

**MINUTES OF THE  
INNER WEST AREA PANEL MEETING  
held on  
Monday 13<sup>th</sup> February 2012  
5.30 pm, at Westfield Chambers**

**Attendees:**

**Area Panel Members:**

John Willshaw	JW
Andy Liptrot	AL
Hugh Morgan Pugh	HMP
David Higgott	DH
Jean Paxton	JP
Jenny (Zeniada) Holt	JH
Cllr Neil Taggart	CllrNT
Cllr J McKenna	CllrJMC
Tracey Seddon (Observer)	
Carol Taylor (Morrison FS)	CT
Julie Haile (Morrison FS)	JH

**Officers:**

Akbar Khan – Area Performance Manager Bramley/Armley	AK
Kevin Bradbury – Project Officer	KB
Margaret Houchen – Minutes	MH

**1.0 Apologies for Absence**

1.1 Apologies for absence were received from, Harry Shields, , Francesca Harris, Deanne Hodgson, Stephen Towler, Rebecca Mell, Lee Wright and Marie- Pierre Dupont.

1.1.1 The panel members and guest speakers, Carole Taylor, Customer Service Manager, and Julie Haile, Resident Liaison Officer, for Morrison FS, and Kevin Bradbury, were warmly welcomed to the meeting, by John Willshaw, Chair.

1.1.2 Tracey Seddon, was welcomed to the meeting, in the capacity of observer.

For the benefit of all present, introductions were given.

1.1.3 The panel requested that a representative be invited to the next meeting, from Continental Landscapes Ltd.

**2.0 Minutes of the Meeting Held on 12<sup>th</sup> December 2011**

2.1 The minutes were accepted as a true record of the meeting.

**3.0 Matters Arising**

3.1 There were no matters arising from the minutes.

**Action**

**MH**

#### **4.0 Morrison FS**

4.1 CT and JH provided the area panel with an update on progress of the service provided by Morrison FS.

4.1.1 Since the restructure in November 2011, of Morrison FS, CT advised that the chase-up calls that used to be dealt with by Leeds Contact Centre, are now being dealt with by Morrison. These calls are taken at the Centre of Excellence, at Great Eastern House, Stourton, and the Planners are also based there. A manager has also been appointed to oversee the Centre of Excellence.

There are now two Planners dedicated to the sub-contractors, and a Planner has been allocated to customer services, regarding completion of work.

There have been issues with the roofing contractors; therefore Planners are now available to provide assistance.

4.1.2 CT informed the panel that customers are now being invited to visit their Centre of Excellence, if they so wish.

4.1.3 JW enquired of the progress with Morrison's IT problems, and was informed that matters have improved.

The panel were asked if they had any questions.

4.1.4 CllrJMC stressed that the organisation now needs to see some positive results, and questioned why the Centre of Excellence had been named as such. CT replied that she was not sure who decided on the name.

4.1.5 AL asked of the percentage for repeat calls.

CT agreed to provide figures for the next meeting. She added that the figures that had been provided to her had been too complicated, so has asked, therefore, if Karina can provide more accurate figures.

JH advised that the monitoring of calls at the centre, will be the same as that of the Contact Centre, ie, volume, call waiting time, etc.

4.1.6 AL questioned why the call chase-up number for Morrison FS, is not a freephone number, and he queried if the number is cheaper for mobile phone users.

4.1.7 The percentage of voids returned on time, was enquired of by AL, and he was informed by CT that Graham Hepworth is leading on this. She agreed to provide this information by the next meeting, but also suggested that perhaps Graham Hepworth and Karina should be invited to a future meeting.

4.1.8 With the problems that have arisen with the reporting of communal repairs, AL asked if it possible to have a system for reporting, without the risk of duplication.

4.1.9 AK spoke of the level of dissatisfied customers, and he asked what actions are currently taken with the repeat calls, and if there is there an escalation process. CT informed the panel that the escalated calls are going to higher management. She added that the process is that operatives should ring the planner, and then for the

**CT**

planner to agree with the customer, the next available appointment. She advised that Graham Ollerenshaw should be the person to deal with any problems with the process.

- 4.1.10 As part of the escalation process, AK requested for CT to take back to Morrison FS that he never receives any feedback to any of his enquiries. He added that he requires a named contact and he requested that this request be dealt with, sooner as opposed to later.
- 4.1.11 AL asked how customer satisfaction levels are measured by Morrison, and was informed by CT that it is measured via the operatives PDAs. AL replied that it is generally known that the figures are not accurate and asked if it would be possible to measure using a different system. Morrison is reviewing the current system, and looking at perhaps using a paper system of some form, CT advised.
- 4.1.12 JW mentioned the old system of ring ahead and ring after (RARA) being successful and asked if this could be reinstated. CT informed him that Morrison is looking to implement this.

AK said that on a positive note, he was happy that Morrison's surgeries have been reinstated.

