**Hexagon Housing Association**

**Performance Review Group**

**Minutes of meeting held on 12th November 2015**

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| **Present:**Claudina Tuitt – Chair (CT)Barbara Jacobs (BJ)Valerie Oldfield (VO)Doreen Davies (DD)Cathy Robinson (CR)Robbiann Miller (RM)Chris Matthews (CM)Joanne Best (JB)Sarah Cully (SC)**Also present:**Chris Melville (CM) – Operations DirectorKathleen Richards (KR) –Resident Involvement Officer

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| 1 | **Introductions and Welcome**The Chair welcomed everyone to the group and introductions were made. |  |
| 2 | **Apologies**Pam Daley had sent her apologies. |  |
| 3 | **Matters Arising from Meeting of 23 July 2015**1. Item 3 KR had sent Pam’s questions to the Housing Services Manager. The comments would be considered. A further question around the Over 70’s room decoration Local Offer had been raised in Item 8. The Housing Manager’s response had been circulated to the PRG prior to the meeting.

A discussion took place with regards to the Diversity Group; Hexagon’s policies in particular on disability; and the suggestion of a disability forum.The PRG made a recommendation that the Residents Forum should consider the points that Chris Matthews had noted as the PRG were scrutinising the performance rather than the policy.1. Item 4 CM announced that as a direct result of the PRG she had a draft procedure that would go live in a couple of weeks whereby all staff would have access to store photographs sent digitally by residents with their repair orders. The PRG pushed for a go live date which CM advised would be 30 November.
2. Item 4 KR noted that she has sent out Pam’s notes on the meeting with Richard Cordery (Interim Responsive Repairs Manager) to the PRG on the 28 August.
3. Item 7 Pam Daley had passed her comments on the complaints policy and procedure to CM who had agreed to consider them when reviewing the policy. CM advised that she had not done any work on the policy since the last meeting due to other higher priority work commitments. The Chair asked for this to be an item on the January meeting agenda. CM said she would provide an update then.
4. The PRG noted that in Item 4 with regards to Satisfaction with Repairs Services they had asked to see the survey questions and wanted this noted as an action point of this meeting.
5. The minutes of the meeting were agreed.
 | KR/VOCMKR |
| 4 | **Report back from the Repairs Group**Valerie fed back on BSW’s performance and noted that there had been improvements in all areas that the Repairs Group had previously picked up on. The gas safety and heating contract is due to end in April and the Repairs Group felt that as BSW were doing such a good job it would be a shame to lose them. The minutes of the Repair Group meeting on 13 October had been circulated to the PRG prior to the meeting. |  |
| 5 | **Performance Information** 1. Chris Melville presented the performance information for Quarter 2 (July to September) which showed 3 indicators going up; 8 going down; and 1 that was stable when comparing performance at September 2015/16 against performance September 2014/15.
2. As overall satisfaction with landlord (GN) and satisfaction with repairs service were now part of the annual survey conducted in June the group went to item 3 as the first area to review.
3. Overall rating of repair recently done

84.7% were satisfied with the repair work against a target of 93%. In Q1 91.2% had been achieved. CM noted that a much smaller number of surveys had been completed in Q1 and the commentary highlighted that the time between the repair and the survey had increased. The target of 93% had been set a couple of years ago which may now be a tall order.The PRG queried what needs to happen to increase the satisfaction and what is being done with the data. CM discussed the Repairs Team being very focused in controlling the overspend and that the interim paper based system was a problem which would be resolved once a computer system with the new contractors was in place. 1. Repairs Completed first visit

Up to 78.0% against 73.0% in Q1 however this was still down on the target of 95%. The PRG asked for clarity on why this was showing as an indicator that was going down on the summary page. CM advised that the summary page looked at the same quarter last year when 87.1% was achieved.1. Repairs within Target Times

100% on target for emergency repairs which was up from 95.5% in Q2 (2014/15) and the 9th consecutive month that this had been achieved.1. Gas Safety Checks

