



Hackney Homes Ltd

ITEM 4

Part A minutes of Board of Directors, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 1 March 2011 at 6.30 PM

Present	Board Members Rupert Tyson Alice Burke Mervyn Jones Samantha Lloyd Saleem Siddiqui Audrey Villas Pam Lockley	Hackney Homes Officers Charlotte Graves Neil Isaac Jonathan Oxlade Sunil Desai Neehara Wijeyesekera (Part) Jim Paterson (Part) Alex Jarosy (Part) Judith Morrison (Part) Christophe Tabi (Part) Chrys Edwards (Part)	Stakeholder (Hackney Council) James Probert Carol Hinvest Bruce Devile	Representatives
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	Part A – Open to the Public	Action	Date
1. Welcome/ Introductions	The Chair welcomed everyone to the meeting. As one Board Member had sent apologies for lateness ahead of the start of the meeting, agenda items were re-ordered.		
Apologies	Linda Kelly, Jonathan McShane, Tom Tyson, David Larkin, Alex Russell, Karen Dodds, Joseph Oshikoya		
2. Declarations of Interests	None		
3. Questions received from the public	The Board asked whether a policy covering potted plants and doormats had now been produced. Charlotte Graves confirmed		

	<p>that it had and staff in the neighbourhood were being trained on the policy. The Board asked whether the priority 2 assessments would be completed by the end of March. Jim Paterson confirmed that they would be.</p> <p>The Board noted the questions from the Stamford Hill Sub-Panel.</p>		
<p>5. Chief Executive's Report, Strategic Overview</p>	<p>Charlotte Graves introduced her report and highlighted the following.</p> <ul style="list-style-type: none"> • <u>Shared Services</u>. Preliminary discussions were taken place with the Council regarding shared services. • Decent Homes The results of the Decent Homes bidding round had been received. Under the circumstances, Officers were very pleased with the outcome and were working with colleagues in the Council to prioritise works. Officers at Hackney Homes had worked very hard over the Christmas period to ensure the bid was submitted and Charlotte Graves conveyed her thanks to all concerned. • <u>Gas Explosion at Aiden Grove</u> Charlotte Graves thanked all staff who had helped in the aftermath of the gas explosion at Aiden Grove. The investigation by the fire brigade was still ongoing but the explosion appeared to have been caused by a defective cooker. At the time of the incident, the statutory 		

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inspections had been undertaken by Hackney Homes and there was an up to date CP12 in place.

- Staff Awards Charlotte Graves said that for two female members of staff to be nominated for awards in a traditionally male dominated field was a huge accolade.
- Repairs Call Centre Jim Paterson said that the difficulties had stemmed from a combination of Call Centre system problems, LBH system problems and the very bad weather. Regular meetings were now held with Call Centre staff and the Executive team, Civica and IT and the situation had vastly improved. The queuing time had improved from 12 minutes to 2 minutes and 84% of calls were being answered within the target time which was up from 51%. New staff had been trained and the Call Centre Staff and Gas Operatives were working closely. Work had already started on ensuring that the same problems were not encountered next Winter.
- Winter Charlotte Graves said that Hackney Homes had improved its gritting and sanding service since last Winter. Officers were liaising with the Council on when to start stock piling supplies for next Winter and where these could be stored.

The Board commended Hackney Homes on its sanding and gritting service during the very bad Winter weather.

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The Board welcomed the improvement in the Call Centre service and asked that something be included in the next Residents' Newsletter which thanked Residents for their patience during the problems with the service and set out the current position with the Call Centre.

The Board asked if the schedule of rates included boilers. Jim Paterson said yes but would re-confirm.

The Board asked if any lessons had been learned from the gas explosion. Charlotte Graves said that the incident demonstrated that Hackney Homes dealt with outside emergencies very efficiently, and that internal communications between Officers dealing with such matters were excellent. There was currently a legal challenge taking place within the courts in respect of gaining entry to properties to undertake gas safety checks. Procedures may have to change depending on the outcome of this challenge. One significant outcome of the incident was how to encourage residents to maintain their gas appliances particularly cookers. Jim Paterson said that the programme of fitting carbon monoxide detectors in homes had highlighted the fact that cookers were often responsible for setting the detectors off which resulted in Hackney Homes disconnecting defective cookers. When the gas safety checks were being undertaken, a brief check was also made of cookers and if they were faulty, operatives disconnected them.

**J Paterson/
Coms**

April/May



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The Chair expressed his pride in the actions of staff involved in dealing with the gas explosion and asked that Jim Paterson conveyed this to those members of staff concerned.

The Board asked if members of TMOs were afforded the same service in respect of noisy neighbours. Charlotte Graves said that the policies applied equally. Hackney Homes had a client team which monitored TMOs and Hackney Homes and colleagues at the Council worked closely on such anti social behaviour.

The Board asked that the Board self-assessment exercise fed into the discussions on how the Board would look in future. It was also suggested that it may be possible to use LBH's HR development team for Board development purposes.

Rupert Tyson would write to the staff shortlisted for awards to congratulate them on behalf of the Board.

The Board asked for a further update on the digital aerial installation programme.

The Board noted the report.

