**Repair Group Meeting**

 **Tuesday 5 January 2016 6.00pm**

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| In attendance |  |  |
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| Pam Daley | (PD) | Chair |
| Sharon Mcpherson | (SMC) | Vice Chair |
| Barbara Jacobs | (BJ) | Repair Group Member |
| Joanne Best | (JB) | Repair Group Member |
| Valerie Oldfield | (VO) | Repair Group Member |
| Yetunde Ogunfuwa | (YO) | Repair Group Member |
| Patience Ohabuiro | (PO) | Repair Group Member |
| Elspeth Brown | (EB) | Responsive Repairs Manager |
| Kathleen Richards | (KR) | Resident Involvement Officer |
| Olly Dracup | (OD) | BSW Contract Director |
| Stuart Maclean | (SM) | BSW Contract Manager |

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| **Item** | **Notes** | **Action (by)** |
| 1. | **BSW presentation**1. The group asked for feedback on the actions from the last meeting. A discussion took place where the December performance of 77% of LGSR completed at 1st appointment was highlighted as low. The year to date average of 81% was higher than most, as across the business the average is 72%. BSW agreed to report on how many appointments are made; how many are kept; how many rearranged; and whether they were cancelled by the resident or BSW.
2. It was noted that the failure to keep appointments on breakdowns was quite low across the business and that the percentage of first time fix averaging 87% year to date was another good achievement. OD agreed to run a report out of the system from August onwards to show the additional data. This would be circulated to the group by the end of next week.
3. As a direct result of the Repair Group (RG) request, BSW would be changing their text message to residents to state whether they had an am or pm appointment. The appointment times from am would be between 8am to 1pm and the pm appointments would be between 12pm to 5pm.
4. OD then went through the BSW KPI’s which the group noted still did not show the year that the figures referred to. SM made a note to amend this on future reports.
5. The LGSR compliancy year to date was 99.99% and had been at 100% for the past three months. The pass back to client still covered by LGSR had dropped from 37 in November to 9 in December. SM highlighted that 375 LGSR’s had been completed in November compared to 257 in December however it was agreed that BSW would look into the reasons why so many had been returned in November.
6. The total breakdown jobs logged in December was 353. OD advised that for the first time ever the December repairs were lower than those in November which saw 463 repairs. This could be put down to the mild weather and also the benefit of the boiler replacements that Hexagon has invested in.
7. 89% of the December jobs were recorded as first time fix. There was one complaint. A discussion took place with regards to the one complaint that was recorded in December. BSW agreed to complete a trend analysis of a breakdown of the complaints as to whether they were 1. Repairs Issues 2. The Operative who attended 3. Resident (customer) satisfaction.
8. The RG were assured that complaints made through Customer Services were recorded by BSW. SMC asked whether a complaint logged on operatives PDA was included in the report. SM advised that it wasn’t, as a complaint would have to go through the complaints procedure to be recorded as such. The satisfaction data from the PDA was sent to Paul Browning for the past two months as he had concerns about information that was being sent back to Hexagon. PD asked for this information to be shared with the RG at the next meeting. The RG also requested the following: 1. how many PDI’s actually come back to BSW % wise before information is sent to Mr Browning for analysis. 2. The % of surveys done in December only.

The group wanted to know how many customer satisfaction surveys were completed against jobs done and wanted to look at trends in the responses. 1. Further requests were made to show P3 and P4 jobs to look at the priorities within these categories and the timescales for completion of jobs as well as the % of boiler replacements and to have the percentages showing on the columns of the % access rate graph for clarity when scrutinizing access.
2. At the end of the presentation BSW provided chocolates and biscuits to the group. PD asked for her thanks to be passed back to the team as they had come a long way from when they were first appointed as the gas and heating contractors. The RG asked EB to note that they were extremely satisfied with BSW and wanted this to be taken into consideration during the tender process.
 | AP1 (BSW)AP2 (BSW)AP3 (BSW)AP4 (BSW)AP5 (EB)AP6 (BSW)AP7 (BSW)AP8 (EB/BSW)  |
| 2. | **Minutes of last meeting** 1. RG agreed the minutes dated 13 October 2015.
2. Chairs post meeting note: The only thing we didn’t address from the minutes was the overspend. I asked Elspeth for the information about the cost of the surveyor’s which has been recorded in the minutes but is it possible to have an account of the overspend? Could this will be carried over to the next meeting in May?
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| 3. | **Responsive Repair Manager**1. EB thanked the members of the RG that were involved in the procurement process. The contract goes live 1.2.16. The winning contractors are KNK Building Services, P & R Installations, and Laker BMS.
2. A discussion took place regarding the process and EB being hopeful of the investments being made in the IT interface (between £60-70k each) which would provide real time reporting and photographs from site.

