

West London Local Scrutiny Panel (LSP)

Minutes of meeting held on Tuesday 11th October 2016

Present: Residents - MB (Chair), CP, GC, GK, MG, ET, AH, MV, RG

Staff –CG, SA, MD, HM, GR

Apologies: YB, CS

Minute Taker: AP

1.	Welcome and Introduction	
	<p>MB asked panel members to think of agenda items for future meetings, and put them forward at the end of the meeting.</p> <p>MB made reference to the planned community day at HC places where there are drop in sessions for residents. She suggested that we might like to do more of these.</p> <p>MB noted that Resident Involvement are trying to think of ways get young people involved. The previous dial-in option to have conference calls for those who cannot make a meeting had limited success.</p> <p>The Christmas Celebration will be on 13/12/16 at the Canal Museum</p>	
2.	Minutes of last meeting and matters arising	
	Minutes from last meeting approved.	
3.	Terms of Reference	
	MB referred to the terms of reference and working agreement.	
4.	PRH Heating & Hot Water	
	<p>Complaints</p> <p>Agenda Item 4 Paper was tabled and is attached to these minutes.</p>	



	SA presented this. CS will attend the next meeting to discuss further.	
5.	Performance Reports	
	<p>PRH Customer Satisfaction GR attended for this item.</p> <p>A new customer satisfaction survey has just been implemented and a new company is on board to deliver this service.</p> <p><u>Past Methodology:</u> Telephone surveys (previously) were based on the STAR format which asks residents multiple questions to rate with 5 different options [very satisfied, fairly satisfied, neither satisfied or dissatisfied, fairly dissatisfied & very dissatisfied]</p> <p><u>Current Methodology:</u> Telephone surveys now give residents the options to rate between 1 and 10. Reasons being: more intuitive, quicker to ask and more granular (seeing the difference between results easier). For example: to get from fairly satisfied to very satisfied might need a greater improvement than getting from 6 to 7. The results are based on an average score i.e. it's out of 10 but the CSI is based on a percentage.</p> <p>The new methodology makes it easier to track smaller changes in customer satisfaction. This has an effect on the results as it is a different measure and can be harsher.</p> <p>The Customer Satisfaction Index (CSI) is the headline measure that is replacing the overall percentage in satisfaction.</p> <p><u>Before:</u> we reported on what percentage of the tenants that we asked said they were satisfied or very satisfied with one question (how satisfied are you with the overall services provided?)</p> <p><u>Now:</u> the CSI takes into account all the questions asked but not giving them an equal weighting. This collates all the results together and weights them by importance, giving a more sensitive measure. This is why the results are not directly comparable to previous results.</p> <p>We do similar scrutiny of team performance and service standard areas but now can concentrate of the questions/measures that customers have told us are most important to them.</p> <p>The timing of the survey results have been changed to fit in with the LSP meeting schedule so that the statistics are</p>	



<p>fresher.</p> <p>The sample size for the surveys is 340 people across PRH per quarter. 35 – 45 people per team apart from one team whose area does not have that many properties.</p> <p>It was noted that it will be some time before we have information on trends.</p> <p>Estate Management Ealing number of inspections dipped to 87% during Q2 (due to staff changes)</p> <p>MB visited two estates in Ealing. X has a few problems for which an action plan has been put in place which will be revisited at the end of the month. At X MB met with the local Councillor, the two patch HO's and CG for a walkabout. Plans are being made to install CCTV and to improve play areas. The Community Day planned for this estate will include drop in sessions regarding welfare benefits. LSP members will be invited to this.</p> <p>GC questioned why the targets for cleaning and gardening standards are not set at 100%. CG explained that the targets are set in the contracts. CG to confirm what the contract says on this.</p> <p>Hounslow number of inspections was 100%.</p> <p>MB explained that visits to the estates in Hounslow are on the agenda for next year.</p> <p>SA confirmed that WH is inspected and results included in the figures but that NHH are not responsible for cleaning of WH. This is the same for other estates with Resident Management Companies or Managing agents estate inspections take place once a month.</p> <p>Rental Income & Collection In Ealing the trend has improved since the last quarter but still work to do to meet the end of year target. CG uses rent sense to monitor accounts and has regular 1-2-1 sessions with the HO's to discuss accounts.</p> <p>In Ealing there are seven cases of Universal Credit (UC). Their average arrears are between £1600 and £1800 compared to an average for the non UC customers of around £490. Some of the people who have gone onto UC had arrears before the change.</p> <p>Ealing has the original UC service; not the full service yet.</p> <p>In team 9 (which includes Hounslow) the arrears have also</p>	
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fallen. Year to date they have reduced by 0.75% so we are ahead of target for this point in the year.

