

MINUTES

20th January 2010

7:00pm Third Floor Board Room, Sutton Gate



BOARD OF MANAGEMENT SUTTON HOUSING PARTNERSHIP

- Present:** Findlay Macpherson (Chair), Mike Davis (Vice Chair), Michael Baldwin, Wendy Mathys, , Ken Morgan, Terry Haswell, Enid Bakewell and Ryan Drew
- Staff:** Andrew Taylor, Brendan Crossan, Joanne Cambra, Sara Tutton and Liz Bosch
- LBS Representative:** Simon Latham
- Also attended as observers:** Jean Crossby (SFTRA), Beverley Brigden (secretary of SLA), a number of involved residents stayed on after the Board / resident networking event.

1. Apologies

Dilys Lee, Samantha Bromige, Sharon Prospere and Lesley O'Connell.

2. Minutes of the last meeting and Matters Arising

FM thanked the residents for attending the board networking event held at 6pm and for staying on to attend the board meeting. FM expressed to the residents how important their involvement was to SHP. FM highlighted the way the Board conducted the meeting and explained that Jean Crossby and Beverley Brigden, as representatives of the tenant and leasehold group as a whole, had an opportunity to speak at each board meeting. No amendments were made to the minutes.

The minutes were agreed as being an accurate record.

3. Outcome of the Inspection

AT explained that SHP has received 2 stars with promising prospects for improvement in their recent inspection. The report would be made public at midnight that day. AT explained the scoring system and the two judgements. AT mentioned that the inspectors looked at all service areas. The history of SHP's inspections had been given in AT's report. SHP were second to the top of all those inspected in 2009 which the Board recognised as a great achievement.

FM added that SHP were better than the Inspection report showed in some areas and the transformation of SHP over the last 3 years has been tremendous. FM also added that SHP aspired to become a 3 star organisation and to do that needed residents to be involved to help SHP get there. AT mentioned that he was making a presentation on the Inspection at the SFTRA General meeting on Tuesday evening at 7pm when residents would have an opportunity to ask any questions.

MD congratulated the organisation on achieving the 2 stars and mentioned that the Inspectors had recommended that we need to do a review on Aids and Adaptation, MD wanted to know where we were in progressing this. MD's second question was about the latest news on the decent homes funding.

ST responded to MD's question about the Aids and Adaptations Review and said that the terms of reference have been drafted and ST would like to take the draft terms of reference to the Board Away Day in February for their approval so that the review can start immediately after the away day. ST added that residents that have had adaptations will be contacted to be involved in the review as well as those residents that have a disability or are above a certain age and may be eligible for an aid or adaptation in the future.

AT responded to the decent homes funding question to say that negotiations were ongoing between the Council and the CLG about confirming some funding to start from April 2010.

KM asked about the Judicial Review and the progress of this. AT responded that this review is running parallel to the confirmation of funding and therefore news on both issues would be available within the next couple of days.

The Board agreed that the recommendations made in the inspection report are included in SHP's 2010/11 Service Improvement Plan in line with the required implementation dates.

4. Tenant Services Authority Consultation

The Board received a report suggesting response to the draft standards that are due to be implemented from April 2010. Appendix 1 of the report set out the questions that the TSA have asked and the proposed responses from our Board. The report highlighted that the Council will be sending their own response as well as SFTRA will be sending a response on behalf of the residents.

TH asked how SHP could achieve the decent homes standard without any money. AT added in response that there was recognition that if there are no resources then the decent homes standard cannot be put in place due to the funding, but the TSA will not be giving out any money. AT added that we were marked down in the inspection report for not having decent homes and that approach would most likely continue.

MB commented that that standards of the TSA seem to be just 'keeping your head above water' rather than going for a high

standard. MB hoped that SHP would still continue to improve and involve residents despite the lower standards of the TSA. EB asked if under the TSA we would still be inspected as at present. AT said that we are due to have another inspection during the decent homes programme and that is still planned at the moment. However the inspect regime is moving to short notice inspections covering a narrower range of areas. These inspections will be targeted at those that aren't performing well. FM commented that regulation is not an easy subject to understand, the most important thing is the standard we put on ourselves. TH asked whether there will still be community cohesion with the TSA. SL replied that this question of cross tenure has been raised since the beginning of the consultation and a number of other boroughs have raised this too. This are remains unclear at the moment.

The Board agreed that a response in line with the comments in Appendix 1 is submitted to the TSA in response to their consultation.

5. Budget 2010/11

The document produced had been set in context of the draft subsidy determination, with the final determination delayed until first week of February. The negative subsidy is likely to reduce by £300,000 from the current year and the average rent increase would be 1.6% for 2010/11.

Heating charge – Council is expected to agree a decrease of 18% for 2010/11. The Management fee had dropped by £250,000 for 2010/11. Work has been done to look at efficiency savings to cover the drop in the management fee and fund growth areas for resident priorities. The budget consultation resulted in just over 200 responses from residents with a more diverse representation than in previous years.

MD commented that it was good to see that the extra money is going to repairs and external services programme, but wanted to know how the weather affects the external services programme. MD also asked about the £130,000 going to repairs when the high level figure had reduced. BC responded to the question about the £130,000, explaining that the budgets reflected a reallocation of admin resources but in total there was still an extra £130,000 towards direct repairs.

