**Hexagon Housing Association**

**Performance Review Group**

**Minutes of Meeting held on 23rd July 2015**

**Present:**

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| Claudina Tuitt - ChairBarbara JacobsValerie OldfieldPamela DaleyDoreen DaviesCathy Robinson Robbiann MillerChris Matthews |
| **Also present:**Chris Melville – Operations DirectorBrian Hughes - Resident Involvement ManagerKathleen Richards –Resident Involvement Officer |

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| **1.** | **Introductions and Welcome**The Chair welcomed everyone and introductions were made**.** |  |
| **2.** | **Apologies** - none received. |  |
| **3.** | **Matters Arising from the previous minutes** Item 6 (Local Offer Performance) – the response from the Housing Service Manager was circulated prior to the meeting. Pam read out some questions she had prepared to the response. The Chair proposed that Pam’s questions be sent to the Housing Service Manager on behalf of the PRG. This was agreedItem 5 (Performance Information) – the recommendation to review the Complaints Policy is on tonight’s agenda. | **KR** |
| **4.** | **Performance Information**Chris Melville presented the performance information for Quarter 1 (April to June) which showed that 6 indicators are going up; six are going down compared and staying the same as this time last year.Overall satisfaction with the landlord – the Board have decided that this is collected once a year. It was carried out in June to over 500 respondents. Performance from survey shows 68.4% which is down on the previous STAR surveys and outside targetQ. – How were respondents selected?A. - the phone survey was carried out by market research company who selected the respondentsPam suggested that Hexagon needs to look deeper into the overall satisfaction with the landlord because what’s driving it is not always about the repairs service. Other factors could be behind the dissatisfaction.Satisfaction with Repairs Services – this is also being collected annually, and the survey from June shows 59.8% which is a drop from the previous year and outside targetQ – Hexagon is spending a lot of money on surveys, but is not able to find out the reasons behind the dissatisfaction that’s being recorded.Q – Could the PRG see the survey questions before undertaking next year’s survey?A – We would want to run the same question’s next year because these allow for comparisons to be made from one year to the next. However the survey could allow for additional questions as well as the existing ones.Overall rating for repairs recently done - 91.2%. There was no data from the previous quarter to compare this against. This quarter’s figure is outside target.Repairs Completed at first visit - 73%. There was no data from the previous quarter to compare this against. This quarter’s figure is outside target.Q - Are contractors attending with the correct spares on parts when coming out to a job?A – The new contractors are still getting used to the stock in their patch.Q – The new contractors should now be familiar with their patch having been on board since last October. The contractors should be showing an improved performance by this stage.A – It’s often the case that the order may not cover the whole job to be done, and when contractor attends they have too vary the order to complete the whole job.Q – How much does the recording of an incomplete order result from the CSC advisor not fully understanding the nature of the repair being requested? Was this a question regarding financial cost? If so the answer given does not answer the question, should this be an action?A – The CSC staff are trained and coached in taking orders over the phone and the training is backed up with City & Guilds qualifications.Doreen suggested that Hexagon should be geared up to accept images of disrepair sent in by residents on their smartphones. The meeting agreed that this be seriously looked into.Pam informed the meeting that, following a meeting with the Repairs Manager, she found that the reason why the temporary contractors don’t have sufficient parts on their vans was because they stock up on parts on their vans at the beginning of the week. When the permanent contractors are in place, this shouldn’t be a problem.Repairs with Response Times - 100%. The best performance over the last 4 quarters and on targetGas Safety Checks – 100%. This remains the same as the previous quarter and is on targetFire Risk Assessment reviews – 56 reviews were due, and 56 were carried out, with none outstanding. This is an improvement on the previous quarter and is on targetGeneral Needs Voids - 40 days, which remains the same as the previous two quarters and is outside target.Supported Housing Voids - 114 days which represents 5.7% weeks void and is improvement on the previous three quarters. The average of weeks void is within target.Q – Why is it taking so long to receive referrals?A -- These are shared housing for people with severe learning needs. The residents have to be compatible with existing residents for the referral to be accepted.G.N Rent Collection – 99.2% (social rent collection) was the lowest of the last 4 quarters and outside target. The social rent arrears and Market Related Rents arrears were both 4.7% and 