

# MINUTES

3<sup>rd</sup> March 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, Samantha Bromige, Lesley O'Connell, Sharon Prospere

**Staff:** Andrew Taylor, Brendan Crossan, Joanne Cambra, Sara Tutton and Liz Bosch

**LBS Representative:** Simon Latham

**Also attended as observers:** Beverley Brigden (secretary of SLA)

- 1. Apologies**  
Dilys Lee, Ken Morgan, Ryan Drew, Enid Bakewell and Terry Haswell.
- 2. Minutes of the last meeting and Matters Arising**  
No matters arising.

**The minutes were agreed as being an accurate record.**

- 3. Delivery Plan 2010/2011**  
*There were a few questions on the Delivery Plan raised by Board members before the meeting which were tabled at the meeting (also attached to the minutes).*  
BC presented the report highlighting that the final draft of Delivery Plan would be submitted to the Council's Executive on 15<sup>th</sup> March 2010. Service Plans would come to the April Board meeting for approval as part of the updated strategies.  
MB asked whether there will be a Business Plan produced showing future income streams. BC responded that there are two types of income stream. Firstly short term inward investment, which is shown in Service Plans. Secondly, longer term income from the growth of the organisation and the approach to this was being developed.  
AT indicated that the Board would receive a report on growth options at the next meeting.  
SL complimented BC on the work he has done on the Delivery Plan and that the plan was on track to be ready for the start of the financial year. SL also raised a question about the PI target for energy efficiency of homes which he thought was going to reflect

with the decent homes investment programme. BC confirmed that this will be modelled on the decent homes programme but this would only be possible when the year end outturn is known.

SL wanted to know where the Audit Commissions' recommendations were shown. BC responded that those that are due to be completed by end of March have been added to the 09/10 Service Plan and will be reported with the 09/10 Service Plan. The remainder were in the 2010/11 plan.

FM raised whether there is a need to train staff on "soft" skills so that they can handle the interface of working with partners and residents and to broaden the skills they have learnt on the customer care and customer focus areas. JC confirmed that managers were being developed. Management tiers had been clarified to establish greater ownership. Appraisals and personnel development had been made more robust. Many managers have coaching and a quarterly managers' forum is held where all managers are developed together. In addition, SHP had an Aspiring Managers Programme to develop potential managers. Therefore JC explained SHP had already been working on the "soft" skills training and will continue this. MD felt that this was a useful question and worth raising again on a regular basis to see improvements with partnership working.

### **The Board approved the Delivery Plan and Supporting Plans 2010-11.**

#### **4. Governance Update Report**

AT presented the report by reminding the Board that twice a year different sections of the Code of Governance were reviewed to ensure it was always kept up to date. Two sections had been updated and the updates attached to the report.

AT added that plans were in place to look at the whole Code of Governance document and benchmark it with others.

### **The Board agreed the amendments made to sections of the Code of Governance.**

#### **5. Aids and Adaptations Service Review Terms of Reference**

ST presented the report explaining to the Board that this report was brought to the Board Away Day for discussion and now needed final approval. A report on the review would be presented to the Board in June.

SB agreed to be the Board champion for this Service Review.

MD raised whether we feel that we will meet the recommendations following this review that the Audit Commission raised. ST confirmed that the review group felt confident after their away day that they will have recommendations following the review that will satisfy residents and the Audit Commission.

Mariette Akkermans from the Council had been invited to the recent review away day but was unable to make it, so Andrea Howlett, who

is leading the review, will meet with Mariette on a one to one basis to keep her involved and up to date.

**The Board approved the arrangements for the Adaptations service review.**

**6. Staff Satisfaction Survey**

JC presented the annual staff satisfaction survey report to the Board. LOC commented that the figures shown are an improvement from last year. LOC also asked where staff had filled in 'strongly disagree' was there space for them to make a comment about why they put that. JC responded that there weren't spaces after every question for comments but at the end of the survey there was a space for general comments.

SB commented about the question on whether staff are being involved in making important decisions and was surprised to see that only 40% of staff agreed with this statement after all the work that has gone in to improving this. SB also added whether the responses could be divided into their teams to see whether there is a specific team that feels strongly about this.

JC confirmed that we can drill down to team responses for those staff that have put their team down, but many haven't. JC added that there doesn't seem to be any specific group that feels strongly about this.

MD raised his concern that this survey has only come to the Board 5 months after it was produced. JC commented that the inspection displaced reporting of the survey and other priorities since that time took precedence on the Board agenda. Usually this would come to the Board earlier and will in future.

MB asked that when individual staff satisfaction is looked at are the areas of dissatisfaction being picked up and dealt with.

JC confirmed this is dealt with through supervision and appraisal and staff are aware that they can raise things if they have an issue.

FM asked JC what feedback has been given to staff on the survey.

JC confirmed that the survey results are on the Intranet and have been sign posted to staff to where they can be found. There hadn't been a formal presentation as such but JC and AT agreed to progress this to ensure all staff are aware and know what is going to be done about the areas of weakness as well as praising the positives. **AT/JC**

**7. Monthly Performance Tracker**

MD commented that there are a lot of good figures on the performance report. However, sickness absence figures are still high and he felt concerned. JC responded with reasons for the current high level, which included a number of long term cases. A number of these were from the Sheltered Housing team, were not on sick pay due to being off so long and were moving to stages of dismissal due to capability.

JC identified there was increased sickness is due to seasonal illnesses. JC was satisfied that managers were dealing with sickness and levels had improved.

SB asked if there is any scope for reviewing the sickness policy in terms of the length of time staff are off on sickness before anything can be progressed. JC said a review the sickness policy was possible but delays often resulted from the legal procedures that needed to be followed.

In relation to telephone call answering performance, AT informed the Board that a Customer Relationship Management (CRM) system was currently being introduced. This would be a positive driver for further culture change but may affect call handling in the short term before the system is fully embedded.

BC flagged that the Board would need to review the PIs it wanted to see monthly on its Performance Tracker for the new financial year. A final decision would be made at April's meeting.

#### **8. Any Other Business**

Beverley invited all the Board members to the SLA General meeting on 23<sup>rd</sup> March. She confirmed that window replacement issues were being progressed by the working group and there is another meeting this week.

The Meeting ended at 20:00

**Date of the next meeting:** 28<sup>th</sup> April 2010 at 7pm

**Venue:** 3<sup>rd</sup> Floor, Sutton Gate

Chair	
Date	