



GGHT Scrutiny Panel 14 September 2011 Warrington Disability Partnership

Minutes

Attendance:	Doreen Moors, Ray Powell, Jean Bullock, Jean Stringer, Dot Thacker, Pete Thacker Alison Foy, Fiona Graham (part), Carl Talbot-Davies (part), James Doran (part)
1. Apologies:	Lynda Johnson, Mick Rivington

		Action
1.	<p>Minutes of the previous meeting 17 August 2011</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> ❖ The panel confirmed that the papers had been dispatched in time. ❖ Agenda item 2: complaints: RP stated that he would like another meeting of the sub group panel to look at complaints. It was agreed that Q2 complaints would be reviewed and a sub group meeting will take place in November. AF to run Q2 report and forward the complaints information for the panel to select complaints from. ❖ Agenda item 2: amendment to wording on page 3, delete calls made from 0800 as GGHT do not make calls from an 0800 number ❖ Out of hour's service: SL had advised the panel that appointments can be made at by the out of hour's service and that this should be asked during the tender evaluations. A copy of the tender specification had been forwarded to the panel for information. This specification did not include the ability to make appointments out of hours. ❖ Handyman service: The panel would like clarification on what "tidy garden" meant in the leaflet, does this mean that they will cut the grass or just tidy it? <p>The minutes were agreed as a true and accurate record</p>	<p>AF</p> <p>AF</p> <p>AF</p>
2.	<p>Capital Investment Update</p> <p>CTD and JD attended to provide an update on the improvement programme to date.</p>	

<p>DM questioned what electric showers were being fitted as there was an issue with the new electric shower performance in areas with low pressure. They were not as good as the previous shower. CTD confirmed it was a Triton 100 E thermostatic care shower</p> <p>DM questioned whether there had been other feedback about the showers. No other feedback had been received. CTD confirmed that the shower is an electric shower with a thermostatic control and not a power shower.</p> <p>The panel asked whether the product would be reviewed if there were issues. JD confirmed that products will be reviewed but there had been no negative feedback about showers however when it is reviewed in future issues of low pressure will be considered.</p> <p>RP asked when GGHT knew when someone needed a new shower. CTD confirmed that this is linked to the Warrington Standard, bungalows will be having showers, aids and adaptations, where there is a failure of existing showers but not all properties have been visited to test the life span of the shower.</p> <p>RP asked whether GGHT would know if they have fitted the shower or a previous tenant. CTD advised that permission should be gained from tenants to fit showers and if this has been given it would be on the system however if it has been fitted without permission it should be tested when the property is empty to ensure that it is in good working order.</p> <p>JS asked whether there was a backlog with bathrooms. JD confirmed that the backlog for aids and adaptations should be cleared by December.</p> <p>CTD outlined the key improvements that are being delivered to tenants and that the numbers quoted in the report will have increased as it was prepared 2 weeks ago. CTD confirmed that GGHT is delivering everything that was promised to tenants.</p> <p>CTD advised the panel that there had been a delay in the bathroom procurement as a result of the due diligence tests on the heating contract. This additional due diligence had an impact on the timing of the bathroom procurement; there was no delay in the delivery of the programme just on the work to facilitate the delivery.</p> <p>DM asked whether tenants are involved in the procurement. CTD explained that they were but the delay was on the analysis.</p> <p>DM thought that this delay was significant. CTD explained that the delay had no impact on the delivery therefore it was not significant.</p> <p>DM asked whether the procurement process had changed as when the tenants</p>	<p>JD/CTD</p>
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	<p>were involved in the window and doors selection they picked the materials and the contractors at the same time. CTD explained that nothing had changed and the process was the same however the tender evaluation for materials and contractors immediately followed one another on the security package as it was essential that contractors were on site on the day of transfer.</p> <p>With regards to the bathrooms GGHT were on site when we said we would be. Part of the delay was also because the Board had requested additional information.</p> <p>DT explained that she had been involved in the bathroom tender and she thought that once the materials had been selected that was everything. JD explained that he would clarify who was involved in the process.</p> <p>AF advised that there was learning from this, to ensure that tenants involved in the procurement exercise are clear on what their roles are when they attend evaluations and what the overall timetable and sequence of events was. AF to advise SS.</p> <p>CTD outlined the progress with the kitchen improvements. The in-house team is installing kitchens and the feedback to date has been very positive, the main issues arising are tenants asking when they will get their kitchen. In order to benchmark the work of the in-house team an external contractor will be employed to fit a number of kitchens to the same standard of the team. It is prudent to carry out this exercise and it will also be undertaken on the fencing programme.</p> <p>DM asked what GGHT were doing to increase the satisfaction returns on the kitchen? CTD advised that we are looking at this process and also working with external contractors on other works to get them to tailor their questioning.</p> <p>JS asked what the timescale was for bathrooms. JD explained that it was 7-10 days but the tenant liaison officer (TLO) would advise what would happen on each of the days.</p> <p>CTD explained the role of the Construction Design Management (CDM) Co-Ordinator role was to design out inherent risks in construction projects. We have a duty to appoint a competent person and they will check how the contractor plans to undertake the role.</p> <p>DT asked whether the void cleaning was contracted out. CTD confirmed that it was.</p> <p>DM asked for clarification regarding the quality checks on the electrical works. CTD explained that there had been a delay in GGHT receiving the paperwork and that some of the forms were incomplete. Areas of concern were highlighted to the supervisor and as a result some people have been removed</p>	<p>JD</p> <p>AF</p>
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	<p>from site. All forms were checked by GGHT and the Facilities Manager is now satisfied with the forms.</p> <p>DM asked whether a lot of trunking was being fitted. CTD explained that GGHT were not aware of it being an issue.</p> <p>CTD explained that one issue which came up as part of the programme was that we use contractors, suppliers who don't have a contractual relationship with each other and how they work together. GGHT have made sure that both contractors liaise and co-operate with each other and this is monitored through monthly project meetings.</p> <p>DM asked if there were any lintel problems in Bewsey? CTD advised not that GGHT were aware of but forward surveys are being completed to highlight issues. There is also a 3% contingency in the budget.</p> <p>The compliments and complaints regarding the improvement programme were discussed. CTD asked the panel to note that from over 2500 jobs undertaken 42 complaints had been received. 10 of these were found to be justified.</p> <p>DM asked for a breakdown of the complaints by work stream to see if there were any trends.</p> <p>PT commented that the number of complaints is low considering the amount of work completed.</p> <p>JS asked whether it was right that work started at 6.45am? JD explained that the case that JS was referring to was agreed with the tenant as they worked however learning for GGHT was to advise the neighbouring tenants.</p> <p>CTD asked the panel for a view on GGHT's approach to delaying/withholding improvements if a tenant is in rent arrears or is causing ASB. The panel were supportive of the approach as income is needed to complete the improvements however further consideration needs to be given to the process and how the rules are applied. The panel would like to see the final draft document.</p> <p>The panel thanked CTD and JD for their report</p>	<p>CTD/JD</p>
<p>3.</p>	<p>Q1 Performance</p> <p>The performance report had been distributed to the panel in advance and a number of questions were raised. The answers to the questions were provided at the meeting.</p> <p>FG confirmed that Saturday appointments are offered to tenants in the week but tenants cannot contact the out of hour's service to make appointments. If a tenant has an appointment for a Saturday and there is a problem the out of hour's service will be able to get in contact with the operative.</p>	

