

PART 1

BOARD MEETING



Minutes of Meeting held at 5:15 pm 15th November 2007 at Little Aynam House, Kendal

Present: John Stanton – Chair
Mary Dowling – Vice Chair
Peter Bland
Joan Chadwick
Christine Chadwick
Graham Donning
Paul Jones
Ron Pritchard
John Short

Officers: David Stubbs
Peter Thomas
Garry Ronson

Apologies: Peter Thompson
Robin Brown
David Vatcher

NO	<u>TITLE OF MINUTE</u>	ACTION
547	MINUTES OF PRE AND POST AGM MEETING HELD 4TH OCTOBER 2007 Minute 13 – Minutes of 4 th October at 6:00 pm: VIC CHAIR should read VICE CHAIR Subject to this amendment the minutes were accepted as a true record of the proceedings.	
548	MINUTES OF LAST MEETING These were accepted as a true record of the proceedings.	
549	MATTERS ARISING Further to the minutes of 18 th October, John Short reported that Gwen Murfin was not eligible to join Tenants' Committee as she was a Councillor.	
549	REPORTS FROM TENANTS' COMMITTEE The Board were pleased to receive the report from Tenants' Committee commenting on a variety of items on the Agenda. The Chairman said that relevant recommendations and comments would be pointed out when that Agenda item came up.	
550	RATIFICATION OF RON PRITCHARD AS BOARD DIRECTOR The Director of Finance asked that the Board approve the ratification of Ron	

Pritchard as Board Director. The motion was proposed by Peter Bland and seconded by the Vice Chair.

ACTION

The Chairman congratulated Ron on his re-instatement.

Resolved:- That Ron Pritchard be ratified as Tenant Board Director.

551 PREPARATIONS FOR INSPECTION – PROGRESS REPORT OCTOBER 2007

The Chief Executive reported that good progress had been achieved in accordance with the agreed priorities and timescales and since 22 October more progress had been made. SLDC had been supportive both practically and financially but were also very challenging and SLH had to tried to satisfy them in terms of progress being achieved.

Graham Donning said that despite the Chief Executive explaining that green referring to 'task completed or to be done before April' in the previous minutes, he did not feel it was clear.

The Vice Chair suggested that the percentage complete should be added on top of the traffic light to make the document clearer.

HL

The Chief Executive said that amber indicated a risk that the task would not be attained and red meant that the task had not been achieved by the task end date. This does not mean necessarily that the task indicated red would not be completed by year end.

Amendment to page 4 of Delivery Plan priority tasks– “Establish stakeholder consultation groups", the task end date should be Jan 08.

CAT

Amendment to 4.4. ABC stands for Acceptable Behaviour Contract

CAT

Christine Chadwick questioned the red traffic light on the delivery plan task and the Chief Executive said that once the red traffic light was shown this would trigger a list of all the relevant milestones being shown so the Board could see the reason for targets not being achieved.

Paul Jones referred to item 3.0 and suggested that the Monday morning meetings be recorded and then it would be clear to the Audit Commission that if any slippages occurred, an explanation would be given.

PT

With regard to item 4.5 a new gas services contractor started on 1 April 2007. Peter Bland reported he served as a tenant representative on the group and that there had been a few delays as Rogersons did not get the figures to H & B as to what had and had not been serviced until recently. There was a password system as from next week and a list of vulnerable tenants had been given to H & B. H & B were now responsible for solid fuel fires as well as having its own chimney sweep.

The Chief Executive said that a lot of time had been spent recently on developing gas services in conjunction with the consultant Mike Schirwing who had identified improvements which have been implemented. An independent gas auditor had also been appointed.

RESOLVED:- That the Board note progress with the Delivery Plan.

552 PERFORMANCE ANALYSIS- FOCUS ON REPAIRS

Ron Pritchard asked why it had taken up to 50 days for some voids?

The Chief Executive replied that there were a variety of reasons including Bramalls using some voids as a base for their operations. The Director of Operations added that decisions had to be made that if a void became available, which had not had any DHP work, was it better to make the tenant wait until the ' mop up' or upgrade the property before the tenant moves in? It had been decided to accept that the benefits to the new tenants outweighed the impact on the KPI performance. Despite these factors SLH overall performance compares favourably to other similar organisations. The Chief Executive added that now we were moving to a new voids team, and the re-focusing of service would help to deliver improved results.

ACTION

The Chairman suggested that any major repairs work carried out to voids should result in these properties being omitted from the performance report on routine voids turn over.

DS

Graham Donning asked about the satisfaction level of the state of cleanliness and decoration. Perhaps the question ought to be split up to say 'satisfied with state of cleanliness' and another question 'satisfied with state of decoration' - as actually the decoration could be okay but was not to that persons taste.

The Director of Operations said that if SLH were to decorate each property this would increase costs dramatically, although if a person was frail or had no family support, decoration would be carried out. Once the dedicated voids team was established, small improvements like toilet seat covers, blue loos and air fresheners would hopefully impact on the level of satisfaction without the major expenditure of redecoration.

Paul Jones questioned the increase in rent loss through empty properties and the Director of Operations replied that this figure was due to the number of properties in Gowan Lea not being relet due to the imminent modernisation and takeover by Impact Housing.

