

NOTTINGHAM CITY HOMES

PERFORMANCE & REGULATORY COMMITTEE

MINUTES of the Meeting held on **10 FEBRUARY 2009** at Hounds Gate from 5:00 to 6:30 pm

Attendance

Committee Members

Ade Aderogba
Margaret Pugsley
Janet Storar (Chair)
Graham Ward
Malcolm Wood

Also In Attendance

Julie Crook	- Director of Finance ICT & Governance
Kim De Vergori	- Assistant Director of Tenancy & Estate Management Services
Richard Holland	- Interim Rents Manager
Jan Locker	- Senior Governance Officer
Sue Lomax	- Housing Registrations & Allocations Manager
Gill Moy	- Director of Housing
Amanda Schofield	- Director of Strategy & Partnership (arrived at 5:45 pm)
Mark Sheldon	- Customer Relations Team Manager
Sue Taylor	- Assistant Director of Housing Services

08/32 WELCOME, INTRODUCTIONS FROM THE CHAIR & ANNOUNCEMENTS

The Chair opened to the meeting and asked the Committee to welcome Mark Sheldon.

08/33 APOLOGIES

Apologies were received from Martyn Kingsford and Paul Rowe.

08/34 DECLARATIONS OF INTERESTS BY BOARD MEMBERS AND OFFICERS

Malcolm Wood declared a personal interest in item 8 Service Level Agreements in respect of holding office as the Chair of Hanley & Gellestrop charity.

08/35 MINUTES OF THE PERFORMANCE & REGULATORY COMMITTEE HELD ON 11 NOVEMBER 2008

The Minutes were agreed and adopted as a true and accurate record of the Meeting subject to the inclusion of Ade Aderogba in attendance.

08/36 MATTERS ARISING

None

08/37 RENT PERFORMANCE UPDATE

The Interim Rents Manager (IRM) presented the rent collection performance for the third quarter of 2008/09.

The Committee was informed that five of the six key indicators were on target and the tenants served with notice indicator was over target. But overall performance was improving.

The IRM announced that the Company was the best performing Metropolitan ALMO at present. Malcolm Wood expressed his delight at the news and suggested a press release should be instigated. The IRM agreed to arrange a press release.

RESOLUTIONS:

The Committee:

- 1. asked the Interim Rents Manager to arrange a press release to celebrate the news of becoming the best performing Metropolitan ALMO at present: and**
- 2. noted the remainder of the report.**

08/38 HOMELINK, ALLOCATIONS QUARTERLY MONITORING & SCRUTINY REPORT

The Housing Registrations and Allocations Manager (HRAM) presented a report to the Committee on the Allocations Service for the third quarter of 2008/09.

The Committee was informed that there were fifteen thousand six hundred and ninety seven (15,697) applications registered within the six bands on the HomeLink register and following a review of the register there were approximately twelve thousand applications now registered.

The HRAM advised that the bidding process was healthy especially through the website and that bids were being received from the BME and disabled people groups.

The HRAM highlighted that the number of manual offers had increased and that it had been due to the regeneration work being carried out in the City. There had been twenty-five manual offers made within the quarter and there was a need to review the target with NCC. It was noted that there had been a high level of non urgent manual offers made in the Bulwell area, the HRAM confirmed that it had been due to the regeneration work carried out in the Highbury Vale area.

The Committee was informed that the performance framework had been developed to ensure adherence to policy and consistency of applications.

Malcolm Wood enquired about the relationship between the Company and the partner Housing Associations and whether the levels of satisfaction were comparable. In response the HRAM confirmed that information was not sought from the other Registered Social Landlords (RSLs), but agreed to raise the matter of new tenant surveys with them.

Graham Ward highlighted a number of difficulties with the website which included the length of time to input information and the form became distorted when using Windows XP. The HRAM advised the Committee that there were other IT issues and agreed to refer the matter to the IT Team.

Ade Aderogba referred the Committee to the number of bids made by members of BME applicants and requested that he would like to receive information in relation to the percentage of offers made to such applicants. The HRAM agreed that the information would be included in the next quarters report.

The Committee was informed that discussions had been held with NCC's Library Services and plans were underway to install IT pods in libraries. The purpose of which was to increase access. The Chair asked whether the Company would incur a cost from the Library Services. Malcolm Wood was of the opinion as people could use the library facilities free of charge there would not be a charge to the Company.

The Director of Housing confirmed that meetings had continued to be held on a regular basis with the Assistant Directors to scrutinise the decisions and to ensure that issues were identified at an early stage.

It was reported that sensitive lettings would be subject to review.

Margaret Pugsley asked for clarity in relation to one of the key reasons for manual offers – system error resulting in the inability to shortlist applicants. The HRAM confirmed that the reason was used when IT failure or problems occurred and gave an example. The HRAM gave the Committee assurance that the reason would be properly recorded and evidenced.

The Committee had a brief discussion about the void key and offer of accommodation process. It was confirmed that a letter is issued tentatively offering a property and all follow-up communication was verbal.

