**Item 18**

**Hexagon Housing Association**

**Performance Review Group**

**Minutes of meeting held on 12 May 2016**

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| **Members Present:** |  | | **Also Present:** |  |
| Claudina Tuitt (Chair) | | (CT) | Rumana Khair (Stock Improvement Manager) | (RK) |
| Sarah Cully | | (SC) | Kathleen Richards (Resident Involvement Officer) | (KR) |
| Valerie Oldfield | | (VO) |  |  |
| Doreen Davies | | (DD) |  |  |
| Robbiann Miller | | (RM) |  |  |
| Joanne Best | | (JB) |  |  |
| Pam Daley | | (PD) |  |  |

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| 1. | **Pre-Meeting**  Attended by members only. No minutes taken. |  |
| 2. | **Introductions and Welcomes**  The Chair welcomed everyone and introductions were made. |  |
| 3. | **Apologies for Absence**  Oluseyi Oduwole and Chris Melville (CM) had sent their apologies. |  |
| 4. | **Matters arising from the minutes held on 14 January 2016**   1. Item 4a) VO to add the Local Offer on over 70’s room decoration to the Resident Forum list. 2. Item 4c) CT had spoken to Paul Browning (PB) and fedback to the group that they could not add any questions at this stage as the figures would be distorted for comparison purposes. Hexagon would be moving to a web based survey and the PRG could add to that. The PRG suggested that STAR surveys are completed at Residents Day and the importance of surveys should be highlighted in Home News. 3. Item 4e) VO has not shared the information from the Resident Forum review however it was agreed that the PRG Review would take place on a Saturday in the Board Room. 4. Item 6g) CT had added the Local Offer Performance on Responsive Repairs and Stock improvement onto tonight’s agenda. 5. Item 7b) Please see item 4b) above re PB and everyone had considered the type of questions to ask the contractors before the meeting. 6. Item 7g) RK advised that the Housing Officer had raised an order for the deadlocks at Mountacre to be removed. They were replaced with night latches in December. 7. Item 7i) the request to show both the cumulative figure and the quarterly figure on the General Needs Void was not met. Carried forward to Quarter 1. 8. Item 8f) KR agreed to check whether the final draft of the complaints procedure was on the internet. 9. Item 9b) PRG had been invited to the two special meetings. 10. The Chair had circulated a letter from Christine Matthews suggesting that new members received training when they joined. CT had informed the group in the pre-meeting that a new member, Oluseyi had been recruited last week following a meeting with CT & KR and that an induction would take place shortly. A suggestion was made that a member of the PRG should also attend.   The minutes of the meeting held on 14 January 2016 were agreed. | All  All  CM  KR |
| 5. | **Reporting of Performance Information**  CT asked if there was another way to present the information and a discussion took place where the members of the PRG stated the reporting could be improved. Namely:   * Summary Page: Actual March 2015/2016 and Actual March 2014/15 was causing confusion and a request was made to state the year only. The group asked for clarity on whether the percentages were for March only or for the quarter. If it is for the quarter then it was suggested that it said Quarter 4 rather than March. * Another suggestion was to have an additional two columns showing the average for the actual year (2016) and the average for the previous year (2015). * Customer Services (14): The PRG agreed that the commentary was useful however there is a request to have a glossary as jargon was used e.g. Genero, IPFX, CSC * As well a glossary the group suggested that where targets had not been met there should be an additional box which stated what the action plan is. * Overall rating of repair recently done (3): Q1-16, Q2-16, Q3-16, Q4-16 did not make sense because we have only started Q1-16 on 1 April 2016 so the report could not be showing this data yet. A request was made to include the months that each quarter referred to on the table or to include it in the glossary. * Please also see item 4g) regarding changing the report. * FRA review   Include a definition of the categories in the glossary   * General Needs Rent Collection   Add RentSense to the glossary  RK responded that the KPI’s are produced for the Board. The update of the IT system would provide a better reporting system. KR would forward the noted requests to CM. | KR |
| 6. | **Performance Information**  RK led on this item and highlighted that 7 indicators had improved this quarter compared to the same quarter last year, 4 had got worse and one (gas servicing) was same as last year at 100%.  Overall rating of repair recently done  Q4 was rated as 82.9% which was up on Q3 (70.9%) however the target of 93% was not achieved. Based on having 4 permanent surveyors and a new IT interface that allowed the contractors to communicate with the Repairs Team we are optimistic that Q1 should be nearer to the London Median of 88%. The top quartile for London is 94% as such the group asked whether the 93% target was realistic.  Repairs Completed at 1st visit  81.8% in Q4 was the highest achievement for the financial year, up from 76.5% in Q3 however the target of 95.0% was not met. The commentary advised that we haven’t been within 5% of the target for three years. The group commented that now we have permanent contractors we would expect the upward trend to continue. The group asked to find out how many jobs did the 81.8% represent? KR agreed to find out.  