Board/Gov Team

<p>6. Board actions yet to be implemented</p>	<p>A briefing note was circulated to Board Members setting out the position on compulsory gas safety checks for leaseholders.</p>		
<p>7. Business Critical Performance Summary</p>	<p>Alex Jarosy introduced the report.</p> <p>The Board expressed concern over the high levels of sickness. Neil Isaac said that over half of the sickness data related to staff with long term sickness of over 28 days. This was being monitored very closely and three quarters of these cases had now been resolved which would be reflected in a significant improvement in the performance data at the start of the new year. . All the cases were being actively managed and Charlotte Graves met with all Service Heads to review the position. Alice Burke as Chair of the HR Committee confirmed that the position was improving.</p> <p>The Board queried the point that the average relet time seemed to be on target whilst the overall the void levels seemed high Neil Isaac and Alex Jarosy clarified that the relet figures only applied to properties being let and not to those on regeneration estates where extensive works were still required.</p> <p>The Board expressed concern over some of the ASB figures. Neehara Wijeyesekera said that ASB was a key priority for Officers and all options were being considered for when the Management Contracts came back in house.</p>		



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The Board queried the unavailable data in respect of satisfaction levels with repairs. Alex Jarosy said that the Government had withdrawn the STATUS survey requirements which had rendered this indicator obsolete.

The Board considered that while economic circumstances were difficult increasing the target for arrears/service charge was not preferable and there were many ways to secure debt. Neehara Wijeyesekera said that leaving the target would mean it would be difficult to have an achievable and realistic target to performance manage the teams. If it would help he suggested finding a way to reassure the Board that debt had been secured through attached charges even though this would not be collectable for many years due to sale or in some cases on allocation of estate, if someone passes away. We still needed a SMART target for in year performance. We would look at how to provide this to the Board while using the proposed target

The Board noted the report.

<p>4. Minutes of the meeting held on 29 November 2010 and matters arising.</p>	<p>The minutes of the meeting held on 29 November 2010 were agreed as a true record and signed accordingly.</p> <p><u>Matters Arising</u> Tess Merrett confirmed that the briefing note for Board Members on the CSR had been circulated.</p> <p>HRA/Community Development Neil Isaac said he would write to all Board Members on the outcome of this.</p>	<p>N Isaac</p>	<p>March</p>
<p>8. Delivery Plan 2011/12</p>	<p>Chrys Edwards introduced the report. The Board queried the mid term priority for shared services. Chrys Edwards said that the CEO was in separate discussions with the Council in respect of shared services. The Board asked whether, in respect of the Olympics, Residents were being encouraged to sub-let their properties for the duration of the Games. Chrys Edwards said that they were not but that all Residents were being kept fully informed of what was happening in respect of the Olympics so that everyone could fully enjoy the Games. The Board asked how continuous improvement was being maintained given that there was currently no longer an external inspection programme. Chrys Edwards said that although nothing had yet been decided regarding any sort of external inspection/monitoring regime, Officers were monitoring performance, and ensuring that compliance with standards was still</p>		

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being maintained and improved upon. Charlotte Graves said that some organisations had engaged external consultants to look at this area but given the current financial climate, Hackney Homes was concentrating on such initiatives as Tenant Scrutiny Panels and internal resources. The Board concurred that this was a good idea.

Chrys Edwards gave a brief overview of the performance management structure. The Delivery Plan was supported by Service Plans for all Hackney Homes' Services. These Service Plans, drawn up by the Service Heads also covered areas such as VFM, Equalities, Sustainability and the Olympics.

The Board asked what Hackney Homes was doing in respect of illegal occupancy. Chrys Edwards said that Wayne Hylton and his team were leading on this at Hackney Homes with success. It was noted that there was an issue with getting Court time for these cases and this was causing a backlog.

The Board also asked what was being done to address the stock condition survey. Chrys Edwards said that LBH's finance team were reviewing this as part of the HRA review and a report would be available in the near future.

The Board noted the report.

<p>9. Developing the Local Offer</p>	<p>Chrys Edwards introduced the report and gave some brief background to the Local Offer. The Board noted that there could be some duplication between the Local Offer and the Delivery Plan. Chrys Edwards said that the Offer was a work in progress and ever evolving and Officers were working to ensure there was no duplication.</p> <p>The Board asked that the timetabling process for key documents such as the Delivery Plan be reviewed.</p> <p>It was noted that the Local Offer seemed to be exclusive of Leaseholders although many of the priorities included affected Leaseholders equally with Tenants. Chrys Edwards said that the Offer followed the framework which had been set by the TSA which had clearly set out that it was for Tenants only. However, Officers were committed to developing the Offer which would include Leaseholders.</p> <p>The Board noted the report.</p>	<p>T Merrett/C Edwards</p>	<p>On-going</p>
<p>10. Hackney Homes Budget 2011/12</p>	<p>Sunil Desai introduced the report. The final Budget was the culmination of all the hard work by the A&F Committee and the Board.</p> <p>The Board approved the budget for 2011/12</p>		

<p>11. Financial Overview Report</p>	<p>Neil Isaac introduced the report. The Chair of the A&F Committee said that the Committee would welcome a more sustainable approach to the repairs & maintenance budget. The Board strongly endorsed the approach but equally, the choices afforded by the HRA review also produced new risks and it was therefore important that the A&F Committee and the Board devoted time to reviewing this.</p> <p>The Board noted the report.</p>		
<p>12. RLG Awayday, Proposal for Board Approval</p>	<p>The Board approved the proposal that</p> <ul style="list-style-type: none"> • The RLG met 3 times a year • The RLG met 4 times a year with the Chief Executive 		
<p>13. Pathfinder Play Area</p>	<p>The Chief Executive introduced the report. The Board asked that a report be brought to the A&F Committee which included detailed figures and set out a transparent re-charge process.</p>	<p>J Morrison/ C Tabi/ S Desai</p>	<p>TBC</p>
<p>14. Update report on Decent Homes Programme 2010-11 3rd Quarter</p>	<p>The Board noted the report.</p>		



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AOB	There was no other business		
	The meeting closed at 8.15 pm		

Signed as a true record of this meeting _____ Chair Dated _____