5.2% respectively.Chris informed the meeting that Hexagon are beginning to see some delays in Housing Benefit administration which has affected the collection performance, and that we don’t know yet whether this a temporary blip on more longer term trend.The Chair questioned the 4.2% figure as a target for arrears. Chris replied that the target figure is incorrect, and this should instead be 4.5% for the 2015/16.Supported Housing Rent Collection - 99.1% (social rent collection) and down on the previous quarter. Social rent arrears have gone up slightly to 3.8% and are within target whilst Market Related Rents arrears went up to 7.5% and are outside targetThere was some confusion on the collections figures and the arrears figures as the meeting do not find the presentation was very clear and have requested that it be presented in bar chart formComplaints - 79 received in Quarter 1 of which 47% response to on time. This is a continuing decline over 4 quarters and is outside target.Jon Cross had circulated a briefing paper before the meeting explaining the complaints performance within the Responsive Repairs team. The paper states that the figures are looking worse than the reality, with the 29 cases which are outside the target response times being dealt with my managers and surveyors.Q – What is Hexagon doing about this?A - A lot of problems were due to the high turnover of surveyors. There will training for surveyors and admin staff on the complaints handling system in early August.Q – Why is the training not being offered to the Customer Service Advisors?A – The training will be targeted at the Repairs Team because the vast number of complaints are to do with repairs, and it’s the team members who have not been inputting the information onto the system properly. Q – Who monitors the system to check that the complaint is being properly logged in?A – Every Monday morning managers receive a computer generated report to show what complaints are due to responded to in that week.Q – When complaints come in does Hexagon work to a target of 75% or 100% of complaints being answered within the response time? A – Hexagon’s commitment is to respond to 100% of the complaints within the response time of 15 working days.Pam read out her notes of the meeting that she had with Richard Cordery (Interim Responsive Repairs Manager). It was agreed that Pam provide these notes to the RI Team so that these can be circulated to members with the minutes.Customer Services – The service level was 79.9% in Q1 against a target of 80% with 7.9% abandoned calls which was a decline on the previous quarter. On the weekend of the 27th June there was a local power cut resulting in no phone service throughout the morning of Monday 29th June. This resulted in a high level of abandoned calls for that morning. | **CM****PD****KR** |
| **5.** | **Resident Involvement update**Brian presented a report on the work of the Resident Involvement team for the period April to June. The meeting noted the report with no further comments. |  |
| **6.** | **Resident Involvement Impact Assessment**Brian presented the Impact Assessment for 2014/15 which had been approved by the Board. Val updated the information by informing the meeting that the Residents Forum review is currently underway and that the review recommendations can presented to the PRG for information. |  |
| **7.**  | **Complaints Policy and Procedure** This was taken as a late item to the agenda. Chris began the item by explaining that the last PRG made a recommendation to the Board. However, because of the closeness of the meetings there wasn’t enough time to collate a management response in time from the Board mailing. However, the PRG Recommendation was reported to the Board by way of the minutes of last meeting.Chris then introduced the Complaints PolicyPam commented that it was a good document, however, certain things in it needed to be put in a different way so as to be made clearer.Val felt that it was a good document, but it’s important that people don’t get confused with making a comment, a compliment and a complaint.Doreen also felt that it was a good policy, but didn’t think that it been adhered to, based on her experience of making a complaint. Are staff aware of the policy? Does the staff need refresher training on the policy?Pam had a number of comments which she had written down and will pass these over to Chris for consideration. Agreed to circulate with the minutes.Q – Suggested that there’s no need to have a target of 80% of complaints be resolved at the initial stage because this sends out a conflicting message regarding the commitment to resolve 100% of complaints within the response target.A – Agree to take target for resolving complaints at the initial stage out of the policy.Val suggested that pending the introduction of a new complaints system, that Hexagon undertakes a review of the complaints performance against existing policy. | **KR****CM** |
| **8.** | **Any Other Business** It was asked whether the room decoration service which is offered to residents over 70 years could also be offered to disabled residents under 70 years? It was agreed to refer the question over to the Housing Service Manager. | **KR** |
| **9.** | **Date of Next Meeting**Thursday 12th November |  |