

NOTTINGHAM CITY HOMES

HOUSING MANAGEMENT SERVICES COMMITTEE

MINUTES of the **Meeting** held on **17 NOVEMBER 2009** in the Board Room, 14 Hounds Gate from 2.30 pm to 4:45 pm

Present

Committee Members:

Tim Bell

Margaret Pugsley

Valerie Schneider (arrived at 3.12 pm)

Janet Storar (Chair)

Also in Attendance

Diane Burrup Supported Housing Manager

Julie Crook Director of Finance, ICT & Governance (left at 3:15 pm)

Kim De Vergori Assistant Director of Tenancy & Estate Management

Bernadette Lawley City Lettings Manager

Jan Locker Senior Governance Officer (Minute Taker)

Gill Moy Director of Housing Operations

Tricia Quinn Performance Review Manager (arrived 3:40 pm)

09/01 WELCOME, INTRODUCTIONS & ANNOUNCEMENTS

The Senior Governance Officer chaired the opening of the meeting and welcomed the attendees.

09/02 APOLOGIES FOR ABSENCE

No apologies were received.

09/03 DECLARATIONS OF INTEREST BY BOARD MEMBERS AND OFFICERS

None declared.

09/04 FORMAL APPOINTMENT OF THE CHAIR

The Senior Governance Officer informed the Committee that Janet Storar had been nominated as the Chair of the Committee at the Board Meeting held on 24 September 2009 and it was for the Committee to formally ratify the appointment.

RESOLUTION:

The Housing Management Services Committee approved the appointment of Janet Storar as the Chair and Chaired the remainder of the meeting.

The Chair announced that item 11 on the agenda would be considered following item 7.

09/05 CONFIRMATION OF THE MINUTES OF THE HOUSING MANAGEMENT WORKING GROUP HELD 3 AUGUST 2009

The Housing Management Services Committee adopted the minutes as a true and accurate record of the meeting.

09/06 TO AGREE IN PRINCIPLE TERMS OF REFERENCE AND DELEGATED POWERS – SUBJECT TO RATIFICATION OF THE BOARD

The Director of Housing Operations (DHO) presented the Terms of Reference and Delegated Powers and circulated a copy of the suggested amendments.

The Director of Finance, ICT & Governance (DFIG) suggested a further amendment in relation to the distribution of the Committee papers to all Board Members and explained that the distribution of the Board and Committee papers to all Board Members would increase the costs disproportionately and proposed that the papers would be made available to all Board Members via the website or a paper copy on request..

The Committee recommended an amendment to the order to the Delegate Powers, approved the Terms of Reference and Delegated Powers subject to the amendments and recommended ratification by the Board.

RESOLUTION:

The Housing Management Services Committee approved the Terms of Reference and Delegated Powers subject to the agreed amendment to the order of the Delegated Powers and recommended ratification by the Board.

09/07 HALF YEAR (PERIOD 6) FINANCIAL REPORT

The DFIG presented a report highlighted the Housing Directorates financial position at the end of September 2009.

The Committee was informed that the Housing Directorate had achieved efficiency savings.

Tim Bell requested a more detailed financial report in future which highlighted the main risks for the service area.

The Committee noted the report.

09/08 INTERNAL CONTROL ISSUES AUDIT REGISTER OF OUTSTANDING ACTIONS

The DFIG presented a report which had previously been considered by the old Audit Committee and advised the Committee that there were a number of items were ongoing with Nottingham City Council.

The Committee noted the report.

09/09 REVIEW OF THE ALLOCATION POLICY & THE FUTURE OF THE ALLOCATIONS

The DHO presented a progress report.

The Committee's attention was drawn to the report of the allocation Strategy for Nottingham City. The DHO advised the Committee that the document was a comprehensive piece of work which contained eighteen policy and ten operational recommendations. The DHO informed the Committee that the RSL partners were pleased with the review. The Committee commended the officers involved in the review.

Tim Bell suggested that in order to make the local and sensitive lettings process fairer, each case should be considered and resolved on an individual basis. Tim Bell highlighted the resources available in Nottingham for young people.

The DHO gave the Committee a brief update on the progress on the Sub Regional Bid and informed the Committee that three borough councils (Broxtowe, Gedling and Rushcliffe had received funding from the CLG to introduce a CBL system and had invited a number of providers to tender. The sub regional partners had not appreciated the extent of on-going costs and had decided not to proceed with awarding the tender.

The Committee noted the report and update.

09/10 LETTABLE & NON LETTABLE VOIDS UPDATE

The City Lettings Manager (CLM) introduced the report which provided the Committee with an update on the progress made in reducing the number of voids. The Committee was advised that a target was set to reduce the number to three hundred by the end of March 2010. Current progress was just off target but plans are in place to bring this back on target for year end. The Committee was advised the emphasis placed on the quality of the voids had revealed costs were exceptionally high. Benchmarking with other organisations had revealed that only basic voids work was undertaken during void stage and the matter was now under review to ensure void costs are reduced.

