

NOTTINGHAM CITY HOMES**PERFORMANCE & REGULATORY COMMITTEE**

MINUTES of the Meeting held on **12 MAY 2009** at Hounds Gate from 5:00 to 6:30 pm

Attendance**Committee Members**

Ade Aderogba
 Martyn Kingsford
 Janet Storar (Chair)
 Paul Rowe (arrived 6:45 pm)

Also In Attendance

Julie Crook	- Director of Finance ICT & Governance
Richard Holland	- Interim Rents Manager (left 5:55 pm)
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)
Sue Taylor	- Assistant Director of Housing Services

08/47 WELCOME, INTRODUCTIONS FROM THE CHAIR & ANNOUNCEMENTS

The Chair opened to the meeting and announced the withdrawal of Item 6. The meeting was in quorate however the Members of the Committee in attendance decided to continue and give consideration to the remaining items on the agenda in the absence of Paul Rowe. It was proposed that the Committee re-convene prior to the Board Meeting on 21 May 2009 at 5:00 pm.

08/48 APOLOGIES

Apologies were received from Margaret Pugsley, Graham Ward and Malcolm Wood.

08/49 DECLARATIONS OF INTERESTS BY BOARD MEMBERS AND OFFICERS

None.

08/50 MINUTES OF THE PERFORMANCE & REGULATORY COMMITTEE HELD ON 10 FEBRUARY 2009

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

08/51 MATTERS ARISING

08/51.1 **Minute 08/37** - The Interim Rents Manager confirmed that a press release had been arranged to be released in the Tenants Newsletter.

08/51.2 **Minute 08/42** – Ade Aderogba raised concern over the head of Equality & Diversity position and that the Company had made the decision not to recruit to the position due to budget constraints. The Director of Strategy & partnership (DSP) confirmed that Connie Hall was the Acting Head of Equality & Diversity. The DSP also confirmed that the decision had been well received at the BME forum.

The DSP informed the Committee it was anticipated that a report on equality and diversity would be presented to the Board in July 2009.

The Committee was advised that there was now real engagement reported across the Company, but there was still a need to link in to the inspection report. The Company had responded by additional drive to address the issues.

The DSP advised that the performance indicators and targets had been looked at and invited the Committee to take up the monitoring role.

The Committee was informed that a follow up report was awaited from the NCC.

08/52 RENT COLLECTION PERFORMANCE UPDATE

The Interim Rent Manager (IRM) presented the report and informed the Committee that it had been a successful year for the Rents team. During the year an additional three quarters of a million pounds (£750k) had been collected.

The Committee was advised that the BVPI's had improved, less notices had been served, only five cases remained where the tenants owed more than fifty-two times their rent and there had been fewer evictions which shifts the Company in to the upper quartile.

The Committee discussed payment methods, the proposed office closures, support to tenants and the area profiling. The IRM confirmed that a key task was to enable staff to set up paperless direct debits as an alternative method of payment.

The Director of Housing informed the Committee that a letter of congratulations was to be sent to the team on behalf of the Executive Management team (EMT) and the Performance & Regulatory Committee.

The Committee noted the report.

08/53 HOMELINK, ALLOCATION QUARTERLY MONITORING & SCRUTINY REPORT

The Housing & Registrations Manager (HRAM) presented a report on the Allocations Service for the fourth quarter.

The Committee was informed that there were twelve thousand, seven hundred and sixty-three (12,763) applications registered, seventy per cent (70%) of the applications relate to single people with no children and remaining thirty per cent (30%) of the applications relate to families with children.

The HRAM confirmed that the HomeLink annual review had been undertaken and that every application had been re-assessed and support needs had been reviewed.

The HRAM advised that the bidding process was healthy seventy one per cent (71%) of all bids had been logged through the website.

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.

The Committee was informed that the HomeLink support provided to vulnerable applicants had reduced the non-bidders by fifty-one per cent (51%) and the case work support had achieved good outcomes in terms of building relationships with community groups in particularly the gypsies and travellers. Ade Aderogba raised concern that Nottingham did not have a permanent gypsy sites.

The Committee noted the work that had been undertaken with HMP Nottingham and suggested that Inside Housing be approached to run an article on the success story.

The HRAM stated that the number of complaints had reduced over a four year period.

The Committee noted the report.

08/54 COMPANY PERFORMANCE REPORT 1 APRIL TO 31 MARCH 2009

The Director of Strategy & Partnerships (DSP) presented a report on the Company's performance for the financial year 2008/2009.

