# **Minutes of the Performance Monitoring Group Teams Meeting Monday 6th September 2021, 10.00am – 11.15am**

|  Group Members Present  | Eric Shipton (ES) - Chair - Tenant Rep SuttonPat McCartan (PM) - Tenant Rep Hodge Hill Jagwiga Sys (JW) - Tenant Rep Sutton  Diane Horton-Griffiths (DHG) - Tenant Rep Bartley Green

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| Officers Present | Sarah Gardner (Notes) - Change Management Officer (RI)Salim Miah - Acting SSM SouthMichael O’Connor - Senior Service Manager (Repairs)Karen Huxtable - Business Support Manager |
| Apologies | John Harrison (JH) - Tenant Rep YardleyMalcolm Nicholls (MN) - Tenant Rep Druids Heath Pat Cheese (PC) - Tenant Rep Hodge Hill Stephanie Dudt (SD) - Tenant Rep  |

| **Item** |  | **Action** |
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| 1.01.1 | **Welcome and Introductions**ES welcomed everyone to the meeting. ES asked everyone to introduce themselves. **Meeting Etiquette**ES gave a brief outline of expected meeting etiquette.* No bad language
* Use the mute function when you are not speaking to reduce feedback.
* To speak, get the attention of the chair by clicking on the ‘raise the hand’ icon in Teams then press again to lower your hand when you have finished speaking.
* No personal issues/names will be discussed at the meeting.
* Respect everyone’s opinion.
* Respect and be polite to all officers and visitors
* PMG Reports are confidential and not to be shared or discussed outside the PMG meetings. KH confirmed these reports are confidential and specific to PMG and **not** to be shared with HLB Members. The HLBs receive the HLB Quarterly reports only.
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| 2.02.1 | **Apologies**Please see above. |  |
| 3.03.1 | **Minutes of the meeting held on the 26th July 2021**Minutes agreed  |  |
| **4.0**4.1**5.0** **6.0****7.0****7.1**7.2**7.3****7.4****7.5****7.6****7.6****7.7****8.0****8.1****9.0** | **Matters Arising** In ref to 5.2 WOM was asked to provide clarification about the high number of careline calls. No response had been received at the time of the meeting.**PMG Report – July 2021** * The number of evictions - 5 in June and 6 in July. ES commented that now evictions have restarted this number will unfortunately go up dramatically
* The amount of money collected from ex tenants in June £86,168 this rose to £93,167 in July.
* The number of people waiting for a one bed property was 4,237 for June and 4,318 for July. ES exclaimed the figures are going up never going down.
* The number of transfer applicants on the waiting list due to overcrowding was 2,275 for June and down slightly to 2,175 for July. ES commented the figures have gone down slightly but this is never enough.
* Careline calls – went down from 19,132 in June to 16,092 in July. ES mentioned that the number of calls is averaging out, but we will keep an eye on this.
* Grass cutting - all Green. No PINS served in July. YTD 4. ES mentioned that the GCS has been asked to come to CHLB as they are not complying with terms of contract.
* Lifts – Green
* Average Days Turnaround – all Voids (exc void sheltered) – 40.1 days in June down to 37.9 days in July. ES mentioned that the figure had come down slightly, but it would be a lot better if it was nearer the target as these are the properties we are desperate to get back into use. KH commented that Natalie Potter has put a lot of work in to reduce the average days turnaround and month on month the figures are going in the right direction. MOC mentioned the repairs and lettings teams are working together to bring this figure down and we are going in the right direction.
* Average Days Turnaround – (Voids sheltered properties) 64.2 days in June down slightly to 58.1 days in July. PM mentioned that many tenants who live in sheltered accommodation are concerned and anxious about the current allocation policy.PM stated tenants understand that younger people/families need properties, but we have all sorts of different people moving into the sheltered blocks many with different and complex needs. We understand they need a home, but it would be good to have clarification from WOM about the current policy and ongoing review as there hasn’t been an update for a while. PM continued, we must help these people and we want to help these people, but we really need something from SH to let us know what’s happening, it’s causing a lot of anxiety. ES agreed and asked for WOM to be invited to CHLB to update members. JS stated they have 3 empty voids and at one time they had about 8. These voids were filled very quickly.
* HLB Estate Walkabout – 4 walkabouts took place across the city in July. It has been confirmed by LF that walkabouts can now re-start so figures should rise.
* Summary of ASB cases. ES commented that looking at the figures is frightening. ES mentioned that ASB is due for a review as changes are coming through in legislation from government in how we deal/measure ASB so in future it may be recorded slightly differently.