The Committee was concerned about the number of empty properties that were reliant on a decision from the Nottingham City Council (NCC) and the charges the Company continued to incur in relation to Council etc and void traps whilst so many properties were void.

The Chair raised the question of the garages and the Assistant Director of Tenancy & Estate Management confirmed that an option appraisal on all garage sites had been undertaken and recommendations had been passed to NCC.

The Committee was advised that the matter would become a standing item on the agenda, whilst performance remained a concern.

The Committee noted the report.

09/11 REVIEW OF SUPPORTED HOUSING SERVICES

The ADTEM presented the report. The Committee was informed that the Company had recognised some time ago that the existing supported housing service was very traditional and outdated and that a comprehensive review was required to ensure the service was fit for purpose and could not only retain but potentially attract new business

The ADTEM advised that the outcome of the review had identified four options for change and recommended that the Committee form a small working group of two or three Board Members to consider the options. The Committee agreed that the working group membership would consist of Valerie Schneider and Janet Storar.

The DHO outlined plans to modernise the Tenancy and Estate Management service and suggested a similar working group was needed to support that review.

RESOLUTIONS:

The Housing Management Services Committee:

- 1. agreed that the membership of the working group would be Valerie Schneider and Janet Storar; and**
- 2. agreed that further discussions with the Supporting People Team be undertaken to maximise the funding to support the changes in service delivery.**
- 3. That the same working group support the modernization of Tenancy and Estate Management which was currently underway.**

09/12 HOUSING SERVICES PERFORMANCE REVIEW

The Performance Review Manager (PRM) presented the report for the quarter two and advised the Committee that of the twenty seven performance indicators, sixteen showed an improvement, four remained static, five showed deterioration in performance and two had no trend details as they were new indicators this year.

Voids and Allocations

The PRM highlighted that customer satisfaction in relation to new tenants had improved over the past year. Benchmarking with other ALMOs had been undertaken.

Housing Income Management

The Committee was informed that performance had shown a significant improvement and that the arrears levels were over one million one hundred thousand pounds (£1.1m) lower when compared to previous years.

The PRM reported that there were only three cases that owed more than fifty-two weeks rent and there were around seventeen thousand cases that had a zero or showed a credit balance.

The DHO advised the Committee that the Company achieved top performance in relation to the in-year collection rate, however, performance indicator 66A whilst improving and was now middle quarter remained a challenge due to the amount of historical debt.

The PRM informed the Committee that the Company would now be concentrating on the former tenant arrears.

The Committee was informed that the Company was now responsible for the collection of the leaseholder service charges and at the end of quarter two, seventy five point six per cent (75.6%) had been collected.

Tenancy & Estate Management

The PRM advised that the estate inspections were assessed on a quarterly basis and at the end of quarter two twenty six estates had been deemed three star standard, and two estates had slipped back to one star standard. The Project Group was working closely with the Business Improvement Team to remedy this.

The ADTEM advised the Committee that the Company had received national accreditation for the ASB scrutiny work and reported that it was the first ALMO in the country to do so.

Supported Housing

The PRM reported that Nottingham On Call (NOC) had achieved an alarm response rate of ninety-six per cent (96%) within thirty seconds (30"). The Committee was advised that NOC had achieved the Telecare Services Association (TSA) accreditation in all three parts.

The DHO informed the Committee that the Supported Housing Manager and the team do a lot of work in attracting new business to the Company.

Customer Care

The Committee was informed that the 3Cs procedure was maintaining consistent high levels of feedback. However, emphasis would be placed on the measurement of outcomes and resolutions in the future.

Resident Involvement

The PRM advised the Committee that as part of the Get Involved Month a database with software to track and look at the level of tenant involvement will be used to monitor those people who are not involved so that work to target them effectively can be undertaken.

Customer Satisfaction

The PRM reported that the results of the Status Survey had shown a massive improvement across the six equality strands and the Company continued to use the Vision Management Surveys (VMS) to monitor the levels of service.

The Committee was advised that during the year a review of the performance management framework had been undertaken. It was reported that focus would be on the outcomes for the whole Company.

The Committee noted the report.

09/13 FORWARD PLAN

The Committee noted the forward plan.

09/14 ANY OTHER BUSINESS

None.

09/15 DATE OF THE NEXT MEETING

The Committee discussed the proposed dates and agreed to meet at 2:00 pm on the following dates:

- 17 February 2010
- 19 May 2010
- 18 August 2011
- 17 November 2010
- 16 March 2011

The date of the next meeting is scheduled to be held on 17 February 2010 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA at 2:00 pm.

The meeting closed at 4:45 pm.

Signed Date