SA reviews all accounts affected by welfare reform at four weekly 1-2-1 sessions.

Hounslow are piloting the full/digital UC service and have 60 cases. This means people can only apply online and all further communication & correspondence is via email.

There are some difficulties with the process around confirmation of rents, finding out when the start date is, gaps in entitlement when moving from HB to UC, and payment of UC direct to us. The later is particularly problematic and we have decided wherever possible not to apply for direct payments.

SA attended a meeting with other landlords in Hounslow including Hounslow Homes who are all experiencing similar problems. DWP meet with Hounslow Homes. NHH representatives are not invited but can forward queries to Hounslow Homes to take forward on our behalf. HM mentioned that a member of her team is responsible for liaising with the National Housing Federation who have meetings with the DWP.

There was a question about whether the performance data was for boroughs or teams. SA explained that there is a mixture as some information cannot be presented by borough. The report indicates whether the information is by borough or team.

Empty Properties and Lettings

Performance for standard voids in Ealing has improved by 5 days; it is now 26 days against a target of 21 days.

Performance for major works is slightly worse.

In Hounslow targets are being met for standard and non-standard relets.

GC asked what proportion of the properties are social rents and whether they are going up or down. HM will give an update on this.

Repairs

Ealing & Hounslow: both teams repairs are completed on time and the percentage of those satisfied with the repairs have improved since the last quarter.

Complaints

In Ealing two complaints were not responded to in target, both were two days late.



	<p>In Hounslow two complaints were not responded to in target, both were one day late. Three complaint reviews were also late but in each case SA let the customer know that the response would be late.</p> <p>RG asked: how do you know when a complaint has been completed? Who decides when a complaint has been resolved?</p> <p>SA explained that when a tenant complains the housing officer responds. If the tenant is not satisfied they can request a review. The Housing Manager carries this out with help from an independent manager and independent reviewer and makes a decision which is final. If the tenant is still not satisfied they can approach the Housing Ombudsman.</p> <p>Leasehold Estate Management Overall Ealing had improved and Hounslow did not.</p> <p>MD explained that the inspections are carried out via an app. The app then generates an inspection form that is logged immediately. The format of the app creates a summary of actions further to the inspection. In the future the inspection report and actions will be communicated to customers via the customer app.</p> <p>Rental Income and Collection The arrears have decreased in Ealing but have increased in Hounslow. Legal action is taken for those over £1000. Arrears reasons: redundancy, rent increase in April for Leaseholders, change in circumstances, rearrangements for payments.</p> <p>Repairs The number of repairs across Hounslow & Ealing attended has improved. MD noted that the notable issue with repairs is the process used to measure completed and non-completed repairs; data is measured based on the days between the raised PO and when it was closed down. MD made reference to the customer app for future benefits to assist this. Suggestion made to have a row that shows the number of repairs expected to be completed.</p> <p>Complaints 2 stage one complaints had been raised in the current quarter. None escalated to stage two. CP mentioned his complaint is not shown in the data.</p>	
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	<p>Service Standards</p> <p>RG queried why there was a difference in ratings between Leasehold & PRH tenants.</p> <p>MB noted that Leasehold service standards continue to rate low.</p> <p>GR mentioned there's a difference in expectation from the customers.</p> <p>HM noted that Leaseholders have an ownership in the property, they pay a mortgage, in some cases a rent and service charge whilst PRH tenants only pay for some elements of service charge. Leaseholders are responsible for all maintenance and repairs in their property whilst PRH tenants do not pay for repairs in their property.</p> <p>GR noted that the dates for the reports have been scheduled to report on the last quarter in time of the LSP meeting.</p>	
6.	<p>Westgate House</p> <p>There was a discussion about the paper presented.</p> <p>ET and MB expressed disappointment that the management of Westgate House was still with the RMC.</p> <p>ET and GC asked a number of detailed questions. SA agreed to provide answers outside the meeting.</p> <p>Post Meeting Note</p> <p>ET has written with list of questions and SA will be responding and copying in MB.</p>	
7.	<p>AOB</p> <p>HM suggested that future agendas should be agreed in advance where possible so that each item can be given sufficient time.</p>	
	<p style="text-align: center;">Meeting closed</p>	

NEXT MEETING: 17 January 2017, 6pm