

NOTTINGHAM CITY HOMES**PERFORMANCE & REGULATORY COMMITTEE**

MINUTES of the Meeting held on **11 AUGUST 2009** at Hounds Gate from 5:30 to 7:00 pm

Attendance**Committee Members**

Ade Aderogba
 Janet Storar (Chair)
 Paul Rowe (arrived 5:35 pm)
 Margaret Pugsley
 Malcolm Wood

Also In Attendance

Julie Crook	- Director of Finance ICT & Governance
Jan Locker	- Senior Governance Officer
Gill Moy	- Director of Housing
Ian Perry	- Estate and Caretaker Services Manager
Sue Taylor	- Assistant Director of Housing Services (arrived 5:35 pm)

08/61 WELCOME, INTRODUCTIONS FROM THE CHAIR & ANNOUNCEMENTS

The Chair opened the meeting and welcomed the attendees.

08/62 APOLOGIES

Apologies were received from Martyn Kingsford.

08/63 DECLARATIONS OF INTERESTS BY BOARD MEMBERS AND OFFICERS

Malcolm declared an interest in item 9 as Chair of Hanley & Gellestrop Charity.

08/64 MINUTES OF THE PERFORMANCE & REGULATORY COMMITTEE HELD ON 12 MAY 2009

The Minutes were agreed and adopted as a true and accurate record of the Meeting subject to minor amendments to minute 08/47 "*The Chair opened the meeting*" and "*The meeting was inquorate*".

08/65 MATTERS ARISING

08/65.1 **Minute 08/55** – Ade Aderogba asked the Director of Finance, ICT & Governance (DFIG) for an update. The Committee was informed that budget monitoring and the SLA negotiations were still ongoing with Nottingham City Council.

The Estate & Caretaker Service Manager (ECSM) presented a report and highlighted the key points:

- The weekend service provided was more extensive than that provided by any of the 3 star organisations;
- The Audit Commission had identified that the service was expensive;
- The number of caretakers undertaking weekend work had been reduced from fifteen (15) to ten (10) resulting in cost savings of £20,000.

The Committee was informed of the options for consideration to amend the weekend working arrangements and the proposed consultation with the stakeholders and was made aware of the potential impact on the terms and conditions of employment.

Malcolm Wood raised the matter of securing value for money and was concerned about the areas that would be covered by the service and in particularly vulnerable tenants who rely on the services. Malcolm Wood asked which 3 star organisations did not rely on the on site weekend service. The ECSM advised that Sheffield only provided a minimum weekend service.

The ECSM explained the proposed level of service which would be subject to consultation and advised that a benchmarking exercise would be undertaken with Sheffield.

Malcolm Wood suggested that the Company consider undertaking a pilot scheme. The Committee agreed that the consultation should commence and undertake two pilot schemes with the newly proposed level of service.

The ECSM informed the Committee that there had been an occasion where the caretaker was not available for work, a decision was taken not to provide cover for the weekend but provided extra support in the area on the Monday. There was no negative feedback from the tenants about the missing service.

It was agreed that an update on progress would be reported back to the Committee in January 2010.

RESOLUTION

The Committee:

- 1. noted the report;**
- 2. agreed to the commencement of the consultation with the tenants and leaseholders for the future delivery of the weekend caretaking service and to undertake two pilot schemes with the newly proposed level of service.**

The Director of Housing Operations presented a report on the Company's performance for the first quarter.

The DHO highlighted to the Committee areas of concerns for the Company and drew the Committee's attention to the traffic lights statistics and the number of targets that were recorded as significantly below target.

The DHO advised the Committee that for the third consecutive month the rent team had collected over one hundred per cent (100%) of the debit and was on target to collect over one hundred per cent (100%) for the month of August too.

The DHO drew the Committees attention to the void statistics and advised that the number of voids had increased. There was some performance issues that were being dealt with, in addition the lettable standard was becoming unaffordable and the specification was being revised otherwise serious overspending would occur. Tenants would be consulted on any changes.

Malcolm Wood advised that there was a lot of concern amongst the Ward Councillors about the voids situation. The DHO informed the Committee that currently there was a lot of duplication in the current voids process and the lean systems review was due to commence and the process would be examined step by step.

The Committee was assured that action was being taken to address the issues with the voids, and advised that it would take some time to remedy.

The DHO also advised the Committee that a paper had been prepared for the Chief Executive in relation to the problem with the non-lettable voids. This would then be taken up with NCC.