Repairs within Target Times  100% on target for all four quarters.  End to End Responsive Repairs  The target of 10 days was just missed as we achieved 10.29% (London Median being 10.3 days.) KNK achieved 8.21 days and P&R achieved 6.93. The PRG enquired whether Hexagon had any concerns about managing the invoicing and whether they were happy that the systems that are now in place are going to work. PD felt that the data in the repairs reports in general didn’t represent the information that she had. She would go into more detail when she fed back on the Repair Group meeting further down on tonights agenda. The PRG asked for Elspeth Brown (EB) to provide an update on the new contractors and whether there are any checking mechanisms that residents are actually happy with their repairs.  RM suggested that residents should be able to track their repair online and a recommendation was made that the PRG are involved in the selection of an IT system that would be purchased by Hexagon.  Gas Safety Checks  The target of 100% had been achieved for this quarter.  FRA Review Action  The target of 159 FRA reviews for Q4 had not been met as there were 5 outstanding. 4 of the outstanding reviews were for co-ops and 1 was for Supported Housing Agency managed which were all being chased.  56 actions had been identified with 5 of those being in progress and the remaining 51 recorded as done.  General Needs Voids  The target of less than 28 days had not been met. In Q4 the void turnaround (HC definition) in days was 34. A discussion took place around the referral system and the PRG recommended that as the London median was 26 days then Hexagon should consider looking at how other HA’s/Local Authorities/Occupational Therapists do their referrals.  Supported Housing Voids  Q4 void turnaround (HC definition) in days was 151 against a target of 35 days. The commentary states that once the outliers are removed the cumulative average was 85 days. The PRG noted that the best performance was in Q3 where 105 days were achieved and the lowest recording of 96 days was in 2014. As the London median is 46 days and the top quartile is 34 days do we need to review this target? They recommended that Angela Jumbo (Care and Support Manager) is invited to the July meeting.  General Needs Rent Collection  The PRG thought it was good to see Q4 rent collection at 99.3% against a target of 100%. The MRR arrears were 4.5% however the current arrears at 5.0% meant that the target (current) rent target of 4.5% had not been achieved. The PRG asked for an update on how Hexagon were responding to the introduction of Universal Credit and noted that there was a typo of MMR instead of MRR in the commentary.  Supported Housing Rent Collection  The rent collection in Q4 was 99.5% against a target of 100%. The MRR arrears were at a record low of 1.4% and the current arrears were 3.3% against a target of 4.8%. The London top quartile is 3.6% so good news here.  Complaints  34 complaints had been received in Q4 and 91% were responded to within 15 days. Whilst this was up on Q3 performance of 65% the target of 100% was not achieved. RK explained that all the services were using spreadsheets to record complaints which were all linked to a report that PB did. The goal was to get a computer system that incorporated easier reporting of PI’s. The PRG noted that the number of complaints was down (in Q3 74 complaints had been received) and enquired whether there was a system in place that collects satisfaction on the way complaints were handled at stage 1? There was also a request to have a breakdown of how many complaints were at each stage (1 to 3) and what were the satisfaction levels at each stage.  Customer Services  The service level of 80% had been achieved. The PRG suggested that the row named “calls offered” should be changed to “number of calls coming in” to keep it simple and wanted to know if abandoned calls were called back. They felt that this would be an improvement in the service. | KR  EB  CM  KR  CM  CM  CM |
| 7. | **Local Offer Performance**  Carried over to July meeting due to time constraints. | RM |
| 8. | **Community Investment Report**  Carried over to July meeting due to time constraints. | RM |
| 9. | **Action Points from Repairs Group**  PD queried the 20 complaints from Repairs on the PI report as the information she had suggested that this was incorrect. PD circulated paper copies of the reports that KNK, PNR & BSW had provided for the Repairs Group meeting and went through the figures. PD advised that the Repair Group would be feeding back to the contractors on how the group wanted the information presented. CT advised that this was good digging by the Repair Group.  PD asked for the telephone survey document that she had also circulated to be carried forward to July. | PD |
| 10. | **Election of Officer Position**  Robbiann Miller was nominated for the Chair position by Valerie Oldfield, Sarah Cully second this. No-one else was nominated or put themselves forward therefore Robbiann was elected as Chair.  Doreen Davies was nominated for the Vice Chair position by Joanne Best, Pamela Daley second this. No-one else was nominated or put themselves forward therefore Doreen was elected as Vice Chair. |  |
| 11. | **The Meeting Closed**  Date of next meeting 14 July |  |