RESOLVED:- That Directors note performance comparisons and trends in relation to the SLH responsive repairs service

553 DELIVERY PLAN, PERFORMANCE REPORTS AND DHP PROGRESS REPORT

Ron Pritchard queried why the responsive repairs spend per property had increased. The Director of Finance replied that the increased work was as a result of supporting the Decent Homes programme as SLH maintenance provided the out of hours repairs service. These costs are charged to the Decent Homes programme rather than the responsive repairs budget.

It was discussed that work in support of the DHP and Bramalls should not be shown as an increased cost in the responsive repairs budget. It was anticipated that there would be an increasing proportion of planned rather than responsive repairs through the impact of the DHP.

GR

The Vice Chair suggested that a KPI should be added to the Performance report under *Good governance risk and performance management* that 'The Board should carry out an annual self assessment'.

**LM
SAB**

RESOLVED:- That Directors note the performance monitoring reports and a new indicator of annual Board self assessment be added.

554 CONTRACT MONITORING REPORT

RESOLVED:- That the Board note progress to date.

555 SERVICE STANDARDS

The Chairman said that Tenants' Committee had reported that 'the revised standards incorporate their comments and are to their satisfaction'.

The Vice Chair asked if staff would receive training on service standards and the Chief Executive replied following approval of the standards there would be a programme of training and reinforcement and also publication of the standards. Christine Chadwick asked how the standards would be monitored and the response was via tenant auditing, KPI's, mystery shopping and process checking. The company operates a quality assurance system which is subject to internal and external audits.

RESOLVED:- That the revised draft set of Service Standards produced at the annual Tenants, Leaseholders and Stakeholder conference and recommended by Tenants' Committee, be adopted

556 MANAGEMENT ACCOUNTS PERIOD 6

John Short requested that the surplus (+) and deficit (-) be marked as such as he found the financial summary was confusing.

GR

RESOLVED:- That the Board note the report.

557 REVIEW OF SLA'S

The Director of Finance said that all the SLA's had now been reviewed and was pleased with improvements so far. Profit Focus Group (PFG) were still working for SLH for another couple of months and the insurance was being tendered next week.

RESOLVED:- That the Board note the outcomes of the independent review of SLA's and the positive measures taken by the management team to secure improved efficiency on value for money

558 VALUE FOR MONEY PLAN AND EFFICIENCY LOG

The Director of Finance reported that this year debts had been eliminated so any surpluses had been put into inspection preparations.

The Chief Executive said that a new Procurement Strategy had been written and the Consultant was very pleased with what had been written.

RESOLVED:- That the Board receive the quarterly report on progress in achieving Value for Money

559 PROPOSED MEETING DATES

John Short said he preferred the report to read that Tenants' Committee meetings are held one week before the Board meeting.

RESOLVED:- That the proposed dates be accepted subject to the 28th February being changed to 6th March to accommodate Councillors who have a SLDC budget meeting on that date.

560 CUSTOMER ACCESS STRATEGY

The Chief Executive said that after listening to tenant tenants views and comments about SLH performance on call handling, it was decided to introduce a number of improvements. More staff resources to handle telephone enquires has been introduced and a new telephone system installed, with the aim of dealing with 80%

of all calls handled on first point of contact. **ACTION**

To improve customer access at the Ulverston office, funding had now been approved to improve facilities such as electronic doors, private interview facilities, wheelchair accessible reception and a kiddies corners.

The Chairman read out the comments from Tenants' Committee and points 5 and 7 were noted. There would be improved publicity to tenants to explain the 0845 number is a local call rate. **CAT**

RESOLVED:- That Directors approve the South Lakes Housing Customer Access Strategy.

561 POLICY COMMITTEE MINUTES

RESOLVED:- That the minutes be accepted

562 DISTRICT WIDE TENANT PARTICIPATION AGREEMENT

The review of the District-Wide Tenant Participation Agreement was now complete and Board Directors were asked to approve the document as this Agreement was going to Cabinet on 5th December.

The Chairman said that Tenants' report had asked the Board to approve the document and a provisional signing date of 17th December had been arranged.

The Vice Chair suggested a connecting line between SLDC and SLH Board on the Tenant Participation Structure (Appendix 1). **CAT**

RESOLVED:- i) That the Board adopt the revised District Wide Tenant Participation Agreement.
ii) Subject to agreement by SLDC, attend a formal signing of the DWTPA

563 ANY OTHER BUSINESS

The Chief Executive said that there was a governance course 'The Long Term Decision' to be held at the Victoria & Albert in Manchester on 6th December and asked the Directors if anyone would like to attend. The Chairman said he would try and attend. **ALL TO NOTE**

543 DATE OF NEXT MEETING

17th January 2008 at Little Aynam House, Kendal

544 MINUTES OF PART II

The part II minutes 18TH October were accepted as true record of proceedings.

The Chairman asked all Directors to think about who could take the role of a Champion for Tenant Participation, and there were also vacancies in the Policy & HR Committee. **ALL TO NOTE**

Brenda Gray said that SLDC had not yet identified who was to replace Gwen Murfin as a SLDC Councillor Board Director.

The meeting closed at 7:25 pm.