

MINUTES

28th April 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, Ken Morgan, Ryan Drew, Enid Bakewell, Terry Haswell

Staff: Andrew Taylor, Brendan Crossan, Joanne Cambra, Sara Tutton, Derek Vaughan, Dennis Paul and Liz Bosch

LBS Representative: Simon Latham

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

- 1. Apologies**
Dilys Lee and Sharon Prospere.
- 2. Minutes of the last meeting and Matters Arising**
No matters arising.

The minutes were agreed as being an accurate record.

- 3. Appointment of Executive Director (Resources)**
FM asked the Board to agree the appointment of Brendan Crossan to the post of Executive Director Resources and confirm the line management responsibilities.

The Board agreed that :

- (i) Brendan Crossan is appointed to the post of Executive Director, Resources on the first point of EMT Band 3.**
- (ii) The line management responsibilities for the Executive Director (Resources) be confirmed as set out in paragraph 2.2 of the report.**

BC rejoined the meeting and was informed that the Board had agreed his position as the Executive Director, Resources. The Board thanked BC for the work he has done over the time he has been in the interim post.

4. Strategic Planning

BC presented the report, highlighting that SHP now had 15 strategies which form part of the strategic framework and all strategies have been updated with updated action plans. The Strategic Framework also includes a strategic summary.

MB commented that there isn't a mention of putting to use vacant properties and working with local authorities on this. BC mentioned that there is a confidential paper in Part 2 that will cover this as part of Business Development.

MD raised the areas where there has declining performance and what is going to be done to deal with this.

JC spoke about neighbourhood inspections which have been improving although didn't hit the target. The aim for the first month of the new year is to hit 100% and then every month there after. The other declining area was Leasehold major works charges. ST commented that payments are being made by direct debit and the team were actively pursuing those that haven't entered into repayment options. In addition SHP were looking with the Council on offering loans for leaseholders and actively progressing debt collection on this.

FM raised the average time taken for completion of disabled major adaptations where we are exceeding the service standard. He asked whether this should be shown as meeting the target or shouldn't the target be increased as we are exceeding it. ST indicated this was being considered in the current service review.

The new Environmental Sustainability strategy was mentioned and AT commented that the Managers Performance Group are having a presentation on this at their meeting in May so the Board can request to see the same presentation. Also AT may offer the Board a workshop on this should they feel they would like more discussion on this area following the presentation.

AT also highlighted that the management agreement which is a 10 year contract has a 5 year break clause which is next April.

Therefore later this year the Board will look at the management agreement to see whether any changes should be made to improve working arrangements.

5. Procurement of Repairs

DV summarised the report asking the Board to approve the recommendations.

KM commented on the recommendation about appointing a consultant to support the review in terms of the additional cost that this would incur.

DV responded that he feels it is worth spending the money on a consultant who has experience and knowledge in this area and is a good investment for a relatively small outlay.

EB asked if the consultants will be looking at the current contractor's work. DV responded that they will look at feedback from our customers on repairs and currently we are in the upper quartile but there is always scope to improve a bit more. DV indicated that

support of a consultant and the views of our residents and the Board will assist in decision-making around the tender process.

EB asked how many responses we receive from residents on repairs which DV confirmed had improved and was now just below 50%. FM would prefer to have a formal review of KNK internally before going to a consultant so that we can use the information to validate what the consultant tells us.

ST commented that a report came to the Board in January about this report was to provide an update before September when a decision has to be made. The September report would look at the contractor's performance and look at whether we can better their performance by going out to tender. There is constant monitoring of the contractor's performance and they have improved considerably and are showing a track record of increase performance. ST said that we need to take into account that a new contractor will need time to settle in and therefore that needs to be taken into consideration when deciding the way forward.

FM said the report didn't describe performance in the way ST had explained it.

MD added that the Board hadn't seen the comprehensive detail of contractor's performance for a long time and felt that the Board needed a presentation on this to have a look at before making a decision.

TH concerned that this should all be coming together concurrently so that resident groups can start consultation with residents to give them more time to get involved.

FM raised that when Board decisions are required that are subject to timescales that this is factored into the process and there is enough time in the planning in case the board don't agree or ask for more information before making a decision.

ST added that the consultation with residents groups has been arranged to start in May.

SL asked about how long is needed in terms of procurement time before a new contract is started which DV confirmed to be 9 months. FM asked what the cost of the consultant was likely to be, which DV added hasn't been finalised, but is around £6,000.

ST asked for a Board representative to support the tender process and Michael Baldwin agreed to take on this role. ST asked for the Board members to let her know of any particular issues they would like to see in the report for next month so that these can be included.

