

## Minutes CIG 22/05/08

### 1. Introductions

- Gail Pilides – Service Development Team Leader (Chair). Explains that this is the first meeting in a while due to problems with attendance.
  - Angela St Clair – Ealing Resident
  - Shahid Mall – Western Area Office Rents Team Leader
  - Eve Smith – Greenford Resident
  - Stephen Lindsey – Hanwell Resident
  - Jim Whoriskey – Eastern Area Responsive Repairs Manager
  - Belinda Stewart – Eastern Area Office ASB Officer
  - Jo Harrison – Service Development Officer
  - Michael Wheatley – Strategic Involvement Officer
  - Caroline Jenkinson – Service Improvement Officer (Minutes)
  - Helen Totesaut – South Acton Resident
  - Richard Clarke – South Acton Resident
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### 2. Welcome to new Resident Inspectors and a brief outline of purpose of CIG

- How was RI Training?
  - Angela – Very professionally produced day. Eve – Fine. MW – Programme to be set up for R.I's e.g. voids.
  - In the past, CIG would look at complaints and surveys carried out by residents to take to the executive management team and to be added in improvement plan or day-to-day work.
  - In the past on the South Acton Estate – CPZ's were set up following feedback from CIG meetings.
  - Is there anything that needs to be added to CIG meetings?
  - Angela – thinks it's a very good remit at present.
  - JW – as it's a new group, they will develop and more can be incorporated following the meetings.
  - GP – We can review it as we go along – e.g. we used to have it per quarter, now considering monthly looking at one service area for each meeting. Will stick with this remit of CIG for now.
  - Angela – What is MOT & EMT? GP explains – MOT is Management Operations Team and EMT is Executive Management Team.
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### 3. Complaints Performance Reports

- Complaints CIG report – may be more interesting if complaints report shows upheld/not upheld, e.g. lessons learnt – add this to report.
- Steve – would be useful to have an extra section.
- Steve – concerned stage 3 must be serious complaints e.g. suing us etc.
- JW – not necessarily – stage 3 can be serial complainers etc.
- GP – shows report. Only 6 complaints last year were escalated to stage 3 – only 1 was partially upheld.

- Recommendation: Add complaints not upheld/upheld to report for next meeting.
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#### **4. Review of Service Standards**

- JH – currently reviewing the service standards.
- Leaflet – colours are bad. Hard to see if you have bad eyes.
- JH – asks if other residents know about these Service Standards?
- Helen – no, didn't receive this in copy of Key Issues – hasn't received it separately. Eve and Angela say they didn't get it in Key Issues either.
- Perhaps it could be put in with something important i.e. rent statement.
- JW – some of the stuff is really badly produced. Print is rather small for people who can't see very well.
- BS – could do it on A4 booklet.
- GP – in agreement that colour and text needs to be changed.
- JH – What about headings? Headings can be in same house colours. E.g. could say for further information please contact...
- Could we get a list of what goes out to residents? E.g. Key Issues, repairs handbook, Decent Homes magazine etc. How many people actually read this? How much of this is duplicated? Around Ealing is produced by LBE.
- GP – when residents arrive – receive a sign up pack with lots of info.
- Richard – whenever he gets documents he puts them in a file – Why don't they produce things with holes already in them so that they can be added to the file? E.g. colour code for different departments – red for rents etc.
- Helen – but how can you discipline elderly people to do this?
- Steve – repairs handbook is very good as people do actually refer to it.
- MW – the Service Standards could be something that Resident Inspectors investigate e.g. customer care.
- BS – LBE noise nuisance patrol needs to be on leaflet.
- Are residents involved with ASB? Yes – BS. GP – for next meeting, perhaps we can talk about ASB.
- JW – Covert cameras and digital videos means that police are more able to prosecute ASB cases. There is a lot going on. Steve – there is a better way of patrolling and getting the team involved.
- Richard – could we not liaise with police commander? GP – we already do. We pay for 2 community support officers.
- JH – asks about opening hours for offices and telephone numbers.
- Helen – would like to know what time Leigh's office opens so they can go and see him. JW – Can't advertise that, as it's not a specific office.
- Eve – when going to the west area office, there's always a queue to get in.
- SM – reception space is still ok – at 9am doors open and everyone is let in.
- West office will be back up and running next Friday.
- Telephones – voicemail is in an American accent – awful. There shouldn't be a voicemail on any phones. We need to know whose phones are on voicemail.
- Steve – feels there is a duplication of services e.g. litter picking. Richard – couldn't the money be better spent elsewhere?
- Opening hours ok? Richard – OOH number is not on lifts so not sure which number to call on the weekend.

- JW – explains system for lifts reporting on computerised system. Had a meeting with the Fire Brigade as people call 999 when stuck in a lift. They are reviewing putting numbers on a metal plaque in lifts. GP – mobile phones don't always work in lifts – need a phone in the lift.
- R.I.'s to be given telephone numbers for surveyors.
- 07946380160 – Jim giving out mobile number for clarity on estate inspections. Quality control officers for contractors are Martin Clifford (Kier) and Andy Wilson (Mears).
- Job well done on Pilgrims Estate to flower beds.
- JW has to leave.

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## 5. Quality Checks

- Will link in with work what R.I.'s have to do. SDT team have a programme to do quarterly report to managers.
  - This may link in with what R.I.'s report back on at CIG
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## 6. Role of Resident Inspectors

- To carry out inspections and feedback into this group.
- Target different service areas
- Focused on ASB today – MW – can be difficult to work out a program to mystery shop. Can only do general mystery shopping i.e. call up team and they should give certain advice.
- Steve – concerned that ASB team are already limited with staff and do we want to add to their stress and work?
- BS – could check closed cases to see if tenants are satisfied with the way cases were dealt with. Steve – they should cover a range of things rather than focus on one.
- Estate inspections – they have to check what condition of estate is compared to the service standard.
- Review things such as opening hours of offices to see if Value For Money.
- MW to build up a package of things they need to inspect.
- Voids Inspections – there is a standard that we need to work to reach. It is proposed that when the contractor is nearly finished we would like a R.I to visit with a surveyor to carry out checks. R.I should work independently from surveyor filling in form. There is a set target by which we do turnaround times so RI's could be called up at very short notice. R.I's numbers and addresses will be given to surveyors so they can arrange to meet up with the surveyor on the date they've booked the inspection.
- In addition to this, consultation was made by Leon, Service Development Officer regarding the Voids checks:

-Tenants were shown the draft audits inspection document and asked to comment

-It was explained the questions were based on Ealing Homes minimum lettable standards

-Resident inspectors were eager to get involved in the voids inspection process

-Resident Inspectors were informed that an officer was currently out testing out the documents.

- 25 Allingham Close – empty for 8 years – coming up for void inspection soon.
  - Richard – asks about process for re-letting voids and liaison between EH and LBE.
  - MW – will send out form and guidance notes to the R.I's
  - Angela – away from 9<sup>th</sup> June – 9<sup>th</sup> July.
  - Helen – will they be looking at estate/cleaning and repairs, as there is a big issue on South Acton Estate? **Yes**
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#### **7. Time and place for future meetings and topics to be covered**

- Angela – should have monthly meetings
- Steve – every 6 weeks.
- Angela/Richard in agreement – quarterly is too long, monthly is too much.
- Plan next one for 6 weeks time.
- Venue – Oak Tree perhaps? Green man Lane?
- Steve – Very awkward to get to Westgate.
- Bakers House – has a community room.
- Voids for next meeting.
- 10.30am is a good start time.