

PART 1
BOARD MEETING



Minutes of Meeting held at 5:15 pm
31st May 2007 at Little Aynam House, Kendal

Present: John Stanton – Chair
Mary Dowling – Vice Chair
Ron Pritchard
Joan Chadwick
John Short
David Vatcher
Graham Donning
Robin Brown
Paul Jones
Christine Chadwick

Officers: David Stubbs
Garry Ronson
Trevor Woodward

Apologies: Peter Bland
Peter Thomas
Peter Thompson

Observers Brenda Gray

NO TITLE OF MINUTE ACTION

492 MINUTES OF LAST MEETING

476: Amend “The Tenants Compact review with Marianne Hood would start at the end of May 2007”.

Subject to this amendment the minutes were accepted as a true record of the proceedings.

493 MATTERS ARISING

None.

494 REPORTS FROM TENANTS’ COMMITTEE

To follow on from Peter Ridgway’s address to Tenants’ Committee in regard to local government changes in Cumbria, Robin Brown outlined the alternatives. Brenda Gray added that the future of the housing service would be subject to tenant consultation and reminded Board Directors that any submissions would have to be made by 22 June.

Paul Jones asked how long the Management Agreement for the ALMO had to run and the Director of Operations replied it was until 2009 with an option for a further five years.

- Item 273 It was brought to the Boards' attention that congratulations were in order for the savings SLH staff had achieved with regard to the Value for Money document. **ACTION**
- Item 275 It was noted that funding would be directed towards the areas of Barrow and West Coast for regeneration reasons.

495 **VALUE FOR MONEY**

The Director of Finance reported to the Board on the progress against the Value for Money Plan. Directors were appraised of the savings that been identified in the 2006-07 Delivery Plan and also the prospective savings contained in the 2007-08 forward look. The continuing exercise in pursuing savings through the three strands;- service review, innovation and procurement had generated reliable savings of £1.1M which could be re-invested back into repairs, DHP or service improvements.

The Vice Chair welcomed the savings, but added that in certain instances, the savings felt "less real" and questioned how these savings would be applied. The Director of Finance replied by saying that the savings, for example on DHP, Procurement and Innovation, represented a substantial volume of repairs that would not have been otherwise carried out if the company had not identified these efficiency savings.

Robin Brown questioned the use of the savings and how they would be used to invest in services. Robin questioned whether the Board should be the mechanism to decide how the savings from the Innovation log and Service reviews be utilised? The Director of Finance replied that the Delivery Plan contained a significant number of service initiatives that could not be funded and that these would be the first option for the utilisation of any savings, though not necessarily the sole source. Projects suggested by Board, Tenants and through SLH Team meetings would also be considered.

Paul Jones commented that most savings had been concentrated on the repairs service and possibly other potential savings could be made in the housing service. He asked whether housing supervision and management costs remained low in comparison to other ALMO's?

The Director of Finance replied that SLH housing costs were compared with other ALMO's via Housemark and these figures would be submitted at the end of June. SLH costs were in the top quartile comparable to other organisations and these comparisons would be brought to the Board later in the year. **GR**

The Vice Chair asked if there was anything that SLH were not doing and the Director of Finance replied that progress against the KLOES was significant but one potential improvement would be the move to bring in more income from external sources in the form of new funding initiatives, grants to provide new services. This would be an area for SLH to work towards during 2007.

RESOLVED:- 1) That the Board receive a quarterly progress report on achieving Value for Money
2) That Directors acknowledge the good progress being made across all areas of the business towards improving Value for Money

496 **LEARNING FROM COMPLAINTS (YEAR-END)**

A question was raised as to whether any complaints had been duplicated. The Director of Operations replied that that there was no duplication and every logged complaint was signed off by himself and the action taken recorded. The Vice Chair suggested that this column be added to future complaints monitoring reports to record whether the matter was resolved and the outcome. **SAB/DS**

Christine Chadwick asked what the target time was in regard to complaints and the Director of Operations stated that complaints must be investigated and replied to within 10 working days.

Paul Jones commented that considering the number of jobs carried out by the response team, 11 complaints was a very small number and the team responsible should be congratulated for their efforts. Graham Donning asked if it was possible to get the total number of repairs to compare with the number of the complaints. The Director of Operations said the information was readily available and could be included in the next report.

DS

DS/SAB

Robin Brown suggested that the pie charts should not be included in the next report, but to include the bar chart.

