

NOTTINGHAM CITY HOMES

PERFORMANCE & REGULATORY COMMITTEE

MINUTES of the Meeting held on **11 NOVEMBER 2008** at Hounds Gate from 5.10 to 7.00pm

Attendance

Committee Members

Margaret Pugsley
Paul Rowe (arrived at 5.30pm)
Janet Storar (Chair)
Graham Ward
Malcolm Wood (arrived at 5.25pm)

Also In Attendance

Julie Crook - Director of Finance ICT & Governance (arrived at 5.45pm)
Lorraine Hayes - Governance Officer
Richard Holland - Rents Manager
Bernadette Lawley - City Lettings Manager
Gill Moy - Director of Housing
Masaud Subedar - Head of Performance & Resource Management (NCC)
Sue Taylor - Assistant Director of Housing Services

08/18 WELCOME, INTRODUCTIONS FROM THE CHAIR & ANNOUNCEMENTS

The Chair opened the meeting and welcomed Richard Holland and Bernadette Lawley to the meeting.

08/19 APOLOGIES

Apologies were received from Amanda Schofield.

08/20 DECLARATIONS OF INTERESTS BY BOARD MEMBERS AND OFFICERS

Malcolm Wood declared an interest in item 9 Service Level Agreements in respect of Hanley & Gellestrop charities.

08/21 MINUTES OF THE PERFORMANCE & REGULATORY COMMITTEE HELD ON 12 AUGUST 2008

The Minutes were agreed and adopted as a true and accurate record of the Meeting.

08/22 MATTERS ARISING

None

08/23 RENT COLLECTION PERFORMANCE

The Rents Manager presented the rent collection performance for the second quarter of 2008/09.

The Committee was informed that the in year collection rate was ahead of target, comparative data shared with HouseMark suggested that the Company was the fourth best performing Arms Length Management Organisation (ALMO) for the second quarter.

The Committee were informed that officers were working closely with our tenants to sustain tenancies and reduce the number of evictions this was reflected in performance indicator BV66d.

The number of tenants paying via direct debit had increased. The Company had recently introduced an incentive scheme for tenants who regular paid by direct debit to be included in a monthly £50 prize draw.

New protocols have been established with two local colleges and Nottingham Credit Union which should in the future signpost our customers more effectively to seek the help and advice they need to reduce rent arrears and sustain their tenancy.

The Company had facilitated on the 12 November 2008 a Financial Inclusion Roadshow to be held at the Guildhall. Approximately twenty eight partner organisations had indicated that they will attend the event to provide advice and assistance to those with debt/financial problems.

The Committee were conscious that some groups within the community were more vulnerable in terms of falling into arrears with their tenancy. The Rents Manager assured the Committee that the Financial Inclusion Officers were working closely with tenants.

The Rents Manager informed the Committee that he would forward "Knowing our Customers" Profiling document to them after the meeting.

The Committee supported the plans to improve performance and found the report to be very informative.

The Committee noted the report.

08/24 HOMELINK, ALLOCATIONS QUARTERLY MONITORING & SCRUTINY REPORT

The Lettings Manager presented a report to the Committee on the Allocations Service for the second quarter of 2008/09 and advised on the outcomes as a result of the scrutiny of the service.

The Committee were informed that there were sixteen thousand one hundred and seven (16,107) applications registered within the six bands on the HomeLink register and that a robust review of the register began in May 2008. It was envisaged that all review letters to all of the applicants would be completed by the end of November 2008 and the resulting outcomes completed by the end of January 2009.

It had been identified that within the bidding process, a number of applicants over the age of sixty were not placing bids; a new casework approach had been implemented to ensure that individual support was offered to applicants using the HomeLink Service.

Ade Aderogba queried the number of applicants currently registered on the HomeLink Register. The Lettings Manager informed the Committee that the information would be collated and circulated after the meeting. The Committee were informed that there was a limited supply of four bedroom properties across the City; the Company was working closely with our HomeLink partners.