- 4.1.13 CllrNT enquired if anything is being done with regards to the call handling time, which he believes to have increased to a call waiting time of 12 minutes. JT informed him that they now have dedicated call handlers, and that the average time is now down to 1 minute and 49 seconds. CllrNT, however, felt this still to be too long a wait. He asked if there is a target, and was told that they try to answer calls by the third ring. JH added that it comes down to the resources available.
- 4.1.14 CllrNT requested representatives from Morrison be invited to the next meeting, and for them to provide some hard statistics, along with a progress report of the current situation, along with the proposed changes for future improvements to service.
- 4.1.15 When customers ring Leeds Contact Centre, DH asked if they are then given the number to ring Morrison. CT said that she is not sure of the situation.
- 4.1.16 JP asked if a call handling time of 65 seconds would be sufficient. CT replied that it would depend on the situation of staffing resources at that time, and in answer to JP's further question, CT replied that there is currently a high turnover of call handling staff at Morrison FS.
- 4.1.17 In answer to CllrNT's question, CT replied that when the customer rings in, operatives call up that customer's details on screen.
- 4.1.18 HMP asked the question of why phone calls for repairs are dealt with by the Contact Centre, and why not directly to Morrison FS. CT said that this is one question she is often asked, but cannot answer.

## **5.0 Who is My NMO?**

- 5.1 An online presentation, regarding a new service incentive, was provided to the panel, by KB. Hard copies of the presentation were also circulated to the panel. He informed the panel that the new incentive came about through a reduction in the

CT/JH

levels of customer satisfaction.

- 5.1.1 The online system and functions were demonstrated by KB. He added that it is a very simple procedure, which involves keying in the postcode of the resident's property.

All details, which are held on a database, can be changed or updated at any time, thereby keeping the system up to date. Smartphone details are also on the system.

- 5.1.2 He also advised that details of the walkabouts can also be accessed online, via WNWhL's intranet.
- 5.1.3 Details of the mapping system are to be added in due course.
- 5.1.4 AL requested for details of Who is My NMO to be displayed in the multi-storey notice boards. **KB**

This was agreed to.

The panel were requested to complete the feedback questionnaire and to forward them on to him.

## **6.0 Customer Engagement and Inclusion**

### **6.1 Update**

The panel noted the contents of the report, circulated prior to the meeting.

### **6.2 Local Performance Framework**

- 6.2.1 AK provided a summary of the performance for both Armley and Bramley.
- 6.2.2 There have been improvements with Armley's performance. However, staffing issues remain a problem.
- 6.2.3 AK informed the panel that there is now a new Customer Services Support Team, based at Bramley, and part of their function will be in assisting NMOs to undertake more visits on the estates.
- 6.2.4 As part of the service improvements, AK reported that Cllrs are to be invited to briefings at the housing offices, on a monthly to six weekly basis.
- 6.2.5 CllrJMC noted that the same performance figures were provided for both offices. AK advised that the figures, in some areas, are combined.

CllrNT stressed that it is important that figures, as well as percentages be provided, and that these must be broken down separately.

It was agreed that in these instances, separate and not combined figures be provided. **AK**

### **6.3 Benchmarking Report**

The panel noted the contents of the report, circulated prior to the meeting.

## **7.0 Revenue and Capital Expenditure**

### **7.1 Decency Update and Capital Investment 2010/11**

The panel noted the contents of the report, circulated prior to the meeting.

### **7.2 Area Panel Bids**

7.1 It was noted by the panel that no bids had been put forward for February 2012.

7.1.1 JW circulated information to all the panel members, on the current financial position of the Capital and Revenue budgets for all the area panels.

7.1.2 AK stated that it is a shame that the Inner West Area Panel, has now lost the remainder of its funding for the current financial year. He added that next year there must be more of an effort to get the bids in early.

7.1.3 The panel were informed that Marie-Pierre Dupont, now has a new post in another team, so will no longer be attending the panel meetings. She will, however, continue to assist the NMOs with the bids, when required.

## **8.0 Any Other Business**

### **8.1 Area Panels Audit**

The panel were informed of an area panel audit carried out some time ago, by the Strategic Landlord, by AK. He said that he had received an email from Beth Hargreaves, Governance Manager, requesting the panel's opinions on the presentation and readability of the panel papers they receive.

The panel agreed that the format of the papers is satisfactory.

### **8.2 Councillor Attendance at Area Panel Meetings**

CllrNT advised that both he and CllrJMC may be available for the meetings in April and June 2012. However, there may be changes made with future councillor representation.

### **8.3 New Panel Member**

Tracey Seddon, was voted on as a new member of the Inner West Area Panel.

*Addendum to the minutes: MH has been informed by the Governance Team, that the correct procedure is for new panel members to be interviewed, and that Tracey Seddon will be invited for interview.*

## **9.0 Date Time and Location of Next Meeting**

9.1 Monday, 16<sup>th</sup> April 2012, at 5.30 pm, in The Board Room, Westfield Chambers.