RESOLVED:- That the Board note the contents of the report.

497 **PERFORMANCE INDICATORS – YEAR END REPORT 2006/07**

Robin Brown had a number of queries with regard to the Performance Indicators report.

It was agreed that the target for 'Achieve submission date to Inland Revenue & Companies House' for 2006/7 should read 'November 06.'

Robin Brown asked why BVPI75c 'Satisfaction of non-BME tenants with opportunities for participation' had reduced and the Director of Operations replied that this was probably because at the time of the previous status survey, a major campaign had been under way in regard to the setting up of the ALMO. The latest figures included around 30% of tenants who were 'neither satisfied nor dissatisfied' and only around 6% who were dissatisfied with opportunities for participation.

Robin Brown asked why the targeted increase in 'Number of recognised resident associations' had not taken place – The Director of Operations commented that this was a 'moveable feast' as Residents Associations occasionally folded, whilst others started up and so the outcome was difficult to predict.

Paul Jones enquired when SLH were getting the status survey report. The Director of Operations replied that the consultants had been asked to do a report and presentation either to the next Board or prior to the next Board meeting. Paul Jones also added that the traffic light system was very clear and concise.

RESOLVED:- That the Directors note the year-end performance indicators for 2006/07.

498 **DECENT HOMES PROGRAMME ESTATE IMPROVEMENT WORKS**

The Director of Operations said that a further meeting of the Community Investment Group had taken place since the Board Agenda had been printed and he updated the Board on changes to the estate improvement works list.

- Cross Lane & Gallowbarrow consultation now completed
- Sandylands Multi use Games area (MUGA) now estimated at between £60K-£70K
- Hallgarth MUGA now estimated between £60K-£70K
- Castlefield kickabout area now been approved
- Edgecombe Court balcony improvement works approved

David Vatcher thanked the Director of Operations for the approved extra lighting and

security for School Knott, Windermere but asked the Director of Operations to pass on the urgency of this situation now as more damage had been done to parked cars.

ACTION
DS

Graham Donning asked what 'reserved' meant in the list and the Director of Operations replied that the Community Investment Group had deferred a decision in these cases and that this was mainly in the Ulverston and Lakes areas which the Decent Homes programme had not yet reached.

RESOLVED:- 1) That the process for implementation of DHP Estate Improvement works be approved
2) That the DHP estate improvements list produced by the Community Investment Group be accepted subject to the changes outlined by the Director of Operations

499 CONTRACT MONITORING REPORT FOR MAJOR CAPITAL AND REVENUE PLANNED MAINTENANCE SCHEMES APRIL 2006 - MARCH 2007 AND APRIL 2007-MARCH 2008

Christine Chadwick asked about the reduction of the external painting/repairs budget and the Contracts Partnerships Manager replied that this was a necessary financial measure and that SLH were looking at extending the cycle to 8 years. SLH were also investigating the possibility of concentrating the painting contracts in one area rather than across the district and once this proposal had been properly formulated, Board and tenants' views would be sought.

RESOLVED:- That the Board note progress.

500 REVIEW OF COMMITTEE MEMBERSHIP

John Short pointed out that his name had been omitted from the Policy Committee.

SAB

The Chairman asked Directors if they were happy to stay on their selected Committees and if the new Directors and co-optee would like to join any of the Committees. All Directors were happy with their choices and Peter Bland (via a request to the Chairman) had asked to be selected for the HR Committee. Paul Jones volunteered for the Policy Committee and Christine Chadwick asked to join the Finance and Procurement Committee.

The following Committees would now consist of

<i>Human Resources</i>	<i>Finance & Procurement</i>	<i>Policy Committee</i>
Mary Dowling (Chair) Graham Donning Gwen Murfin John Stanton Peter Bland	Robin Brown (Chair) Joan Chadwick Mary Dowling John Short John Stanton Peter Thompson Christine Chadwick	Joan Chadwick Gwen Murfin Ron Pritchard David Vatcher John Short Paul Jones (Co-optee)

SAB

Christine Chadwick asked for a list of all Committee dates.

RESOLVED:- That the membership of the Committees be agreed as shown above

501 ANY OTHER BUSINESS

ACTION

Christine Chadwick asked if a date had been organised for the Away day in June. The Director of Finance said that no date had been planned yet.

HL

502 DATE OF NEXT MEETING

Thursday 12th July 2007 at Little Aynam House, Kendal.