EB asked the group what sort of information they would like to see from the contractors as she is meeting them next week. The responses included priority group turnaround times; are we hitting targets on P1 to P3; how we compare to other Housing Associations. 1. With regards to the gas servicing contract the South East consortium, go live date has been pushed back as such BSW’s contract has been extended until the 1 May 2016.
2. EB has invited the group to e-mail or call her with any questions that can be fed into the selection process.
3. The group then looked at the KPI’s which showed a good record on emergency repairs. Pinnacle was the out of hour’s contractors who attend and make safe any emergencies.
4. The end to end time were skewed by 4 jobs which were out of target as such the target of 10 days was not met as KNK had achieved 14.83 days and P&R achieved 11.30 days. They were generally performing quite well.
5. EB had analysed the spending from April to September as there were concerns about costs. It was discovered that KNK & P&R had been over coding on invoices. EB explained that a consultant had been in the office for a month to analyse the overcharge on the invoices so that a settlement figure could be negotiated with the contractors. PD questioned why a consultant had been employed to look at invoices, how long the consultant had been commissioned and how much the cost was to the repairs department.
6. The RG wanted their dissatisfaction to be carried back to the contractors.
7. SMC recommended that the contractors also pay for the cost of the consultant. This was noted by EB as an action point.
8. VO asked how we are going to ensure that this does not happen again. EB answered that the IT interface would reduce the risk of this happening and that the Responsive Repair team now had 4 permanent surveyors so the team were working more efficiently.
9. The group said that it was not clear why the two contractors had been allowed to continue with the procurement process. BJ made a request to EB to arrange an extra-ordinary meeting in April where all three contractors were present which was agreed by the group. EB would also like to invite the PRG to attend.
10. PD asked the group to e-mail her with any recommendations to the PRG by the 8 January.
 | AP9 (All members)AP10 (EB)AP11 (EB)AP12 (EB)AP13 (All members) |
| 4. | **Training**1. KR advised that the Chair Training had taken place on Saturday 21 November and that the feedback from the 6 residents who had attended was very positive.
2. TPAS had advertised an event called Tenant Involvement Now for the 2 February whereby each Housing Association could send four residents for free. We had managed to get the last two places for PD & SMC and had two names on the waiting list.
3. KR notified the group that there were free online courses for tenants on the TPAS website and recommended the Understanding Tenant Scrutiny course which was taking place on 21 & 22 January.
4. The budget for resident training has now been used and next year’s budget would be the same as 2015/16. KR invited the group to put forward suggestions for courses that would benefit the scrutiny groups.
 | AP14 (All members)AP15 (All members) |
| 5. | **Terms of Reference Review**The members of the group who had been allocated sections of the TOR discussed what they had found and would email the text to KR to put together their suggestions. Once this had been agreed by the group Brian Hughes would be asked to look over the amendments to provide guidance on best practice and consistency.  | AP16 (All members) |
| 6. | **Action plan for the coming year**This was carried forward to the next meeting as other items had over run. | AP17 (PD) |
| 7. | **Any other business**The group agreed the suggestions for the dates of the meetings for 2016. The next meeting date is the 3 May.  |  |
| 8. | **Meeting close**The meeting finished at 8.35pm and the Chair thanked everyone for a good meeting. |  |