

RESIDENT SCRUTINY PANEL 22nd NOVEMBER 2012 – 6PM
ISLAND GARDENS OFFICE

Present:

Resident Members

Margaret Hughes
John Courtney
Margaret Donovan
Amina Rashid

EEH Officers and Independent

Debbie Davies
Peter Griffiths

Apologies

Farah Rashid, Genia Leontowitsch, Rubiya Begum

1. Introductions and Welcome

1.1 Debbie welcomed the group.

2. Minutes of the last meeting - accuracy

2.1 Minutes of the last meeting were agreed by John Courtney seconded by Margaret Hughes.

3. Matters Arising

3.1 Draft Value for Money Strategy – (item 4.5 last minutes agreed for a report to be presented to the group at the next meeting. **Action Debbie**) included on agenda.

3.2 Welfare Reform Act Update – (item 5.3 last minutes agreed that the group be given further information on the consultation and measures being taken by EastendHomes (EEH) to prepare residents for the implications of the Act. **Action Debbie**) Included on agenda.

3.3 **Outstanding action point Keiron** to arrange future void properties for the Scrutiny Panel to view. **Action Keiron**

The group agreed to take item 5 next

5. Value For Money (VFM) Presentation

5.1 Debbie gave the group copies of her report and then went through a power point presentation to the group slide by slide which included -

- Getting the cost right

- 3 Es - economy, efficiency, effectiveness. Debbie then gave examples relating to the 3 Es
- 4 Es – Economy, Efficiency, Effectiveness and Equality
- Killer Questions – Four questions that the group should always ask
 1. Will making savings make the service better?
 2. Where do savings go?
 3. Has the service in question improved?
 4. Has customer satisfaction improved?

5.2 Effective Resident Scrutiny -

Debbie explained the cost of Resident Involvement Graph which compared data from a number of Resident Providers in the London Area.

5.3 Debbie explained the New Value for Money (VFM) Standard from the Homes and Community Agency (HCA). Debbie stated that EEH has to produce an annual self assessment of VFM and also be able to prove demonstrate how the calculations were made and outcomes achieved.

5.4 The group were given an explanation of the EEH's Financial Situation Report, and an average weekly rent table showing the comparison to other local Landlords.

5.5 Debbie stated that the question relating to VFM in the 2011 and 2012 EEH Residents Satisfaction Surveys showed resident satisfaction rates of 66.1% and 61.47% respectively.

5.6 The group then undertook two exercises – Exercise A “Why aren't tenants satisfied with the value for money of their rent?”

In this exercise the group were made aware of the changes and impact that the new Welfare Reform Act will have on benefit entitlement. The group were made aware of an actual case in EastendHomes stock where a single parent with eight children in a six bedroom property would be £350 worse off under the new benefit arrangements. The group was also shown comparable rents within the private sector locally. The group felt that EastendHomes tenants did not appreciate the value for money of their rent because often it was being paid directly by Housing Benefit. They also felt that perception on value for money could be being skewed based on individual transactions with the landlord which did not go well, for example a repair or a regeneration scheme. Members of the Group also related their own experiences with the Major Regeneration Improvement Works and stated that they had experienced poor communication from EEH, although the actual work had been executed well.

Exercise B - “Targeting High Cost and Low Satisfaction” The group were asked to rank the main services provided by EEH on a performance graph in regard to performance and cost.

The group ranked Repairs, Major/Cyclical Works, Resident Involvement as Good Performance High Cost and Voids, Rents, ASB and Lettings as Good Performance Low Cost. The group did not put any entries in the Poor Performance High Cost and Poor Performance Low Cost sections of the graph.

In summary the group stated that their own experiences which had helped form their opinions and perceptions, and could in turn they suggested have formed other residents opinions. **Action Debbie agreed to return to this exercise at the next meeting with more detailed cost and performance information.**

5.7 Debbie then went through how organisations could improve VFM in Practice –

Reduce costs (labour costs, lower tender price).

Reduce inputs (assets, materials, energy, time).

Greater outputs (extra services, better performance, productivity, improved quality).

Proportionally more outputs/outcomes for an increase in resources (investment).

NOT reduction in service, quality or “cuts”

5.8 The group looked at and discussed certain areas of EEH’s performance in regard to VFM and where it stood in comparison nationally, locally and peer groups. The group also looked at examples of VFM savings made by RPs around the country. For EastendHomes, some initiatives noted were using text to pre-advise tenants about repair appointments which has resulted in less appointments being missed, thereby saving money and improving customer satisfaction.

5.9 The group then took part in a small five question quiz which was the finale of the presentation.

4. Top Ten Performance Indicators

The group asked for Long Term Voids to be added into the list. **Action Debbie.**

The group asked for numbers to be used and not percentages in the Top Ten KPI Performance Chart.

Action Debbie

6. Verbal Update on Welfare Reform

6.1 Debbie stated that following on from John Henderson's presentation to the group that all the residents affected by the Act had been contacted.

7. Update on Tower Hamlets Scrutiny Panel

7.1 Debbie state that no information had been received from LBTH.

8. A.O.B / NEXT MEETING DATE, TIME AND VENUE

**Thursday 24th January 2013 at 6pm Island Gardens Neighbourhood
Office, 137 Manchester Road, London E14 3DN**

ACTION - ALL