# **Minutes of the Performance Monitoring Group Teams Meeting Monday 7th June 2021, 10.00am – 11.00am**

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| Group Members Present | Eric Shipton (ES) (temp Chair) - Tenant Rep Sutton   |  | | --- | |  | |
| Officers  Present | Sarah Gardner (Notes) - Change Management Officer (RI)  Jonathan Antill - SSM South  Michael O’Connor - Senior Service Manager (Repairs) |
| Apologies | Bridget O’Brien - Tenant Rep Northfield  Joan Goodwin (JG) Chair - Tenant Rep Selly Oak  Karen Huxtable - Business Support Manager   | John Harrison (JH) - Tenant Rep Yardley | | --- | |  | |

| **Item** |  | **Action** |
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| 1.0  1.1 | **Welcome and Introductions**  ES welcomed everyone to the meeting |  |
| 2.0  2.1 | **Apologies**  Please see above. |  |
| 3.0  3.1 | **Minutes of the meeting held on the 26th April 2021**  Minutes agreed |  |

| **4.0**  4.1  **5.0**  5.1    5.2  5.3  **6.0**  6.1  **7.0**  **8.0**  **9.0**  9.1  **10.0** | **Matters Arising**  None  **PMG Report – April 2021**   * Due to COVID-19 in March 2020 the government announced a complete ban on evictions. Therefore, BCC has made no evictions in the period 2020/21. * The amount of money collected from ex tenants in April was £82,801. YTD £871,345 was collected. * The number of people waiting for a one bed property was 4,259 YTD. In April the figure was 4,287. ES mentioned that the figure is stubbornly high.SG mentioned demand for one bed properties continues to outstrip supply. * The number of transfer applicants on the waiting list due to overcrowding was 2,214 YTD. This was slightly higher for April at 2,266. * Careline calls – 17,957 in March and went up to 18,823 for April. * Grass cutting - Green, 1 PIN served in Hall Green. ES mentioned about the inconsistent standard of service across the city which is disappointing as tenants were assured the service would improve when it moved back in-house. PMG will keep an eye on the performance of the grass cutting service. * Lifts – Green * Average Days Turnaround – all Voids (exc void sheltered) – 47.5 days in March, 45.8 days in April   The result of 45.8 days has not achieved the 28-day target. However, this is 2 days less than the previous month’s performance. ES expressed concern about the figures and that we need the turnaround time to be right down for voids to meet such huge demand for properties. MOC stated that BCC has addressed their concerns with contractors however due to COVID 19 the govt have stipulated how many people you can have working together, therefore it is taking longer to turnaround voids. MOC stated that once COVID-19 restrictions have been lifted, repair times and viewings should be completed at a quicker rate.   * Average Days Turnaround – (Voids sheltered properties) 51.8 days in March. This has gone down to 46.2 days in April. ES is pleased with the improvement. * HLB Estate Walkabout – Now that restrictions are easing 13 HLB Walkabouts took place in April.   **A and M Report- April 2021**   * **% of Right to Repair Jobs: YTD – Amber/Green** In line with corporate reporting this measure is reported one month in arrears. Data for April will be in Mays report      * **% of gas servicing completed against period profile:** YTD – All red apart from Wates Central Green. This is due to customers shielding/self- isolating and contractors unable to gain access. April - All Green as restrictions have eased and customers have greater confidence to allow contractors into the home to carry out checks.      * **We will respond to emergency repairs in 2 hours** **– YTD**– All Green. In line with corporate reporting this measure is reported one month in arrears. Data for April will be in Mays report      * **We will resolve routine repairs within 30 days – March –** In line with corporate reporting this measure is reported one month in arrears. Data for YTD – All Green. * **Customer Satisfaction –** All Green YTD. April – All Green. ES asked for clarification on the difference between customer satisfaction data and reason for initial dissatisfaction as there is a variation in the figures. SG to seek clarification from KH on definition and data source. * **Work Orders Completed within Timescale –** YTD – Amber/Green, April – Amber/Green * **SIN –** All Green * **Safety Sin -** All Green. * **Appointments Made –** All Green for YTD and April figures.      * **Appointments Kept** YTD- Amber/Green. April – Amber/Green. * **Emergency Repairs 2 hours (gas**) YTD – Amber/Green. April – Amber/Green. * **Emergency Repairs 2 hours (repairs**) April – All Green. YTD – All Green. * **Works in Progress (over 30 days) –** For April **-** 2,251 jobs city-wide. Wates Central (28.6%) and Wates East (17.8%) These figures are high compared to Fortem on 2% and Engie on 0.2%. MOC stated that concerns have been raised with Wates and they are monitoring the situation. * **Reasons for Initial Customer Dissatisfaction** Please see 6.1 For April, 2 customers complained regarding policy. MOC confirmed that this usually is a customer who would like a replacement rather than a repair however it is council policy to repair if   this is possible.   * **Contractor by Area.** April’s figures show most figures are Green/Amber. A positive picture across the city     **HLB Report Q4, March 2021**   * March figures discussed in the previous PMG reports. Performance data improves for April 2021.   **ASB Focus Group Performance – April 2021**  JA went through the ASB FG Report for April 2021. April saw 45 more referrals than April 2020.This is an 8% increase. There was an increase of 49 new referrals between March-April 2021.  March – There are 1,348 active cases of ASB for April This is up 159 than the previous month.  In terms of the top concerns – domestic abuse, domestic noise, intimidating and threatening behaviour and harassment and hate crime are still high.  JA summarised the key highlights from the April Report:   * 301 – pre-investigation checks/action * 336 – supervisor case reviews * 59 – warnings * 38 – meetings with partners * 221 referrals * 44 Interventions * 15 – cases sent to legal * 17 – legal orders issued * 42 – online instant diary   **AOB**  SG mentioned that an email would be going out to TPOs to encourage applications of interest to fill PMG vacancies.  **Date of Next Meeting**  Monday 26th July 2021, 10.00-12pm, PMG Teams Virtual Meeting | **SG/KH** |
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