The DSP highlighted to the Committee that it had been a positive year for the Company, improvements in performance had been reported across the Company. Twenty eight indicators had shown improved performance.

The Committee queried the presentation of the traffic lights statistics and the number of targets that were recorded as significantly below target. The DSP stated that the information would be checked.

The DSP advised the Committee that the workforce targets had not been highlighted in the report. The Committee was informed the targets set last year had been set without understanding the turnover of the staff. The DSP stated that gaining a two star status meant that the Company was easier to market.

The DH referred to the last BME Committee when concerns had been raised about the number of staff employed to the higher levels. It had been suggested that the Company should consider targeting people through recruitment fairs.

The Committee was advised that performance information in relation to the Decent Homes Programme would be presented to the next meeting of the Board.

08/55 PROVISIONAL FINANCIAL OUTTURN

The Director of Finance, ICT & Governance (DFIG) updated the Committee on the outturn position for the financial year 2008/09 and advised that the accounts were subject to external audit in June prior to being presented to the Board in July 2009, by which time the FRS17 entries will have been included.

The DFIG reported that on a turnover over sixty-eight million, three hundred thousand pounds (£68.3m) there was an overall surplus of one hundred and thirty three thousand pounds (£133k) and in accordance with the Management Agreement the Company must repay any surplus made to the Housing Revenue Account (HRA).

The Committee was informed that the HRA was in a better position than originally anticipated.

The DFIG reported that the capital programme reflected an under-spend of one million six hundred thousand pounds (£1.6m) and the additional funding received for the decent homes work had been received late.

The DFIG confirmed that there had been significant saving on staffing costs which had been achieved through staff vacancies being managed and expenditure on supplies and services being restricted.

The Committee was advised that it had been highlighted early that the Property Services budgets were under pressure and had not been reviewed due to staff concentrating on the tender bid. The budget issues have now been addressed from 2009/2010.

Ade Aderogba asked what the current position on ICT and the Company being independent was. The DFIG confirmed that the Company was working hard with NCC on the one million pounds (£1m) fee and advised that the Company would reduce its dependency on NCC by withdrawing bit by bit with the least value for money services being first. The DFIG confirmed that more detailed information would be provided in the next agenda item.

The Committee noted the report.

08/56 SLA UPDATE

The DFIG gave an update to the Committee and advised that the Company was in a position where it needed to buy back some services from NCC.

The Committee was referred to the list of services provided by NCC, in particular to the action required and was advised of the recommendation to agree them

The DFIG highlighted to the Committee a concern that NCC had recently given all of their lift engineers six weeks notice and that there was a lift maintenance contract still in place.

The Committee was advised that the Company had given NCC notice on the HR SLA in February 2008 currently the Company was paying ten thousand pounds (£10k) per month. NCC was unable to confirm the breakdown of costs.

The DFIG confirmed that the Company was happy with the service received from NCC legal Services and is able to monitor the work. NCC can provide the number of hours that they attribute to each case but was unable to provide the costs for each case. The Committee was advised that this was under review.

The DFIG informed the Committee that there had been savings achieved of three hundred and sixty-six thousand eight hundred and sixty two pounds (£366,862) and an over-spend of eighty five thousand five hundred and fifty nine pounds (£85,559).

The Committee queried the charges made for NCC's Customer Relations and asked what was provided by the service. The DFIG informed the Committee that the charge was made for the ombudsman complaints handled by NCC and confirmed the charges were currently under dispute.

The DFIG advised the Committee that there was a charge against the capital budget for IT equipment which was deemed as an asset, the capital charge would reduce over time. The DFIG explained that IT equipment will depreciate to a nil value within four years.

RESOLUTIONS:

The Committee:

1. agreed the proposed required actions as set out in the Appendix A;
2. noted the net SLAs savings achieved in 2008/09 as set out in appendix 2; and
3. noted the progress made in implementing actions since withdrawing from the Design and Property Services, Human Resources, SX3 Support Service, Fleet Management and Fleet Management Administration Service Level Agreements.

08/57 FORWARD PLAN

The Committee noted the forward plan.

08/58 DATE OF NEXT MEETING

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

08/59 TO CONSIDER EXCLUDING THE PUBLIC AND PRESS FROM THE MEETING DURING CONSIDERATION OF THE FOLLOWING ITEM IN ACCORDANCE WITH THE COMPANY'S ACCESS POLICY.

08/60 MINUTES OF THE PERFORMANCE & REGULATORY CONFIDENTIAL MEETING HELD ON 10 FEBRUARY 2009

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

Meeting ended at 7:13 pm

SIGNED DATED