ALL

Subject to providing a more comprehensive detail of the contractor's performance the Board agreed:

- (i) A review of current repairs and maintenance contract with KNK Building Services Ltd to enable a recommendation to be made to the Board in September 2010 to either extend the existing contract for two years**

with effect from 1st July 2010 or tender a new repairs contact

- (ii) the review timetable set out in Appendix 1 of the report.**
- (iii) the appointment of Rob McNaughton from HQN Consultants to support the review, consultation with residents, contract revisions and the procurement process.**
- (iv) Michael Baldwin to support the review group.**

6. Procurement of Grounds Maintenance

DP summarised his report mentioning that he has been discussing the process with SFTRA and has invited residents to be involved in the process and to attend the launch meeting in May.

TH queried the launch meeting date as it states in the report that it will be 3rd May. DP confirmed that 3rd May is incorrect as it will be in two weeks time (mid May).

WM queried the price accounting for 60% with the quality only 40% as she thought the quality would be higher. DP commented that it is usually 55%/45% but due to the financial position this had to be changed.

LOC asked what the impact on resident consultation etc would be to the date changes in terms of the start of the contract. DP added that there is time built in before the start of the contract so there shouldn't be a problem with the date changes. DP also commented that there has been a lot of consultation already with the residents which started at the end of last year.

MD asked if we need a consultant's advice for this. DP responded that it is a large contract as well as input based specs are required and therefore he may need a consultant's view on this.

SB commented that these are two major projects (Repairs and Grounds Maintenance) that are happening at the same time and asking a lot of residents to give feedback and commit time to both of these over such a short period.

RD asked how long we have given residents to respond in previous contracts as it doesn't seem like much time. DP replied that residents have been consulted over a couple of years about this, so consultation has gone on prior to the project starting.

KM raised whether a Board member needs to be involved with the project which the Board agreed on. RD offered to be the Board representative but said he would confirm with DP.

The Board agreed:

- (i) The OJEU compliant procurement timetable to procure Grounds Maintenance services through competitive tender**
- (ii) The Board to receive a report in November 2010 about the completed consultation and procurement process. The report will recommend the appointment of a grounds maintenance contractor with effect from 1st April 2011.**

(iii) The appointment of Ryan Drew as Board member on the contract procurement project.

7. Quarterly Balanced Scorecard

BC highlighted that 75% of the PIs achieved and exceeded targets. 90% showed improvement from last year. Overall score across the whole scorecard had improved over the last year. As regards benchmarking with other London ALMOS, 90% were in the top 2 quartiles.

BC mentioned that when the Balanced Scorecard was introduced he said that it would be continually improved. BC mentioned a slight change to the make up of the balanced scorecard and depending on the outcome of the aids and adaptations review there may be more PIs to add. The Governance PI has been added about Board attendance.

Status Survey has been delayed due to suggested CLG guidelines to carry out the survey later in the year, therefore LBS have delayed the survey until guidelines are finalised.

MD commented that the outturn for days lost through sickness absence was an improvement from last year but still a long way to go.

EB asked whether there was a time period of someone being off sick before they had to leave their job. JC responded that it depends what the sickness and what the job is. The individual would be referred to Occupational Health after a period of sickness. Managers were becoming more robust with monitoring sickness absence.

FM asked Board to note that AT and his team have done well to have made all these performance improvements. To demonstrate that we truly are a 3 star ALMO, higher targets will be needed coupled with the continued need to improve in coming years.

KM asked how this information is shared with staff. BC confirmed that the monthly performance tracker and the balanced scorecard are presented at Managers Performance Group and then this is cascaded to teams and raised in one to ones with individuals. BC would also be mentioning the year's performance at the Chief Executive's briefing's in May.

TH asked how residents receive this information. BC confirmed that this is displayed in Homefront and is on the website. TH suggested that this is shared with resident associations as it is good news and we should be sharing it. BC agreed.

8. Information Items

VFM and Financial Monitoring Report – HRA working balance is likely to be around £90,000 below that which was planned in the budget, in part due to reduced commercial income and supporting the Audit Commission inspection.

SHP budget – the outturn was likely to be within budget and the Board would get a full update at next meeting.

Leasehold Window Replacement Update. SL advised that he was hoping to have a report to bring to the Board but wished to share the draft report with the new Lead Councillor for Housing first. He was also waiting for legal and financial implications and will share the draft report with the new Lead Councillor for Housing and the Housing Advisory Group in June and then the Board in July. By early summer are hoping to have this clarified in the public domain. RD asked when the implications on legal and finance will be available. Which SL confirmed to be in May.

9. Any Other Business

AT mentioned the pre Board meeting about the HRA before next Board meeting on 2nd June and the Board event with residents on the same evening. Further details about these two events will be emailed to Board members.

The Meeting ended at 20:35

Date of the next meeting: 2nd June 2010 at 7pm
Venue: 3rd Floor, Sutton Gate

Chair	
Date	