Further issues of quality of workmanship were also highlighted in particular the cleanliness of the lettable voids.

Paul Rowe reminded the DHO of the voids position eighteen months ago and that there had been no improvement. Paul Rowe asked for an explanation for the increase. In response, the DHO advised that the problem had started approximately one year ago and an action plan had been developed. The route the Company chose at that time was a quick fix to get in past inspection. A more concentrated piece of work which would bring about lasting change was needed.

Paul Rowe stated that this was a big issue for the Company and was of the opinion that the officers had failed. The DHO advised that the officers had failed the Board by not following through the actions and that had been why the lean systems review was to be undertaken. The DHO assured the Committee that plans were in place to remedy the situation. The Committee gave their full support to the DHO to provide the solution.

Ade Aderogba raised concern about the management of the sheltered properties and asked about the numbers and the stock condition. The DHO advised that information had not been provided but confirmed that there were sixty-three schemes. The DHO also advised the Committee that a review of the Sheltered Housing was already underway and a draft report had been produced which would be reported to a future meeting of the Housing Management Working Group.

The Committees focus was diverted to the 3C's performance statistics. The Committee was disappointed to note that complaints relating to staff issues had increased considerably. The Assistant Director of Housing Services informed the Committee that the increase may be connected to the fact that staff were now being held to account for their performance in particular regarding the tightening up of the cash procedure.

The Committee noted the report.

08/68 QUARTERLY FINANCE REPORT

The Director of Finance, ICT & Governance (DFIG) informed the Committee that the Company had made a surplus of One hundred and forty-five thousand pounds (£145k) year to date, assuming that the Property Services trading accounts breaks even. The DHO may wish to re-invest savings made within Housing Services to improve service delivery.

The Committee was informed that the capital budget of forty eight million on hundred thousand pounds (£48.1m) forecast was in line.

The DFIG advised that a risk to the income of the Company was if there was a swine flu pandemic and operatives were unable to visit all tenants' homes. In addition if there were large numbers of staff taken ill there would be pressure on the staffing budget should additional temporary staff need to be taken on.

The Committee was advised that the expenditure risk was where there was a difference between the Company's budget expenditure for the SLAs and budgeted income for Nottingham City Council (NCC).

The Committee's attention was drawn to the Garden Service SLA; the DFIG advised that the Company's budget was slightly over one million pounds (£1m) and NCC had increased their charges by twenty-five per cent (25%). The DFIG explained how the SLA worked and confirmed that there was no change to the tenants who received the service.

The DFIG advised the Committee that the Government was heading for an election in 2010 and it was anticipated that there would be a change to the guidance on housing revenue subsidy.

The Committee noted the report.

08/69 SLA UPDATE

The DFIG gave an update to the Committee on the ongoing review of services provided by NCC or NCH which are or should be defined and agreed under a formal SLA.

The DFIG highlighted to the Committee that NCH was now providing the lift service to NCC following the redundancies in the NCC Lift Team.

Malcolm Wood requested information in relation to the Supporting People budget and the DFIG confirmed that the income was not received by the Company due to the way the VAT is accounted for. The income is received in to the Housing Revenue Account (HRA).

The DHO informed the Committee that meeting had taken place to discuss the funding and the service provided. The Committee was informed that the mobile support officers respond to the alarms but were not funded by Supporting People.

RESOLUTIONS:

The Committee:

- 1. agreed the proposed required actions as set out in the Appendix A;**
- 2. noted the reinstatement of the 2008/09 net SLA savings achieved by the Company; and**
- 3. noted the progress made in implementing actions since withdrawing from the Design and Property Services SLA.**

08/70 PERFORMANCE & REGULATORY COMMITTEE ANNUAL REPORT 2008/09

The DFIG presented a report on behalf of the Chair of the Committee and advised the Committee that a Committee performance annual report was a requirement of the Governance Part 1 – Standing Orders. The DFIG advised that the report was a record of the work completed by the Committee during 2008/09 and would be presented to the Board in September 2009.

RESOLUTIONS:

The Committee noted the contents of the Annual Report and approved it for presentation at the September meeting of the Board.

08/71 DISPENSATIONS FROM FINANCIAL REGULATIONS

The Governance Officer presented a report which advised the Committee of the dispensations from Financial Regulations agreed since the last meeting.

The Committee noted the report and register of dispensations.

08/72 DATE OF NEXT MEETING

The Committee agreed that the date of the next meeting is to be confirmed following the outcome of the Governance Review.

Meeting ended at 7:00 pm

SIGNED DATED