The Committee noted the report.

08/39 SLA UPDATE

The DFIG gave an update to the Committee and confirmed that the Company was still working hard with NCC to complete the SLAs.

The DFIG reported that due to the budget pressures placed on both NCH and NCC there had been limited progress made, however, it was necessary for NCH to demonstrate that services provided by NCC provide value for money. The DFIG gave an example of sharing the payroll service database, economy of scale.

The DFIG advised that Committee that she was concerned that invoices for services provided under SLA with NCC had not been received for the financial year 2008/09. The matter has been discussed by senior officers.

The Chair made reference to the new Waste Management SLA, which the Committee was being asked to approve, and enquired whether the SLA included the handling of confidential waste. The DFIG advised that the matter would be looked in to and she would report back to the Committee.

RESOLUTIONS:

The Committee:

- 1. agreed the proposed actions as set out in the Appendix A;**
- 2. note the progress made in implementing actions since the withdrawal of the four SLAs; and**
- 3. approved the Waste Services SLA (formerly called 'Refuse Collection, including Skip Hire');**

08/40 QUARTERLY FINANCIAL REPORT

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

It was reported that financial year 2008/09 had been a challenging year financially for the Company and although a deficit had been forecast was working towards a breakeven by the year end. Measures had been out in place to reduce expenditure i.e. managing the vacant posts. The DFIG confirmed that the Company had a turnover of sixty-five million pounds (£65m) per annum and it was unlikely that an exact breakeven would be achieved.

The DFIG reported that the trading position for the repairs contract showed a surplus of one hundred and fourteen thousand pounds (£114k) and the projection for the year showed a breakeven position.

The Committee was informed that an overspend of nine hundred thousand pounds (£900k) had been projected on the Capital Programme budget in relation to the aids and adaption. Additional resources had been identified; however, NCC managed the budget.

The DFIG advised the Committee that the Company was looking in to a new contract to purchase 30% biofuel for use in the Company vehicles, a report would be submitted to the next Board meeting.

The Committee noted the report.

08/41 2008/09 DELIVERY PLAN PERFORMANCE FOR THE 3RD QUARTER ENDING 31 DECEMBER 2008 AND 2009/10 DELIVERY PLAN UPDATE

The Director of Strategy & Partnership (DSP) presented the report which updated the Committee on the Company's performance against the 2008/09 Delivery Plan and an update of the 2009/10 Delivery Plan.

It was reported that there were no areas of concern.

The Committee noted the report.

The DSP presented the report and highlighted the headlines of key indicators. The Committee's attention was drawn to the areas of concern.

Housing Services

The DSP informed the Committee that over one hundred per cent (100%) of the rent charge had been collected in November and December 2008 and the figure had been in excess of one hundred per cent (100%) for the last five months.

Tenancy & Estate Management

The DSP reported that all thirty-nine estates had achieved two star rating but it was thought that a couple may have slipped; action was being taken to correct the issue.

The DSP confirmed that a review was to be undertaken in relation of the performance management framework. The Terms of Reference for the review will be brought back to a future meeting of the Committee.

Ade Aderogba requested that a full copy of the Audit Commission's inspection report be circulated to each Board Member. He raised his concern in relation to the equality and diversity section within the report, Malcolm Wood also raised his concern about the level the Equality Standard Company had achieved.

In response the DSP stated that the Company had taken a decision not to undertake the single status exercise, the HR Committee had considered the decision and confirmed that the Company was not in the position to carry out the exercise.

The DSP also stated that the Company was not in a position at this time to recruit to the position of Head of Equality & Diversity and this had been due to the budget constraints.

RESOLUTIONS:

The Committee:

- 1. noted the Company's performance to 31 December 2008 with regards to the planned activity contained in the Delivery Plan and Service Improvement Plans;**
- 2. noted the Company's performance to 31 December 2008 with regards to the local performance indicators;**
- 3. considered the remedial action proposed to address any issues of performance; and**
- 4. a full copy of the Audit Commissions Inspection report be circulated to the Board Members.**

08/43 LEARNING FROM CUSTOMER FEEDBACK: 3C'S QUARTER 3 OF 2008/09 UPDATE

The Customer Relations Team Manager (CRTM) presented the report which updated the Committee on the learning that had taken place.

The CRTM confirmed that the performance on complaint response within five days was ninety-seven point five per cent (97.5%) which was above the target of ninety-seven per cent (97%) within five days. The target achieved in the previous year was seventy-nine per cent (79%) within ten days.

In response to the level of complaints received; a complaints feedback group had been developed.

RESOLUTIONS:

The Committee:

- 1. minutes of all Committee meetings to be circulated to the Board Members prior to the Board meeting; and**
- 2. noted the remainder of the report.**

08/44 REGISTER OF DISPENSATIONS

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

08/45 FORWARD PLAN

The Committee noted the forward plan.

08/46 DATE OF NEXT MEETING

The Committee agreed that the date of the next meeting is scheduled for 8 June 2009 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA.

Meeting ended at 6:30 pm

SIGNED DATED