

## Minutes of Meeting held 9 June 2005 at Little Aynam House, Kendal

Present: John Stanton – Chair (arrived later)  
Joan Chadwick – Vice Chair  
Ian Metcalfe  
Ron Pritchard  
John Short  
Gwen Murfin  
Peter Thompson  
Mary Dowling  
Chris Jones

Observers: David Vatcher, Robin Brown

Officers: Peter Thomas  
Garry Ronson  
Trevor Woodward  
Sue Boulton  
Helen Lawler  
Judith Mitchell  
David Stubbs

Apologies: Charles Batteson

NO	<u>TITLE OF MINUTE</u>	ACTION
	<p>Prior to the arrival of John Stanton, Joan Chadwick chaired the meeting.</p> <p>Councillor David Vatcher and Councillor Robin Brown were welcomed as observers to the meeting. They have been nominated to act as Council Directors replacing Roger Bingham and Sonia Lawson.</p>	
<b>0260</b>	<b>MINUTES OF THE LAST MEETING</b>	
	<p>The minutes of the meeting were accepted as a true record of the proceedings subject to the following amendments:</p> <ul style="list-style-type: none"><li>• Inclusion of the minutes of the Finance Committee</li><li>• That the HR Committee are “looking to prepare guidance around the issue of co-option”.</li></ul>	HL
<b>0261</b>	<b>MATTERS ARISING</b>	
	<p>None.</p>	
<b>0262</b>	<b>REPORT FROM TENANTS’ COMMITTEE</b>	

The minutes of the Tenants' Committee held on 26<sup>th</sup> May 2005 have been given to the Board. There were no special reports arising.  
Helen Lawler drew attention to item 143 on the minutes regarding communication with the Council. The Tenants' Committee had put considerable effort into producing a large number of resolutions that would improve communications. John Short commented that it had been a very constructive meeting.

**ACTION**

## **0263 PERFORMANCE REPORT**

David Stubbs gave an additional commentary on the report as it summarised the position at year end. Normally, attention is focussed on variations in performance and the successes were not highlighted. The following achievements are all the more notable as they have been made against the background of inspection and the efforts to gain 2-star status.

- Average re-let time has fallen such that SLH is now the top-performing ALMO in the country.
- The acceptance rate for tenancy offers has increased significantly to 88%, well above the 80% target.
- 91% of Anti-Social Behaviour cases were investigated within target time, despite the increase in the number of cases.
- Rent arrears stood at 1.6% of the annual debit – 3<sup>rd</sup> ranked in the country for all ALMOs. SLH is top-ranked performer for general needs rents (which excludes the Supporting People technical arrears.)
- Tremendous improvement in repair appointments made and kept. Up from 7% to 58% cumulatively. This improvement is continuing. In the last quarter of the year we hit 77%.
- Dramatic reduction in the level of urgent "priority" jobs from 55% to 17%. SLH now in line with best practice.
- Time taken to carry out non-urgent repairs already best in the country, but has fallen even further.
- Tenant satisfaction with the response maintenance service is 3<sup>rd</sup> ranked amongst ALMOs.
- All complaints have been dealt with within average of 4.3 days.

RESOLVED:- that the significant achievements in performance be noted

## **0264 RECHARGEABLE REPAIRS**

John Short queried the policy over glass breaking and Trevor Woodward confirmed that the police would be involved if criminal damage had occurred. Peter Thomas explained that, at present, the Council's Handyman service was not available to Council tenants, although SLH is interested in providing this service as a contractor.

RESOLVED:- that the contents of the report be noted.

## **0265 DELIVERY PLAN 2004-05**

Peter Thomas summarised that we have been successful in delivering the requirements of the inspection process. We have also successfully introduced sound performance management through the Delivery plan action plan and reporting procedures. The few outstanding tasks have been incorporated in the next Delivery Plan.

RESOLVED:- that the Board note the progress and outturn performance against the Delivery Plan 2004-5

**0266 DELIVERY PLAN 2005-06**

**ACTION**

Helen Lawler summarised the changes that had been made to improve the links between the outcomes and tasks and to develop a more corporate Plan.

The Tenants` Committee have provided comments following the special Focus Group held to discuss the Delivery Plan. These comments were supportive, approving priorities, seeking a role in monitoring and requesting feedback in the future.

Directors` comments had been received requesting that some indication is given of future direction. This is reflected in that some tasks are included which run on into 2006-7.

It had been acknowledged at the last meeting that the Delivery Plan as presented was too detailed for general use, but was a necessary stage in order to develop the subsequent action plan that would steer officers` work. A Summary document has been produced which will be more helpful in giving an impression of the main directions being taken. This will be used for outside communication. Mary Dowling commented that the Summary was a useful document for understanding the priorities of the Delivery Plan and should be used regularly to track progress.

RESOLVED:- that the Delivery Plan 2005-6 be approved subject to further explanation at the next meeting on resourcing the Plan. HL/GR

- that priority be given to expenditure on IT

- that the Summary be used for reporting performance and progress. GR

**0267 CONTRACT MONITORING REPORT**

RESOLVED:- that progress on revenue and capital planned maintenance schemes for April 2005 be noted.

**0268 DECENT HOMES PROGRAMME**

The second stage tendering process has been completed. Submissions have been received but no decision will be taken until the Council Cabinet meeting on 29 June 2005. The Board were reminded that the awarding of the contract is a matter for the Council.

Peter Thomas reassured the Board that although this is causing some delay to the start of the contract, it will not affect the delivery of the whole long-term programme within the expected timescale. He commented that the recent discussions have brought SLH and the Council closer in understanding the need to work together. Subsequent meetings have progressed looking at ways to fast-track decision-making by delegation to SLH over certain matters.

**0269 BOARD DIRECTORS` EXPENSES**

Helen Lawler reported that Point 2 under "Comment 1" had been withdrawn.

RESOLVED: - that further information be obtained from other ALMO`s and reported to the Board. HL

**0270 POLICY COMMITTEE**

Chris Jones explained the decision taken regarding Equality and Diversity impact

assessments. To avoid an inappropriate and onerous workload, we should aim for steady improvement across all the levels of the Equality Standard rather than tie ourselves to achieving every process at every stage in sequence.

**ACTION**

**0271 HR COMMITTEE**

Peter Thompson asked whether SLH has a Health and Safety Policy. It was confirmed that we still operate under the auspices of the Council and have close links with their Safety Officer. SLH does have its own Health and Safety group which is very active.

Robin Brown asked whether SLH has a policy on early retirement. Mary Dowling explained that the HR Committee is starting to work through the employment policies inherited from the Council.

**0272 NATIONAL APPRENTICE OF THE YEAR**

Congratulations were given to Danielle Nicholson for her outstanding achievement.

RESOLVED: that John Stanton write to congratulate Danielle.

J St

**0273 ANY OTHER BUSINESS**

None.

**0274 DATE OF NEXT MEETING**

14 July at 5:15 pm at Birthwaite.