

BOARD MEETING

Minutes of Board Meeting held at 5:15 pm 28 May 2009, Little Aynam House, Kendal

Present: Mary Dowling (Chairman)
John Short (Vice Chairman)
Joan Chadwick
Charles Howarth
Frank Hodson
David Vatcher
Peter Woof
Christine Chadwick
John Stanton
Peter Thompson

Officers: Peter Thomas
David Stubbs
Sue Boulton
Alison Kinnon

Guests: Brenda Gray

Apologies: Peter Bland
Robin Brown

NO	<u>TITLE OF MINUTE</u>	ACTION
	The Chairman commenced the meeting by sending the Board's best wishes for a speedy recovery to Peter Bland and Robin Brown.	
740	MINUTES OF LAST MEETING	
	Minute 745: John Short asked that IIP (investors in People) be written in full when the acronym has not been used before.	
	Subject to the above amendment the minutes were accepted as a true record and signed by the Chairman.	
741	MATTERS ARISING	
	Minute 733: The Chairman reported that at the Remuneration Committee meeting held on 15 th May the Committee decided that, as the Remuneration Committee dealt exclusively with the remuneration of senior officers of the Company, it was not appropriate to have independent membership. In any event two of the members of the Committee were independent directors. It may be more appropriate for the Committee to have independent membership should it consider the matter of remuneration for Board members.	
	Minute 745 The Business Support Manager reported that she had spoken to Derek Dobson who said that the Government had been inundated with requests for match funding and SLH would have to wait for the outcome.	

742 CHAIRMANS VERBAL REPORT

The Chairman reported that she had attended a successful Anti Social Behaviour conference on 27th April which had received good publicity. The event was held in partnership with SLDC Crime and Disorder Reduction Partnership and Bill Pitt, ASB Action Ltd.

743 RESIDENTS' QUESTIONS

Tenants' Committee had made a formal recommendation to the Board that 'Residents' Questions' be retained as an Agenda item.

The Board agreed with this recommendation, especially with the strategic options review which would generate significant interest from tenants.

RESOLVED:- That the Board retain 'Residents' Questions' as a standing item.

744 REPORTS FROM TENANTS' COMMITTEE

John Short referred to minute 515 Treasurer's Report on the Tenants' Committee minutes and reported to the Board that the Tenants' Committee minutes were incorrect and it was actually the bank that had reported the matter of the missing cheque book to John Short.

RESOLVED:- That the minutes be noted

745 CHIEF EXECUTIVE VERBAL REPORTStrategic Housing Options

The Chief Executive reported that at the Cabinet meeting held on 27th May the Cabinet approved the three recommendations contained within its report. Whilst the Project Initiation Document was approved, the appointment of a Project Manager was approved only in principle as, prior to commencement of the project further specialist advice needed to be sought on as to whether the current economic climate should be influential in determining the best date and how the cost of the project could be met from the HRA and General Fund.

Brenda Gray said that verification of where the finance would come from should happen almost immediately as it was important that this matter needed to be progressed quickly.

The Chairman added that that the strategic housing options was now moving and was reassured that the additional work would be done fairly quickly, maintaining the good working relationship between SLDC and SLH.

The Chairman said that there were various strategic options and a briefing for the Board would soon become necessary. The Tenants' Committee had been briefed by their Independent Tenant Adviser. The Chief Executive will arrange this briefing in due course.

RESOLVED:- That the Board note this element of the report

Covalent

The Chief Executive reported that he had met with the SLDC Performance Manager and had evaluated the implications of the SLH Delivery plan being incorporated into the Council's Covalent performance management system. The 2009/10 Delivery

Plan would be added onto the Covalent system and Board members would be notified once the system was operational.

ACTION

RESOLVED:- That the Board note this element of the report

Board Champions

The Chief Executive suggested that as Robin Brown served as Chairman for the Finance & Procurement and HR Committee that it might benefit the board to have a separate champion for value for money. As Christine Chadwick was appointed as an Independent director having regard to her contribution on financial matters, he suggested that Christine Chadwick championed Value for Money. Also having regard to the current distribution of responsibilities within the Board and its Committees, he proposed that David Vatcher championed Resident Involvement and Charles Howarth champions Equality and Diversity. Peter Bland had expressed his interest in championing sheltered housing. The Board accepted the Chief Executive's proposals.

RESOLVED in relation to this section of the report:

- i) That Christine Chadwick be champion for Value for Money
- ii) That David Vatcher be champion for Resident Involvement
- iii) That Charles Howarth be champion for Equality & Diversity
- iv) That Peter Bland be champion for Sheltered Housing

746 OPEN DISCUSSION

None.

