if they are unable to attend themselves.</i> ❖ <i>RP suggested that tenants should be able to book a repairs appointment on the Saturday. FG advised that the Saturday service is an out of hours service and enables tenants to check on the status of a repair but not book a new appointment.</i> ❖ <i>CM advised that AF has forwarded feedback on adjustable kitchens to CTD. CTD will respond to the feedback at the next Panel meeting.</i> <p>The minutes were agreed as a true and accurate record by LG and seconded by JS.</p>	CTD
2.	<p>Quarter 1 Complaints Including Sub-Group Answers</p> <p>AT presented a report that provided an overview of Quarter 1 2011/12 Complaints Performance Statistics and answers to the queries raised by the Complaints Sub-Group at the July meeting.</p> <p>AT explained that the number of complaints relating to GGHT contractors PHJ and Sure were accurate. PHJ had received a higher volume of complaints than Sure which had seemed unusual given that Sure carried out more work and the Panel asked that this be looked into.</p> <p>AT explained that a review on the Gardening Service will be coordinated by Kelly Bond, Estates and Tenancy Manager. CM raised the following queries and CM agreed to forward these on to KB:</p> <ul style="list-style-type: none"> ❖ LJ advised that tenants did not always receive paperwork to sign-off the work carried out by staff. ❖ Some tenants have gates that block access to their back gardens and these gardens are often left unserviced. ❖ Tenant Inspectors could inspect the work of the gardening staff to ensure the service is carried out to the required standard. ❖ Gardeners have been asked to provide a reference number for each completed job and this will be picked up in the review. ❖ The amount of time Gardener's spend on each estate is not consistent. ❖ Tenants pay to have gardens serviced on a fortnightly basis. There have been occasions, however, where gardens are serviced once every three weeks. This needs to be looked into to ensure tenants receive value for money. 	GR

	<p>RP advised that a follow up report be presented to the Panel. FG advised that GP could be asked to co-ordinate a 'mini project' to monitor tenant satisfaction with the service.</p> <p>JS asked whether Doc 7 should have been noted in the report. This concerned the apologies received at Gas Contractor meetings in February and April. AT explained that Doc 7 should be included and will follow up the outstanding query with Steve Dobson.</p> <p>AT explained that complaints had been discussed at April's meeting with Gas Partners but had not been recorded within the minutes. AT advised that no complaints had been recorded for January and could not be presented to the panel. RP asked that this be looked into as it was important the Panel we made aware of complaints received. AT agreed to follow this up with Steve Dobson and advised that complaints will be minuted in future.</p> <p>AT advised that MB will meet with the Gas Directors of both Sure and PHJ to discuss the discrepancies in performance levels. Details of this meeting will be fed back to Panel Members.</p> <p>AT advised that details on the Doc 10 complaint could not be provided as the responsible Officer was on leave. The complaint related a tenant who had advised an operative that it would have been better to install a batten lamp holder instead of the temporary repair that had been carried out. AT advised that this was not a common complaint and this is why it had drawn interest from staff. The Panel advised that greater efforts should be made to ensure this information is made available to members. This information will be provided at the next meeting.</p> <p>AT advised that GGHT will aim to complete an initial inspection and subsequent work within 8 weeks of the tenant's initial call.</p> <p>RP asked whether GGHT could have recruited students over the summer period to carry out repair work. FG advised that the majority of these jobs required specialist skills. GGHT has recruited apprentices within service areas across the organization and it is expected that these individuals will acquire valuable skills and experience.</p> <p>AT provided an overview of the costs incurred by GGHT through making outbound calls to tenants. AT advised that GGHT pay per call at a rate of 2.2 pence per minute and the average call time was 2.53 minutes in 2010/11. RP advised that GGHT pays a block price for calls made and that the report needed to be updated to reflect this. AT agreed to seek clarification on this and details will be fed back to the panel.</p> <p>AT updated the panel on a complaint in which a tenant complained about the fitment of security lights and trunking to their property. RP asked that it be made clear to tenants that fitment of trunking is important and prevents</p>	<p>GR</p> <p>GR</p> <p>GR</p> <p>CM</p>
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	<p>disruption caused by loose wiring.</p> <p>RP asked whether performance information was shared with GGHT staff and AT confirmed that it was. Performance information is also included in News and Views on a quarterly basis.</p> <p>RP asked why non-justified complaints were measured within the percentage of overall complaints received. AT advised that this information was recorded for internal purposes. If the percentage of non-justified complaints increased then managers could review these to ensure that this percentage did not include complaints that could perhaps be deemed valid.</p> <p>It was agreed that the complaints panel could review a list of complaints to monitor those that have been considered justified/non-justified. Once a list of complaints has been compiled a date will be agreed for the Complaints Panel to convene.</p> <p>The Panel was advised that the Complaints Committee is ongoing and had not been cancelled. It was advised that the Scrutiny Panel will continue to approve the agenda for these meetings.</p> <p>The Panel noted the report</p>	FG
4.	<p>2011 Tenant Annual Report</p> <p>AT updated the panel on progress against the development of the 2011 Annual Report and Summary Report.</p> <p>LJ advised that a typo on page 1 of the Annual Report should be amended to read 'Since transfer in November 2010'.</p> <p>RP asked whether it was accurate that GGHT was in the bottom 50% of repairs completed in time despite achieving a 97.42% success rate. FG advised that this was accurate and reflects the high success rates within this area across the sector. FG agreed to provide the Panel with benchmarking data.</p> <p>RP explained that he had been advised that gardening would be included within the Handyman service. This conflicts with what had been agreed at CCP and CM agreed to check the minutes of the previous CCP meeting.</p> <p>AT agreed to provide benchmarking data on call handling and the average time taken to answer inbound telephone calls (for information to the panel not into the report).</p> <p>The Panel were pleased to note the improvements in Property Investment and Gas Safety and servicing. The Panel's scrutiny of these areas have resulted in various improvement including:</p>	GR FG CM GR