ST responded to the question on external decorations. The programme was still on target to achieve full spend on painting for this financial year despite the weather. The programme for 2010/11 had been programmed through the summer and autumn this coming financial year, due to greater and early clarity about resources.

FM wanted to ensure that the efficiencies being made without directly impacting on the service delivery. BC confirmed this was the case. TH asked if the resident consultation this coming year could be more involved to allow more responses. BC confirmed that he has agreed

with SFTRA that they will be involved with the consultation questions before they go out to residents and it will be sent out earlier.

The Board approved the draft 2010/11 budget.

6. Delivery Plan 2010/11

BC explained that this was the annual plan that was produced and agreed by the Council as part of our management agreement with them.

The Delivery Plan included the Service Improvement Plan, Financial Plan and the Performance Plan. Comments from the Council on the draft Delivery Plan were awaited and the Performance Plan was being draw up. The Service Improvement Plan will include the inspection recommendations and other improvements that we have identified. The final plan will be presented at the March Board meeting for approval.

KM asked whether the final plan will include the funding outcomes. BC confirmed that there will be an extra item about funding that cannot be answered at present but will be in the final plan.

7. Procurement of Responsive Maintenance and Grounds Maintenance Contracts

ST explained that the KNK contract was coming to the end of its 4th year and SHP wanted to start consultation with the Board and residents to agree to either extend the contract or retender and go out to the market place. A decision was needed by September 2010 to allow for tendering arrangements.

ST asked that the Board supports this new way forward for procurement and that they make the decision in September with views of the residents and consultants.

Wirth regard to the Grounds Maintenance contract ST proposed that this should be extended by a year to allow full consultation and involvement in a tendering process. ST proposed bringing a report to a future Board meeting showing a timetable for resident consultation and tendering arrangements.

EB commented that she would like KNK to make sure that every job they do is right first time. ST responded that right first time was being taken seriously and monitoring had been tightened in this area. TH commented on the customer complaints about Glendales as there doesn't seem to be a supporting structure in place for these complaints to be captured and for the Board to get an understanding. ST agreed to take TH's point away and include a response in the future Board report. **ST**

FM added that it was very important that residents make a contribution and speaking to the residents in the audience, he said that if they were asked to comment to please do, as their response mattered.

The Board agreed the following recommendations

- (i) Approved a 1 year contract extension of the Grounds Maintenance Contract**
- (ii) Supporting the proposed procurement strategy for the repairs and maintenance contract**
- (iii) To receive, at the April meeting, the timetable for resident consultation and tender of the grounds maintenance contract**
- (iv) To receive, at the April meeting, the timetable for resident consultation and approval of a contract extension or tender of the repairs and maintenance contract**

8. HR Service Review

JC presented the report which summarises the review carried out by the Human Resources (HR) review group and proposed recommendations for improvements and enhancements to the current service provision.

TH commented that the report indicates that the resident feedback was poor in HR. JC clarified that as HR was not a service to residents, but service to staff, the involvement of residents was intentionally limited but not poor for this review. JC added that HR did provide some services to residents, e.g. courses for residents on writing and applying for jobs and interview skills.

JC commented that some of the feedback and consultation from staff and managers about the culture of the organisation has shown that the culture has changed over the last few years. JC added that by an increase in HR resources it will allow managers to have more information quicker and support managers to use the information.

MD asked if the Board could have a full report on the benefits of the extra post in a year's time to see how it has impacted on the service. AT confirmed that in common with all service reviews there would be a 6 month implementation report and details of the extra post will be included in that.

- (i) The Board agreed the review recommendations and actions contained within the Action Plan. In particular:**
 - 1.1 To continue to develop a culture where managers identify staff as a key resource and therefore invest time in effective HR management of their teams**
 - 1.2 HR staff to ensure the delivery of the HR objectives and service plan to reduce reactive HR activity**
 - 1.3 To increase the capacity of Human Resources by:**
 - Recruiting an additional full time member of staff taking this to 2.6 FTE (full time equivalent) to be review after one year.**

- **Improving staff and manager access to HR information through the Intranet and for the HR team and the HR database**
- **To refine core HR processes**

9. Quarterly Balanced Scorecard

BC presented the Quarterly Balanced Scorecard which showed the organisation’s overall performance for the quarter. The overall score is almost the same as last quarter and significant changes was anticipated during the rest of the year.

The report now covered 15 elements as Finance Services had completed their staff satisfaction survey. BC also added that the way benchmarking data was presented had changed in response to comments from the Board.

EB thanked BC for the change of format as she found the new format much easier to understand.

10. Any Other Business

At this point FM asked Beverley Brigden and Jean Crossby whether they would like to say a few words.

Beverley mentioned that the first follow up meeting on window replacement with leaseholders took place this week and is progressing well.

Jean thanked SHP, LBS and residents for their hard work in achieving the 2 stars. Jean also added that she and Beverley will be working on their response from residents to the TSA consultation that evening. They didn’t agree with the TSA proposals and found the consultation document difficult to understand.

FM thanked the residents for attending the Board meeting and commented that their input and thoughts on the service they receive is very important.

The Board moved into private session.

The Meeting ended at 20:10 pm

Date of the next meeting: 3rd March 2010 at 7pm
Venue: 3rd Floor, Sutton Gate

Chair	
Date	