747 YEAR END 2008/09 DELIVERY PLAN, YEAR-END PERFORMANCE INDICATORS AND YEAR-END DECENT HOMES REPORT

The Chief Executive reported that 2008/09 had been a successful year in progressing tasks contained in the Delivery Plan

Christine Chadwick pointed out that in Section 4 – Information Technology, the symbol should be a hollow rather than green as there was no funding in the capital bid for introducing a document management system and the matter cannot be progressed.

CAT

The Director of Operations reported that 29 out of the 37 Performance Indicators had been met or bettered.

David Vatcher suggested that an indicator be introduced as to the percentage of value of invoices paid.

GR

A question was raised on the percentage satisfied with how ASB complaints were dealt with. The Housing Manager replied that there were so few returns this represented only one dissatisfied tenant.

The Director of Operations reported that at the year end position since Decent Homes had been introduced:-

- 918 bathrooms had been installed
- 1,466 kitchens had been installed
- 944 heating systems had been installed
- 1,507 external doors had been fitted

The Chairman asked if the figures as above would be published anywhere and the Director of Operations replied they would be published in the SLH tenants' newsletter as 'fast facts'.

Christine Chadwick asked if responsive repairs would fall once the programme was completed. The Director of Operations replied that, having spoken to other ALMOs who had completed their Decent Homes programme there was no indication that the levels of responsive repairs had decreased.

ACTION

RESOLVED:- To note the satisfactory progress and achievements against the 2008/09 Delivery Plan, Performance Indicators and Decent Homes report

748 ANNUAL COMPLAINTS ANALYSIS 2008/09

The Business Support Manager reported that SLH had received 28 complaints for the year 2008/09 and SLH continued to actively monitor complaints ensuring that lessons learned were acted upon thereby improving its service to customers.

David Vatcher said it was pleasing to see that most complaints were received directly by SLH showing that customers had confidence in SLH dealing directly with the problem.

RESOLVED:- That the Board note the report.

749 CUSTOMER CARE POLICY

The Business Support Manager reported that the Customer Care policy reflected the new service standards adopted last year.

RESOLVED:- That the Customer Care Policy be adopted.

750 AIDS AND ADAPTATIONS POLICY

The Housing Manager commented that this policy had been reviewed in consultation with the Occupational Therapist Department.

Tenants' Committee had recommended to the Board a proposal to alter paragraph 4.17 to refer to 'substantial alterations'.

For consistency the Housing Manager suggested that the wording be changed to 'major adaptations'.

The Housing Manager recommended that the second proposed addition re 'tenants concerned be informed of the requirement to move before the home is adapted' should not be included as those tenants who have had adaptations carried out may claim they were not informed as per SLH policy.

The Director of Operations reported that this approach is included in the operational procedure.

RESOLVED:- That the Aids and Adaptations Policy be adopted subject to the amendment of 'major adaptations'.

AK

751 MUTUAL EXCHANGE POLICY

RESOLVED: - That the Mutual Exchange Policy be adopted.

752 SUCCESSION/ASSIGNMENT POLICY

RESOLVED: - That the Succession/Assignment Policy be adopted.

753 TENANT INVOLVEMENT UPDATE – QUARTER 4, 2008/09 AND ACTION PLAN FOR 2009/10 ACTION

The Chairman commended the Housing Manager on a very comprehensive report which detailed the involvement activities and outcomes for 2008/09.

RESOLVED:- That the Board note the report.

754 HOUSING REGISTER

The Chairman commented that this was a useful report, particularly in relation to the lead up to the introduction of Choice Based Lettings which may have an impact on the housing register by increasing demand.

The average waiting time on the housing register before rehousing was noted as 2.5 years. This reflects rehousing of a large proportion of housing applicants with a high level of housing need, such as those facing homelessness.

The Chairman asked if SLH had access to other housing registers. The Director of Operations replied that SLH had nomination rights to other RSL properties.

The Director of Operations said that the scope of the report was broad and it might be beneficial to provide a training session to Board Directors in the future. This proposal was supported by the Board. DS

RESOLVED:- That the Board note the current state of the Housing Register and agree to undertake a training session in the future.

755 ANY OTHER BUSINESS

None

756 DATE OF NEXT MEETING

9th July 2009 at 5:15 pm at Little Aynam House, Kendal

Meeting closed at 7:30 pm