	<p>DM commented that the tender specification for the out of hours service had been forwarded to the panel but it didn't include the ability to make appointments out of hours and SL had advised that anyone involved in the tender evaluation should ask this question.</p> <p>FG agreed to get a written response from SL on this issue.</p> <p>Q. The dates for estate inspections and results are not always published on the internet. A: AF to follow up.</p> <p>Q: Employing temps to cover excess workload. A: GGHT would only take on temporary workers where there is a solid business case to do so as there are 23% additional costs when recruiting to a post.</p> <p>Q: How does GGHT know boilers are in the properties? A: The IT systems are being updated with gas servicing information</p> <p>Q. How are savings worked out for those with a water meter? Were people who were making savings on benefits? A: It is difficult to identify individual savings. Water charges are not eligible for HB. The average savings for those on a meter was £1.60 a week.</p> <p>Q: Can tenant inspectors go out with GGHT inspectors more. A: This issues needs to be raised within the Tenant Inspector Meetings.</p> <p>Q: Re-let times have gone up, why? A: This has been as a result of an increase in the number voids in May, along with a high number of transfers, additional bank holidays and electrical tests but there should be an improvement in the next few months.</p> <p>Q: ASB performance has dropped. A: ASB performance hadn't dropped.</p> <p>Q: Low number of tenant inspections – why? A: The programme has been agreed with the inspectors. There has previously been limited staffing resources due to stock transfer but tenant inspectors are also able to carry out inspections themselves and a card has been devised for them to feedback.</p> <p>Q: Complaints performance has reduced, this needs to be resolved. A: A review is underway and Scrutiny Panel members have set up a sub group to give this closer scrutiny.</p>	<p>FG</p> <p>AF</p>
<p>4.</p>	<p>Annual Report</p> <p>AF asked the panel for their views on the annual report. The panel has already approved the content at the last meeting. The panel picked up a number of issues that the CCP development group had picked up. The panel did not think some of the photographs were appropriate.</p>	

	<p>DM asked for a list of the reports the panel had seen.</p> <p>The panel approved the design style but would like to see the final version before signing it off.</p>	AF
5.	<p>Scrutiny Panel Recruitment</p> <p>AF updated the panel on the recruitment process. A copy of the person specification (which the panel approved in January and the application form was distributed at the meeting).</p> <p>AF advised that members from the CCP would be asked to form a selection panel which would ensure that the recruitment was open and transparent.</p> <p>A wide advertising campaign would be followed to try and attract the harder to reach groups to apply.</p> <p>It is likely that the replacement would be appointed in November.</p>	
6.	<p>Any Other Business</p> <p>AF advised that the housing law training had been scheduled for September but due to staffing resources this would be delayed but would hopefully be delivered before December.</p> <p>The panel had requested benchmarking information at the last meeting. This was distributed at the meeting.</p> <p>AF advised that a summary of the work the panel had scrutinized would be drafted as the panel has been meeting for nearly 10 months.</p>	
7.	<p>Summary of Issues</p> <ul style="list-style-type: none"> ❖ Learning – GGHT to ensure that the tenants who are involved in procurement and tender evaluations are aware of what they are doing at the meeting and what the purpose of the meeting is. ❖ Publicity of estate inspections appears to be inconsistent – a consistent approach is required. ❖ Product reviews – when this occurs issues that affect certain areas should be considered e.g. low water pressure in Culcheth. 	
	<p>Date and Time of Next Meeting: Wednesday 12 October, 10am, Disability Partnership</p>	