



Minutes

of the meeting of the Board
for North Lincolnshire Homes

Wednesday 6 May 2009
Meridian House, Normanby Road

In attendance:

Board Members: Tony Lightfoot, Tony Scrase-Walters, Mark Harland, Edna Kenyon, Colin Boyce, Roni Wilson, Richard Leach, Edgar Patchett, John Briggs, Gordon Rowlands, Len Foster, Peter Clark, Cheryl Leaning.

North Lincolnshire Homes: Jane Duncan (Chief Executive), Andy Orrey (Director of Finance), Steve Hepworth (Director of Housing Services), Steve Wardrope (Head of Business Improvement), Steve Evans (Head of Housing), Pete Stones (Assistant Director of Regeneration and Development), Lisa Fleming (PR and Comms Manager), Chris Baker (Community Investment Coordinator), Lynn Steeper (Admin Assistant), Sandra Brooman (Customer Services Operator), Karen Robertson (Customer Services Operator)

Board Observer: Tony Sanderson, Danny Moore, Janine Mee, Brian Duff, Ken Willey

Apologies: None

552 A training Presentation on Asset Management was given highlighting:

- The impact of demand on our stock
- Property types including non-traditional, bedsit and sheltered units
- How an asset management framework impacts on stock investments, demolition and re-modelling
- Relevant financial issues and external funding
- The costs of retaining low demand stock
- The specific assets that cause immediate problems

553 **Declarations of Interest**

None.

554 Minutes of Last Meeting & Matters Arising

Agreed as accurate with no matters arising.

The definitions concerning whether items are on the public or confidential agenda was to be re-visited.

555 Complaints Policy

The new Complaints Policy was outlined by Steve Wardrope following the requirements identified in the mock inspection.

The role of the Complaints Panel was described as well as the reporting procedures to ensure complaints were being satisfactory progressed.

Approved:

- To train Board Members at the next available Board meeting on the Complaints process.
- The revised Complaints Policy was approved.

556 CIC Update

Chris Baker gave an update on the current Community Investment projects including:

- The Financial Inclusion seminar
- Bird/Bees/Bug boxes
- The garden at Pryme Road

New projects under consideration are:

- The viability of Roadshows to reach out-lying areas
- The Respect campaign in schools
- The Cloisters pond at Ulceby
- Barclays money skills

Noted:

The Board noted these projects as being very beneficial to NLH communities and commended the continuation of the programme as outlined in the report.

557 Monitoring Service Standards Update

Steve Wardrope explained how service standards would be measured and reported to Operations Committee and customers.

It was explained that the standards would be regularly reviewed to drive improved performance and that staff would be involved in setting

these targets.

Approved:

- The monitoring, review and reporting arrangement described in the report.
- Reporting to Operations Committee on performance
- A review with tenants be undertaken in December 2009

558 Service Charge Report

Steve Hepworth explained that Service Charges and costs had recently been reviewed, including the imposition of new service charges for new tenants where previously no charges had been made. The regulatory requirement to de-pool and charge based on actual cost was emphasised.

In the exceptional cases where surpluses are currently being made it was proposed to reduce charges immediately to achieve a break-even position.

Where significant under-recovery is being experienced, it was recommended to phase in higher charges over 3 years to achieve equilibrium.

Noted:

The report to be represented at the next meeting with amended Appendix 1 and a communication plan.

559 Leaseholder Works and Payment Options

Pete Stones explained that consultation had not taken place with leaseholders concerning recovery of Capital Work Costs prior to transfer and that a survey and tender should be undertaken through the OJEU process.

Approved:

- Appointment of consultants for up to £10K without further reference for this work.
- Tenders to be issued in line with OJEU procurement rules.
- That payment options for leaseholder are adopted as detailed in the report.

560 Authorised Signatories for Loan Drawdowns

The revised signatory list was discussed and it was resolved that the panel below be established to authorise loan draw-down. All draw-down to be authorised by at least one 1st Signatory.