The Committee were informed that monthly meetings had taken place since April 2008 to scrutinise all cases referred to the Allocations and Tenancy Management Panel

The Committee sought assurance that the process was robust for applicants requesting a move on medical grounds. The Lettings Manager informed the Committee that there were two HomeLink Medical Officers who assessed applicants on accessibility to their home and how they coped within the property. On complex cases clarity was sought from Occupational Health. The Assistant Director of Housing confirmed that within the Service Improvement Plan a review would be undertaken on how other ALMO'S and Choice Based Letting Schemes managed applications to transfer on medical grounds.

The Committee were informed of the outcomes of the monthly meetings and supported the introduction of an individual performance framework had been developed to ensure adherence to policy and consistency of applications.

The Lettings Manager would circulate to the Committee the Profiling documentation.

The Committee noted the report.

08/25 PROCUREMENT ACTION PLAN MONITORING

The Director of Finance ICT & Governance (DFIG) informed the committee that the Procurement Strategy had been approved at the September Board and that action plan identified specific tasks required to bring efficiencies and Value for Money across the Company.

The Committee noted the report and requested that a covering narrative report be included in future reports

08/26 SLA UPDATE

The DFIG introduced the update report and advised the current situation with regard to the SLA reviews with NCC.

The Committee was informed that the DFIG had attended a meeting with the Deputy Chief Executive & Corporate Director of Resources at NCC on 11 November 2008 and that significant progress had been made on the SLA'S with the exception of ICT. It was envisaged that the Company would sign off the majority of SLAs during November 2008.

RESOLUTIONS:

The Committee:

- 1. Agreed that the Chair and Vice Chair of the Board sign off appendix B Garden Assistance Scheme SLA**

2. Agreed to note the remainder of the report.

08/27 QUARTERLY FINANCIAL REPORT

The DFIG presented the position for the second quarter 2008/09

It was reported that there was a projected revenue deficit within the second quarter of One hundred and forty-seven thousand pounds (£147k).

The Capital Programme it was on target to spend in line with the budgeted expenditure. There is projected slippage on the digital switchover programme, the Company is on target to ensure technology will be in place for the digital switchover date of 2011 and was working with Fusion 21 to ensure Value for Money and the best available technology.

Ade Aderogba queried the variances within Organisational Development. The DFIG confirmed that provisions within this budget had taken into consideration Employment Tribunal predicted costs and the District Audit Report.

The Committee noted the report.

08/28 2009/10 BUDGET

The DFIG presented the draft budget for 2009/10 the figures had been submitted to NCC on 31 October 2008. The Company and NCC would continue to consult with tenants and other stakeholders on the budget proposals and service priorities for 2009/10 and this would be collated into a response to Government by the deadline of 9 December 2008. Further budget reports will be submitted to future meetings of P&R and The Board.

The Committee noted the report.

08/29 QUARTERLY PERFORMANCE REPORT

The Head of Business Improvement (HBI) had forwarded apologies to the Committee that she was unable to attend the meeting.

The Director of Housing (DOH) in the absence of (HBI) presented the 2nd Quarter performance report which measured the Company's performance against national and local primary performance indicators.

Vacant Property Management

The Director of Housing advised that despite some good success the Company would be concentrating on making further improvements. The successes included:

- Reduced the number of lettable properties that are empty from 516 to 418 during the second quarter.
- Reduced the number of voids empty for more than six months between April to September to 48.
- Average void time 49.5 days.

Repairs

It was noted that at the end of quarter two cumulative repairs performance had demonstrated an improving trend. The Committee sought confirmation on why performance in respect of responsive repairs had dipped. The (DOH) would contact the Director of Property services and give feedback at the next meeting.

Estate Management

The Tenants Services Inspection Team had rated all 39 estates as 2 star standard.

The Committee noted the report.

08/30 REGISTER OF DISPENSATIONS

The DFIG advised the Committee that there had been no dispensations from Financial Regulations agreed since the last meeting.

08/31 DATE OF NEXT MEETING

The Committee agreed that the date of the next meeting is scheduled for 10 February 2009 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA.

Meeting ended at 7.00pm

SIGNED DATED