

**Repairs Improvement Panel Meeting
Friday 18th November, 2pm at Coastal House**

Attendees:

Irene Bishop (IB)
Elaine Christian (EC)
Maurice Christian (MC)
Keith Edwards (KE)
Mary Everett (ME)
James Jason (JJ)
Jean Mills (JM)
Keith Myers (KM)
Colin Porter (CP)
John Raine (JR)
Peter Rowbotham (PR)
John Scholey (JS)
Liz Welsh (LW)
Ron Whittaker (RW)
Ian Fairclough (IF) – Technical Services Manager
Ian Butterworth (IB) – Operations Manager
Sharon Pickford (SP) – Customer Support Manager
Jen Taylor (JT) – Customer Involvement and Projects Officer

Apologies:

Carol Thornber
Mark Tugwood

1. Terms of Reference

All attendees were provided with a copy of the Terms of Reference for this Panel illustrating the purpose of the group which is to monitor and scrutinise the performance of the Repairs service. It was stated that all Improvement Panels have now adopted a Terms of Reference and Code of Conduct for each meeting. It is anticipated that after the next meeting a customer Chair and Vice-Chair will be appointed by a ballot process conducted by the Customer Involvement and Projects Officer.

2. Minutes of the Last Meeting/Matters Arising

The minutes of the last meeting were read through and agreed as a true record. The following points were updated:

- Property MOT's are commencing this month and will follow the cyclical repairs programme.
- Paths – Stock investment are currently pricing up for tarmac/relaying most/all of the paths at Newby and Aysgarth. A discussion took place into all pathways on BCH managed land and it was agreed that a structured approach should be used in adopting an inspection regime and identifying key areas. KE stated that the paths at Spencer Court had been completed but parts of the tarmac have sunk.
- Fencing – approximately £200,000 of stock investment funding has been set aside for completion of fences; the plan is to be brought to the next meeting.

3. Overview of the Service

An overview was provided on the Repairs and Maintenance Service which includes:

- Ian Fairclough – Technical Services Manager with overall responsibility for the service.
- Ian Butterworth – Operations Manager with responsibility for 5 teams who complete repairs, adaptations, batched and planned maintenance and property MOT's.
- Sharon Pickford – Customer Services Manager with responsibility for the Hotline which takes calls directly from customers and schedules operatives' workloads.

4. Quarterly Report/Panel Report

The quarterly report was handed out to attendees and it was advised that this would be sent to members approximately two weeks before future meetings. Performance information relating to the local offers and key performance indicators was discussed for quarter 1 and 2 (April to September) and the following was raised:

- **Local Offer; Customers are provided with services in the way they want them provided** – in response to a query SP explained that satisfaction surveys are sent through the post, completed on the telephone and by text message. The results are discussed at Contractor meetings and individual issues/concerns are picked up by the Technical Officer or the Contractor.
- **Key Performance Indicators** – IF advised that performance which is under target will be looked at under the Business Process Review. Relevant areas identified in the Action Plan will be discussed at the next meeting.

At the next meeting the local offers and performance targets will be reviewed and agreed with members.

5. Service Development and Benchmarking

IF attends a quarterly benchmarking meeting which provides the opportunity to meet with similar organisations to compare services and performance. A visit to Kettering Borough Council has also taken place to look at how their adaptations team works; as a result of this, training has been implemented for the operatives which has decreased the need for sub-contractors and retained income within BCH.

A query was raised into whether benchmarking was completed nationally and it was stated that a variety of different organisations are looked at to gauge what works and how other organisations are performing. BCH have received a national award for the best Direct Labour Organisation in the country.

6. Complaints, Compliments and Comments

IF explained the different stages of the complaints procedure and ran through the complaints received for quarter 1 and 2. Training has been completed as a result of complaints received and it was stated that complaints assist in developing the service.

7. Satisfaction Results

The satisfaction results from the Repairs surveys were discussed (quarter 1 and 2). A query was raised into why the answer 'neither satisfied nor dissatisfied' has to be included; it was stated that this is a standard way of reporting and ensures benchmarking with other organisations can take place.

Actions completed as a result of the satisfaction returns will be discussed at future meetings.

8. Customer Involvement Activities

Repairs Clinics – SP explained that the Repairs Clinics are held on a recurring basis and follow the batched/planned programme. Clinics have already taken place at Mereside and Queens Park where a variety of repairs were reported and comments provided on the service/performance. It is expected that as the cyclical programme continues, surveys on the works will also be completed with customers at the clinics. The clinics have been advertised in Viewpoint and a flyer is sent along with repair acknowledgement letters approximately 3 weeks before the clinics to further promote these.

Results from pilot property MOT's – JT explained that a pilot scheme had taken place in the Queens Park area where approximately 180 customers had an MOT completed on their property. A survey was sent to these customers in August to gauge satisfaction and identify any areas for improvement/development. A report was provided which detailed the findings from the 52 surveys completed and returned. The majority of customers (61.5%) were satisfied with the scheme and the main recommendations identified were:

- Feedback should be provided on repairs jobs and issues raised as a result of the MOT inspection.
- To continue to gauge satisfaction and check issues have been resolved, a standard satisfaction survey could be sent to customers approximately one month after the MOT has been completed.

9. Value for Money

- The Personal Digital Assistants have been updated to effectively perform cost tracking and task valuing.
- The out of hours emergency repairs service has been tendered and Read and Errington now provide this service.
- MOT's and batched/planned repairs will help to ensure reactive maintenance is kept to a minimum.
- BCH have been successful in securing some of the adaptations works organised by Blackpool Council's Care and Repair Team.
- Operatives are completing training to become multi-skilled which will help to deliver the right first time policy.
- The damages/recharge policy is currently being reviewed.

10. Customer Issues

JR stated that issues had been raised at a recent Residents Association meeting – IF advised JR to pass on details for investigation upon the close of the meeting.

A query was raised regarding the handyperson scheme; it was stated that this service was still available and jobs are raised on a 28 day priority.

A compliment was received regarding one of the trades' operatives (Aimee Bond) the standard of work and the professional manner in which a repair was completed.

11. Any Other Business

None

12. Date and Time of Next Meeting

Friday 17th February, 2pm at Coastal House