

Hammersmith & Fulham Local Scrutiny Panel Meeting

Minutes of meeting held on 26 October 2016

Present:

Chair:

EA

Residents:

AB, LC, NGM, FHA, PO, MPN, JQ, SS, JS, SV, LV

Leasehold:

ED - Leasehold Manager, Team 4

EW - Property Management Officer

Permanent Rented:

CJF - Housing Manager, Team 4

HM - Housing Manager, Team 5

AC - Regional Head of Housing

Additional Staff Members:

LD - PA to Director of NHHO

RM - Contracts & Operations Manager

Apologies: DE, JD

Circulation: All

1a	Housekeeping, minutes of last meeting & matters arising
1a.1	EA welcomed everyone to the meeting and gave apologies for those who couldn't attend. EA introduced the additional panel members and staff. EA advised that HM, Director of Business Improvement, is leaving and a card would be circulated around the attendees for them to sign.
1a.2	The minutes, actions and matters arising were reviewed and agreed as accurate.
1a.3	Action update (1) – SS updated the panel, advising that he was still chasing the sticker for the alarm with Appello's number on it, which still hasn't been attached. Housing officers are still working on it too. SS added and PO also agreed that when works are carried out on communal areas, letters to all customers not being sent out is unsatisfactory; residents should be informed when works are taking place.



	<p>HM explained that although letters wouldn't be sent out to all residents, the Housing Officer would contact one tenant to avoid disruption and to gain access to the property.</p> <p>EA asked if this happens often or if there is a general process that covers this type of work. AC to confirm in next six week update.</p>
1a.4	<p>Action update (4) AB commented that the complaints, regardless of the level of support from the local MP, if complaints are coming in, the complainants need to be engaged with to understand the root causes.</p> <p>Action update (7) AB commented that he didn't think NHH engage enough with their residents and is interested to see what The Leadership Factor say about having more personal interaction with residents. JQ agreed that there needs to be more interaction, especially on repairs cyclical works. PFR explained that The Leadership Factor results has highlighted exactly those results which will be discussed after the presentation.</p> <p>Action update (13) PO questioned if NHH need to do more work on this and if so, what should/could NHH be doing. DE to update in six week update.</p>
2a.	Performance Reports (Permanent Rented Housing)
2a.1	<p>HM highlighted the team changes, which can be viewed on page 19 of the report.</p>
2a.2	<p>HM highlighted that they are still working on the issues with Mears, focusing on handling the complex, open and overdue jobs. Mears do now have a full team of operatives so we are expecting an improved service going forwards.</p> <p>AC added that simple jobs are handled quickly and to a good standard, but the issues are how best to manage the complex jobs as they require a different level of service. Clear actions have been set out and agreed with Mears, which AC will share with the panel.</p>
2a.3	<p>SV suggested that sending the same person to the same job when repeat visits are required for one complex job would be more cost effective and ensure better quality. Different operatives attending the same the same job at different points in the overall process isn't effective. HM agreed and explained that this is forming part of the conversation with Mears. NHH have suggested having a supervisor re-attending complex jobs.</p>
2a.4	<p>JS raised again the issue with the repairs data not making sense, and therefore not useful for the panel. Whilst some panel members were able to understand it, others are finding it difficult to understand the relevance of the numbers and how they compare. It has been agreed to give two separate tables for repairs in future, one showing data on completed repairs, and one showing open repairs, also showing how many repairs are overdue, and for how long.</p>
2a.5	<p>NG expressed that having the surveyors working alongside the Housing Officers was a great idea.</p> <p>AB questioned if NHH were overambitious with the repairs framework. AC responded that we know the model can work, as it is working in other regional areas. AB asked if it is affecting staff. AC confirmed that it has been, and NHH are working hard to keep staff focused. AC also commented that we</p>



	need to support staff more and have clear dialogue with our internal colleagues and partners.
2a.6	PO asked how we work out cost per unit on planned works and can the exact figure be shared. AC to answer in 6 week update.
2b.	Performance Reports (Leasehold)
2b.1	ED highlighted the team changes which can be seen on page 43 of the report. EA to feedback comments on complaints to ATB committee.
2b.2	ED highlighted that estate inspections took a big of a dip in Q2, which was due to sickness and annual leave. All inspections were completed, but some were done a bit late. A report is now active for staff to check what is due within the teams so that they can be covered by other staff.
2b.3	Arrears decreased in Q2. Leasehold should have recovered from service charges by end of Sept in anticipation of October billing. Team 4 have been trialling the informal approach to their arrears process as previously suggested by the LSP, and it's been working really well. Other teams have also stated it has had a positive effect on arrears. The teams are also trying to combat arrears by encouraging direct debit sign ups from new sites.
2b.4	Q2 shows one complaint overdue by 43 days. The complainant was kept updated throughout, and the delay was largely due to the handover process. JQ commented that she would prefer issues to just be dealt with at the first point of enquiry rather than having to go through such a formal complaint process to get to the bottom of issues. AB also felt that the process can prevent the issue just being dealt with, and residents and staff can get stuck in a loop that has little benefit and creates more work, diverting away from the original problem. PF commented that staff should be taking a pragmatic approach when dealing with complaints.
2b.5	AB asked if staff turnover was a part of the problem. ED advised that a lot of staff move on internally and the knowledge does stay within the business which is a positive. PF added that NHH don't promote that staff are internally recruited enough.
3a	Proposal/Vote for LSP 2017 Dates
3a.1	The panel discussed the proposed dates and it was agreed that the dates would stay the same. To ensure that papers were received 7 full days before the meeting, it was agreed that any panel members who could not begin to read papers digitally until hard copies were posted, would have their hard copies sent by same day courier.
3	Discussion Topic: Resident Satisfaction
3.1	The panel discussed the results of the TLF Q1 satisfaction survey and the following points/questions were raised. Panel requested hard copies of both presentations be sent out in the post with the minutes.



	<p>LEASEHOLD FEEDBACK/COMMENTS</p> <ul style="list-style-type: none">- It is important to deliver on promises, give timely responses and take action- There are missing links part the first point of contact- Staff absence shouldn't be an excuse for unsatisfactory service- Short term improvements can be done quickly- Leaseholders do want value for money- NHH don't engage with enough residents, particularly new residents- Are solutions produced internally a part of the problem. Perhaps we should be looking externally for alternatives- Quick wins within the business are a step forward, but then we should look to obtain feedback on ideas from residents
	<p>PRH FEEDBACK/COMMENTS</p> <ul style="list-style-type: none">- What happens when residents are called to participate in the survey and they can't speak English or have a disability? To be answered in the six week update- Inductions should translate the same values as NHH- The model is built around personal contact, but when contact cannot be made this process fails. AC to pick up specific example with FHA outside of the meeting- Could we look at having a more flexible service that caters for different needs, e.g. weekends and evenings- Could we look at alternative methods for responding to the survey, such as online, in person, by email
	<p>Meeting Closed</p>