



NOTTING HILL HOUSING GROUP

South London Local Scrutiny Panel (LSP)

Minutes of meeting held on 11 October 2017 at 6pm

Notting Hill Housing, 47- 49 Durham Street, Vauxhall

Present:

- (AG)
- (TO) (Chair)
- (CH)
- (WM)

NHH:

- (KE) – Housing Manager
- (GH) – Housing Manager
- (SM) – Leasehold Manager

Apologies:

ACTION

	Welcome and Introductions	
	<p>TO to stand down as chair but will continue to stand in temporarily until a replacement is appointed.</p> <p>SM taking over LSP as of this meeting KE taking over from GH as of next LSP meeting</p>	
1.	Minutes of last meeting and matters arising	
	<p>Matters arising</p> <p>TO is stepping down as chair of the South London LSP.</p> <p>No other matters arising from last meeting</p>	

2.	Performance reports - PRH	
	<p>GH – covering periods of absence – staff taking annual leave over the summer months as well as September/October due to the nature of the work year (ends October).</p> <p>This affects customer satisfaction. Repairs become difficult to manage</p> <p>CH – Are there steps in place to reduce the impact on customers during staff absences?</p> <p>Potential solution: Floating housing officers Problems: Unsure who would manage these officers. New officers would lack the experience and knowledge. Difficult to recruit for: limited ownership, difficult to build strong relationships</p> <p>TO – High staff turnover. Are there reasons for this? Lifespan of Housing officers varies Movement within the organisation Temporary staff members</p> <p>CH – Are there exit interviews if housing officers decide to leave NH? Generally not, however, managers ensure that they are aware of why the staff member is leaving. It is then managers responsibility to review this and identify trends</p> <p>Merger – Restructuring – How will this affect customers/staff moving forward?</p> <p>ACTION: Request for a representative at director level to provide an update at next meeting (Feb 2018) in regards to the merger.</p>	<p>GH</p> <p>CH</p> <p>GH</p> <p>TO</p> <p>CH</p>
3.	Performance reports - Leasehold	
	<p>Leasehold</p> <p>SM: Customer satisfaction – challenges with reaching the 60% target in the leasehold sector</p> <p>TO: Complaints – processes need to be improved.</p> <p>ACTION: SM to provide information on the time taken to close Stage 2 complaint (124 days)</p>	<p>SM</p> <p>SM</p>
4.	Future of the panel	
	<p>Introduce a section in the report where NH highlights positive improvements and results e.g. Welfare benefits over £1,000,000</p> <p><u>Simplify reporting</u></p>	

	<p>Dashboard Highlights/Key issues Formatting – black and green colour combination difficult to read Vertical pages instead of horizontal</p> <p>The panel are happy with how LSP meetings are currently run.</p> <p>Themes for 2018: February meeting: Merger – EB member to be invited May meeting: Repairs - costings August meeting: Service Charges</p>	Panel
7	Summary of Actions	
	<p>ACTION: Next meeting – Simplify reporting Scorecard (highlights and improvements), information on what has gone well all on one page.</p> <p>ACTION: Request for a representative at director level (Anne Marie) to provide an update at next meeting (Feb 2018) in regards to the merger.</p> <p>ACTION: ACTION: SM to provide information on the time taken to close Stage 2 complaint (124 days)</p> <p>ACTION: Simplify reporting for next meeting</p>	Panel
	<p>No AOB. Meeting closed at 8.06pm Next meeting: February 2018 Venue: TBC</p>	