	<ul style="list-style-type: none"> ❖ Analyzing investment partner complaints; ❖ Making tenants aware of what they are signing for when signing the Gas engineers hand held device. <p>FG explained that GGHT measured the success of a service area by demonstrating whether performance is above or below 50%. It is hoped that this would make the performance information clearer to tenants. The Panel agreed and asked that more comprehensive benchmarking data be made available to panel members.</p> <p>The Scrutiny Panel approved the contents of the full report and summary version.</p>	FG
3.	<p>Delivering Our Promises</p> <p>AT provided members with an update on the progress of the Promises made as part of the Stock Transfer process (at the end of June 2011).</p> <p>LJ asked whether temporary staff employed through the pre-tenancy service will receive permanent positions. FG advised that if the initiative was successful then GGHT would look to make the positions permanent.</p> <p>It was noted that the acronym NEETS meant Not in Education, Employment, or Training.</p> <p>JS asked whether the Handyman service will be extended to all customers or targeted at those aged over 65. AT advised that this depends on the uptake received for the service and further information will be forwarded to members.</p> <p>The Panel asked for clarification on the jobs that the Handyman could and couldn't do. It was agreed that Claire Phillips should be invited to the next panel meeting to discuss the Handyman service.</p> <p>JS asked whether all staff were trained to use I.T. Software. FG advised that staff received support on new software and that GGHT expect to see further improvements in this area.</p>	GR CM
5.	<p>Any Other Business</p> <p>DT asked whether GGHT would take a hard line if any tenants had been involved in the riots. FG advised that GGHT would follow the Government line and would take action against tenants who had been charged with rioting offences.</p> <p>The Panel asked whether members could be issued GGHT Badges. It was explained that GGHT will not be able to issue ID cards to the panel as, in the past, these cards have fallen into the possession of tenants who have abused them.</p>	

	Date and Time of Next Meeting: Wednesday 14 September, 10am, Disability Partnership	
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