1st Signatory

Chief Executive Jane Duncan
Finance Director Andrew Orrey
Chair of Resources Gordon Rowlands

2nd Signatory

Director of Housing Services Stephen Hepworth
Director of Technical Services Mark Robinson
Chair of the Board Tony Lightfoot
Board Member Edgar Patchett

Approved:

The Secretary was instructed to inform the Barclays Bank of these new arrangements.

561 Chief Executive Report

Jane Duncan gave an update on current issues including:

- TSA Visit
- Choice Based Lettings
- Governance Officer
- Corporate Plan
- Staff Survey Working Group/Action Plan
- Management Development Programme
- Appraisal Review
- Team Building Days
- NLH Contract of Employment
- Supporting People
- Stakeholder Engagement Event

Noted:

- The report was noted.
- That Gordon Rowlands and Richard Leach be invited to meetings concerning the service delivery, financial and PR implications of the Supporting People review.

562 Performance Management Balanced Scorecard and Targets for 2009 /10

Steve Wardrope indicated that the external auditors had completed their audit and given a clean bill of health for our regulatory compliance with performance reporting.

Targets had been set for most measures in the scorecard and these were compared to historic performance and national averages.

The complaints response target was to be revised to 100%.

Tenants leaving within 6 months were to be analysed by causal factors.

Page numbering was to be added to the target summaries.

Approved:

- The performance targets for 2009/10 were approved subject to above amendments.
- The performance report for 2009 was agreed.

563 Capital Works Update

Pete Stones reported on the indicative Year 3 programme and the latest KPIs by contractor.

It was explained that the current focus was now on benchmarking, value engineering and instigating full partnering relationships with contractors.

It was agreed that the objective for the window and door programme was to aim for a fully completed programme this year.

The need to publicise the success of the programme was emphasised.

Noted :

The report was noted.

564 Continuous Improvement Review Proposals 2009 – 10

Steve Wardrope highlighted the current review, list as follows:

- Rent accounting and rent arrears
- Direct Labour Organisation – Diagnostic & Systems Review
- Health and Safety Legislation- Corporate Manslaughter etc
- Customer Access Review
- Sheltered Housing & Services funded by Supporting People
- Equality & Diversity Assessment
- Service Charges
- Service Level Agreements
- Mock Inspection
- Organisational Development Review

The reviews proposed for 2009/10 were highlighted as

- Direct Labour Organisation – Systems Review and Implementation
- Customer Access Review Implementation and 6 month Post Implementation review
- Allocations and Choice Based Lettings
- Equality & Diversity Assessment – 6 month Post Implementation Review
- External Review of performance Reporting Systems
- Asset Management, Investment & Partnering
- Aids and Adaptations Service Review
- Resident Involvement/Tenant Liaison Service
- Leaseholder Services Review
- External Review of Business Continuity Plan

Approved:

- The progress made to date in reviewing the operational performance
- The proposals for 2009/10 and the formation of an indicative 5 year rolling programme.

565 Sub Committee Meetings

The following draft minutes were noted:

Resources Committee draft minutes on 29 April 2009.
Diversity Working Group draft minutes on 23 April 2009.

Approved:

- That following the appointment of the Governance Officer, minutes to be emailed to members of each committee meeting and that the Chair of each meeting coordinate and agree changes so that approved minutes can be brought to future Board meetings.

566 Action List

The new Board Meeting Action List was circulated and it was explained that items when completed would be reported and then removed from the next list.

567 Any Other Business

The “Excellence in Governance” document was discussed in regard to Board Members. The best practice policy of having 12 members was reported and the possibility of going to 12 was raised via having 5 tenant members, 4 independents and 3 Council members. Opinions expressed were that members did not feel the necessity to reduce the size of the Board, merely because it was perceived as ‘best practice’.

The meeting concluded at 8.25pm

568 Date and Time of Next Meeting

24 June 2009 at 5:30 pm, Meridian House.