99.65% achieved against a target of 100%. CM fed back to the group that 10 out of the 11 properties at Saravia Court which had been mentioned in the commentary now had valid LGSR. The PRG enquired whether any lessons had been learnt as this was not the first time that a new development had expired LGSR. A discussion took place concluding that the contractors need to get this information to the Repairs Team on time.1. Fire Risk Assessment

In Q2 31 FRA’s had been done and 36 review actions had been identified. There were 3 category c (6-months) which were showing as outstanding for a co-op which Resident Involvement was chasing.1. General Needs Voids

The void turn around in days was down to 36 in Q2 compared to 40 in Q1 which was still short of the less than 28 days target. A discussion took place on what is involved in a void.1. Supported Housing Voids

The percentage of weeks void had come right down to 1.8% in Q2 compared to 5.7% in Q1 which was both within the target of 6.5%. The tick box had incorrectly shown this as target not achieved. A discussion took place with regards to Queens Road; funded and unfunded; and unlettable where rooms were now being used for offices.1. General Needs Rent Collection

The rent collection for Q2 was at 99.5% against a target of 100%. The current arrears target is 4.5% and not 4.2% as showing in the report. The social rent arrears were at 5.1% in Q2. CM explained the new arrears monitoring system called Rent Sense which looked at rent accounts and pulled data out of the systems for the Housing Officer to use.1. Supported Housing Rent Collection

The rent collection for Q2 was at 98.8% against a target of 100%. The current arrears target is 4.8% and not 5.0% showing in the report. The social rent arrears were at 4.2% which meant the target was achieved. CM pointed out that the Market Related Rent arrears were even better at 3.5%.1. Complaints

The good news was that the number of complaints was down to 64 in Q2 and hardly any were escalated. The percentage of complaints responded to within 15 days was at 52% (up from 47% in Q1.) Training on the system had taken place in August; as such the figures should be up in the next quarter.The PRG discussed at length whether the system was being used as an excuse; were there any other staffing issues; is there a way to simplify it.KR noted that Pam Daley had shadowed the team and seen the complexity of the system and would probably verify that this was not an excuse if she was here. The PRG said that this should be investigated further if there were no significant improvements at the end of Q3.1. Customer Services

69% of calls had been responded to within the service level which was down to sickness and holidays; and a sudden departure of a staff member. The PRG said that this would have a negative effect on STAR surveys.Barbara Jacobs told the group that she had complimented Neil Nasser on his new recruit Chris Hunte who was polite and refreshing. |  |
| 6 | **Local Offer Performance**1. Performance data from Responsive Repairs; Stock Improvement; and Transfers had not been circulated to the group prior to the meeting; as such the Chair decided to carry this forward to the next meeting.
2. KR advised that a document containing the performance would be circulated with the minutes and the PRG asked for it to be included with the mailing that goes out with the next PRG meeting invitation as well.
 | KRKR |
| 7 | **Any other business**1. Valerie fed back on the Resident Forum review and suggested that the PRG should stay focussed on their remit as there were lessons to be learnt.
2. The outcome of the discussion that followed included:
* Looking at a format or model that can be used by all groups
* Having a day to discuss the PRG terms of reference; code of conduct; Hexagon’s corporate plan targets; and a refresh of how the PRG links into other groups, the board and Resident Involvement. Using the report written by Resident Forum
1. The group asked KR to notify them of Board Room availability and whether Resident Involvement would pay for them to use another venue on a Saturday. If they met at another venue would Brian Hughes agree to cover the cost of their travel and provide Love2shop vouchers?
2. the group was reminded that there were two spaces available for chairs training and that the training was not exclusive to current chairs
 | KR |

**Chairs post meeting note:** |

At the last PRG two of our members had to leave before the meeting was completed. This may have been due the agenda showing that the meeting would conclude at 8.30pm. I did say at the pre meeting that it was unlikely that we would finish at 8.30 and we should ignore the 8.30 finish.

Can I remind members of the times.

6.15pm till 6.45 Pre meeting for members to go through the agenda and pin point areas of particular concern and plan how we will approach the item in a time effective way.

6.45pm till 9pm (the latest) the main meeting.

In order for this group to be effective we need to:

* arrive on time
* contribute our thoughts and ideas to the meeting
* commit to the start and end times.