**A and M Report- July 2021*** **% of Right to Repair Jobs: YTD –** AllAmber/Green for June apart from Wates Central in Red on 87.4%. In line with corporate reporting this measure is reported one month in arrears. Data for July will be in August’s report.

* **% of gas servicing completed against period profile:**– All Green for July apart from Fortem which is in Red (94.8%) Fortem is in Red for the 3rd month running. MOC mentioned that this relates to the issues Fortem were having in the summer with getting access into customers properties due to people being ‘pinged’ and being told to self-isolate. They have also had issues with staff being ‘pinged’ and having to self-isolate. MOC mentioned the Local Teams are working with Fortem to improve access. ES commented that this data is very troubling, if Fortem are still in red my worry is if they are in red now, what are they going to be like in the winter when the weather turns. MOC stated that 3 SINS have been issued against Fortem. They have had issues with the pinging of staff and staff isolation however they are behind profile and we have asked them to catch up and we have asked them to produce an improvement plan. The situation is being monitored. ES queried if they sub-contract do the sub-contractors have to meet BCC standards? MOC stated that all sub-contractors must follow BCC policy and standards.

* **We will respond to emergency repairs in 2 hours** **– YTD**– All Amber/Green for June. In line with corporate reporting this measure is reported one month in arrears. Data for July will be in August’s report.
* **We will resolve routine repairs within 30 days – March** – May - All Green.In line with corporate reporting this measure is reported one month in arrears. Data for July will be in August’s report.
* **Customer Satisfaction –** July **-** All Green. ES asked what the difference is between this measure and the reason for initial dissatisfaction. MOC explained that customer satisfaction is recorded on the day using the PDA following completion of the job. The reason for initial dissatisfaction is what comes in after if they are dissatisfied and register a complaint. They are a separate measure. The customer satisfaction data is purely taken on the day. MOC confirmed that if the customer does not want to use the PDA, they can receive a paper copy
* **Work Orders Completed within Timescale –**All Amber/ Green for July.
* **SIN –** 3 SINS served against Fortem. MOC clarified 1 SIN was served for gas serving; 1 served for non-compliance with no access on the gas servicing and 1 served for an issue with disrepair and litigation.
* **Safety Sin -** All Green.
* **Appointments Made –** All Green for July

* **Appointments Kept** All Amber/Green for July.
* **Emergency Repairs 2 hours (gas**) July– All Amber/Green.
* **Emergency Repairs 2 hours (repairs**) July - All Green apart from Wates East on Amber.
* **Works in Progress (over 30 days) –** For July there were 1,574 jobs city-wide, which has increased from 1,139 in June. Wates East and Wates Central have the highest number of jobs outstanding. ES commented that these are quite high considering we have had the good weather these figures should be lower. MOC clarified that the figures for April/May went down and they had a big surge in June and the figures went way down however the contractors have started to let them rise again for July. MOC stated BCC have taken this up with the contractors and let it be known they need to get back on track in clearing these jobs. PM mentioned that Wates are doing a lot of work on the Bromford estate and they are doing a marvellous job, but they are perhaps spreading themselves too thin and juggling too many balls. ES thanked PM for her comment.
* **Reasons for Initial Customer Dissatisfaction:** 4 complaints in June and July.
* **Contractor by Area.** Engie – all Amber/Green. Must keep an eye on Fortem who are showing red for gas servicing.

