

Project Title:	Repairs Service Review Group
Topic:	Setting the priorities for the Repairs SRG for the next year
Date Consultation took place:	27 th March 2009
Department:	Property Services Customer Involvement & Communications
Who was involved?:	Stephen Sheehan – Property Services Manager Matt Edwards – Contracts Manager Helen Greenway – Customer Involvement Officer Dick James, Greta Ashford, Gloria Godwin, Helen Harris, Stacey Ashfield, June Phillips, Angie Vincent, Betty Barnfield, Terry Gurney, Esther Gurney, John Knill and Doug Green
Types of Involvement:	Meeting and workshops
Feedback:	<p>Voids Challenge Days Helen asked for the next set of volunteers for the Voids Challenge Day on 29th April 2009. These are:</p> <ul style="list-style-type: none"> • Angie Vincent • Helen Harris • June Phillips • Betty Barnfield <p>Esther and Stacey also volunteered, so they will be given first choice for the next scheduled Voids Challenge on 29th July 2009.</p> <p>Grounds Maintenance Challenge Day Helen reminded everyone about the planning of Grounds Maintenance Challenge Days and that people had already volunteered for this at a previous meeting. The volunteers are:</p> <p>Stacey, Lorna, Doug, June and Terry.</p> <p>The purpose of these Challenge Days would be to go out and carry out reality checks on the services the Grounds Maintenance Team provide, comparing this against the Service Standards that the SRG helped to set.</p> <p>Helen will contact these people to arrange the first Grounds Maintenance Challenge Day. Action HG</p>

Energiser

Stephen had a mini football, with questions and actions written on it. The ball was thrown around the room and whoever caught it had to answer the question or do the action that was face up to them. These were things like what was your best night out, your favourite holiday, your worst nightmare, your pet hate or tell a joke. This proved to be a great game to bring people together and caused much hilarity.

Property Services Improvement Plan – setting the priorities for the Service Review Group

The group divided into two teams and each person was given a copy of the Property Services Improvement Plan (**Appendix 1**). Each team then went through the plan bit by bit, concentrating on the key headlines and milestones.

Each team had to look and decide on which top ten items they would most like to be involved in through the SRGs. As this is the Service Plan that is used within the Property Services Team, it was not worded to customers as the audience. Therefore, Stephen and Matt were very careful to ensure that each item was explained to the members of the group, so that they had a much better understanding of what each element meant.

The two teams then fed back to the whole group on which were their preferred choices. These were written on a flip chart and then discussions took place about reducing these to the top five most important things for the group to look at.

The group agreed on the following:

1. Grounds Maintenance Comprehensive Service Review
2. All items relating to Value for Money
3. Voids – Pre-inspection visits and appraising existing standards
4. Property Services 5 Year Business Plan

Discussion took place about the **5th** priority. The groups had a choice of the following points, which they all gave a high priority rating on:

- Revising the Responsive Repairs classification policy
- Explore the benefits of introducing property MOT's, five year cyclical programme
- Develop a customer information training course and advertise workshops/events/activities

An extra was about investigating the development or sale of Herefordshire Housing owned land. This is lead by the Development Manager – Graham Parfitt. Stephen will talk to Graham about having

	<p>the group's input on this.</p> <p>Quality Assessments / Evaluation of contractors Stephen explained to the group that Property Services uses external contractors to help his team carry out the work.</p> <p>They will shortly be carrying out quality assessments on contractors for Gas Services and Stephen asked the group for volunteers to sit on a panel made up of HHL colleagues and residents.</p> <p>He explained about what the process would entail and about comparing the contractors against cost and against quality. This price / quality split is 60% cost and 40% quality.</p> <p>The following people volunteered for this:</p> <ul style="list-style-type: none"> • Helen Harris • Doug Green • Gloria Godwin • Angie Vincent
<p>Action Plan:</p>	<ul style="list-style-type: none"> • To contact volunteers for Grounds Maintenance and arrange first Challenge Day HG • To set out the schedule for the Repairs SRG for the coming year, looking at the five priorities that the resident identified during the Service Improvement Plan workshop activity SS • To finalise the 5th choice for the above SS • To liaise with Graham Parfitt about the possibility of some of the Repairs SRG members to be involved in the investigation of developing / selling HHL (HHL's land register) SS • To contact the Quality Assessment volunteers to confirm arrangements for starting this process SS/HG • To send the notes of the meeting out to all members of the Repairs SRG HG • Date of next Repairs Service Review Group: Friday 12th June 2009
<p>Signed:</p>	<p>Print name: Helen Greenway</p>
<p>Date:</p>	<p>30th March 2009</p>