

## Peer Review of Housing HARP Project

### Action Notes From Initial Round Table Meeting – 22 September 09

#### Present

Andrew Trehern; Gary Martin; Lynne Ahmed; Kathleen McDonald; John Dunbar; Jon Dalton; Timothy Hurley; Lynne Pennington; Louisa Ofori

#### Apologies

Karen Connell; Beverley Bonnefoy

#### Meeting Overview

Introductions

Housing Management – presentation covering purpose of the review, status assessment, issues, learning points, outstanding matters, and proposals for next steps

Discussion on issues relevant to the above

Trade Unions – brief summary of current issues

General Discussion

Action Points

#### Actions Points

| <b>No</b> | <b>Action Required</b>  | <b>Action By</b>  |
|-----------|---|---|
| 1         | Jon Dunbar has requested facility time to enable GMB to deal with the HARP Peer Review and related issues   | Lynne Pennington to consider request and determine response advising Jon Dunbar accordingly.                        |
| 2         | Lynne Pennington and Jon Dunbar to meet to discuss specific personnel related issues  | Lynne Pennington to arrange meeting and report outcome.   |
| 3         | Service Improvement review to be undertaken within housing to produce an improvement plan that will help prepare the department for inspection. Housing Quality Network will be undertaking this work which will involve consultation with relevant stakeholders and will be formally agreed by the end of the calendar year. | Lynne Pennington to lead the development and implementation of the service improvement review and improvement plan. |
| 4         | Protocol to establish standards for management response to staff and trade union enquiries to be compiled and formally agreed   | Lynne Pennington to lead the development and implementation of the protocol.  |

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| 5  | Status note to be compiled in respect of the Housing Caretaker's Service Review.   | Louisa Ofori to compile note based on her comments at the meeting and circulate to all members of the group.  |
| 6  | Briefing note to be compiled to summarise scope and extent of consultation activity undertaken within the Adults and Housing Directorate, leading up to the implementation of the HARP initiatives.                    | Louisa Ofori to compile briefing note in consultation with members of the group and to circulate to the same. |
| 7  | Compile a catalogue of minute and or notes of meetings relevant to the implementation of the HARP project initiatives  | Louisa Ofori to compile catalogue of relevant documents and circulate to the group.                           |
| 8  | Specific member of staff to be proactively supported by the relevant line manager in respect of work related stress concern.   | Timothy Hurley to ensure appropriate and effective support is provided by relevant line manager.              |
| 9  | The management of stress risk assessments and the related action and or development plans is to be reviewed.   | Lynne Pennington to initiate review as required.  |
| 10 | Summary of consultants deployed within the Housing department from the commencement of the HARP project to date is to be compiled. Summary to include value of fees paid and or pending.                               | Jon Dalton to compile summary and circulate to the group.   |
| 11 | Kathleen MacDonald has asked if GMB can attend interviews for the senior management team posts which will be subject to recruitment. Attendance at the interview to be strictly as an observer.                        | Lynne Pennington to consider this request and advise GMB accordingly.   |
| 12 | Meeting with trade unions to agree way forward in respect of the sheltered housing wardens role to be convened in a timely way.  | Timothy Hurley to convene meeting and report back.  |
| 13 | GMB and Unison to be engaged in the development and implementation of the Housing Department Priority Action Plan.<br>The action plan to incorporate all development actions required as part of the HARP Peer Review. | Lynne Pennington to take action as required and report back.  |
| 14 | GMB and Unison to be invited to participate in direct report meetings and the compilation of the forward plan for these meetings.  | Lynne Pennington to engage with GMB and Unison as required and report back.                                   |
| 15 | GMB and Unison to advise Lynne Pennington of any outstanding information requirements  | John Dunbar, Gary Martin to advise Lynne Pennington accordingly and report back to the group.                 |

- 16 GMB and Unison to advise the outcome of the trade union's staff survey. John Dunbar, Gary Martin to report survey results to all members of the group
- 17 Final papers for the ECF meeting on 28 October must be with Andrew Trehern no later than noon on Friday 16 October. Action required by all.

The papers at this stage should have been finalised subsequent to the receipt of comment from all members of the peer review group.

- 18 **Next meeting of the group agreed for Tuesday 13 October at 1000 hours, Middlesex Boardroom.** All to note and action. Well developed draft papers to have been circulated prior to this meeting.

**Andrew Trehern**  
Corporate Director, Place Shaping  
29/September/2009