**ASB Focus Group Performance – July 2021**Citywide there are 743 cases of ASB for July. For the new members ES asked for clarification on the colours for each quadrant to make it easier to understand. Of these it showed the South Quadrant has the highest number of cases with 261, closely followed by Central North on 248 and the East on 230.**Triage Risk Outcome** – what does this mean? SM clarified there are many channels through which people can report ASB i.e. by phone, email, in writing, etc each case is then triaged and given a score depending on the circumstances of the case and the impact on the individual. There are 2 teams who are responsible for ASB. We have a visiting officer team who look at medium/low risk cases. These officers go out and listen to the complainant and then together come up with solutions. We then have a more experienced/ specialist team who deal with the higher level more complex cases which require working with the police or other partner agencies. These officers are more knowledgeable and have a higher degree of understanding so they can deal with these complex cases more efficiently. Although as ES has correctly pointed out there is a root and branch review which starts today in ASB where we will look at how we operate and how we can make efficiencies and improve the customer focus. To summarise, in terms of the triaging as cases come through there is a scoring which determines if it is a G3 or G4 case. The number of active ASB cases for July is 1,108. In terms of the top 3 ASB cases – domestic abuse, domestic noise, and intimidating and threatening behaviour remain the highest concerns. The figures for Domestic Violence have come down since April which is very pleasing.ES asked how do people monitor noise? JS commented that tenants keep a log book. ES asked if the log books were looked at by officers? as there were complaints in the past that they were a waste of time. It’s only in the last 18 months that it’s been proven through these reports and through HLBS that these log books are looked at and things happen as a result.JS commented she had a very positive experience and once the log book was completed the problem was dealt with very well and the problem was sorted within 2 months. ES was very pleased by how much the process of using a log book has improved. Intimidating and threatening behaviour and harassment /hate crime are still high. ES mentioned that there is a new scheme the police are using to combat aggressive begging. ES – asked if BCC is still working with the police on aggressive behaviour as locks were being broken on tower blocks. He commented BCC need patrols going around these estates to keep a check on behaviour. SM commented that these are city-wide figures, but intimidating and aggressive behaviour is on the rise, certainly in July compared to other months but to explain the figures what tends to happen is the ones in blue are cases closed and the ones in red are still in progress. Intimidating and threatening behaviour tends to be a criminal offence, we need to let the police and prosecution service investigate. So, from what happens from a housing point of view is that we must let the investigation run its course before we can act against the individual for a tenancy breach. If that person is not found guilty that does not mean we can’t take action as our work involves the civil standard so what happens is we have to wait until the criminal investigation/prosecution ends before we can take the next action so where we have ‘in progress’ it can take more time as we are still awaiting for the criminal investigation to conclude. In some instances, we can close cases, but we keep some cases open so we can still take action.**Other** - DHG would like clarification of what is meant by ‘other’ SM stated that not all types of ASB fit into the pre-classified categories so if the officer is unsure and there is not a natural fit and it does not fall into a pre-defined category then the triage team will allocate it into the ‘other category but it is dealt with in exactly the same way and has the same pre-investigation tests. It is not treated any differently. To summarise, the key highlights from the July Report:* 365 – pre-investigation checks
* 93- action plans
* 509 – supervisor case reviews
* 56 – warnings
* 38 – meetings with partners
* 214 - referrals
* 50 - Interventions
* 13 – cases sent to legal
* 14 – legal orders issued. Does this include evictions for rent? These are legal orders based on ASB not for non-payment of rent
* 31 – online instant diary
* 8 – exit surveys completed

ES clarified that we don’t look at the TEM Report. KH clarified that we don’t look at the TEM and this should not have been attached and the 3 reports that we have gone through should be the standard 3 that we discuss at the PMG meeting. **AOB**ES asked for the new members to stay on and thanked the officers for attending and brought the meeting to a close. ES wished KH good luck for the future. KH mentioned that she will attend the last meeting in September and will introduce Sonia. After that meeting, she will be wholly working for Operations Directorate. ES asked how the new members felt about the meeting today? Did you feel you understood the reports better from the training you had last week with Karen? JS – it was my first meeting and I enjoyed it very much. I paid attention and I will understand much more next time. PM – I thought the meeting was very good. I really enjoyed it and I liked how you could share your screen so I could see the reports. I thought I would struggle but I could see them so clearly it really helped. Thank you so much. DHG – I enjoyed the meeting. I had no problem with the meeting at all. It was very clear over TEAMS and nothing was misunderstood all the figures were very easy to understand and from the training I had previously with Simon Lawrence no more training is needed as that covered everything. ES closed the meeting and thanked everyone for attending. **Date of Next Meeting** Monday 27th September,10.00-11.30, PMG Teams Virtual Meeting | SG/CH |