



## Hackney Homes Ltd

ITEM 4

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

On 16 November 2009 at 6.30 PM

Present	<b>Board Members</b> Rupert Tyson (Chair) Alice Burke (Vice-Chair) Feryal Demirci Jonathan McShane Samantha Lloyd Audrey Villas Marie Photiou Linda Kelly David Larkin Karen Dodds Tom Tyson Terry Edwards Afolassade Bright Andrew McMillan Pamela Lockley Joel Gordon	<b>Hackney Homes Officers</b> Charlotte Graves Neil Isaac Gary Penticost Judith Morrison Neehara Wijeyesekera Robin Smith Martin Weaver Christophe Tabi Malcolm Brewer	<b>Stakeholder Representatives (Hackney Council)</b> Michelle Patterson Tom Price Stephen Tate  <b>Partners</b> Elliot Brooks (Pinnacle) John Ferman (Pathmeads)  <b>Members of the Public</b> Arj Singh Francesca Angelini Eric Cato Rebecca Rencz		
	<b>Part A – Open to the Public</b>			<b>Action</b>	<b>Date</b>
<b>1. Welcome and Introductions</b>	The Chair welcomed everyone to the meeting and all those present introduced themselves.				
<b>Apologies</b>	There were no apologies.				
<b>2. Declarations of Interests</b>	None.				



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<p><b>3. Questions received from the public</b></p>	<p>The response had been included in the papers and had also been posted on Hackney Homes' website. The Stoke Newington Neighbourhood Panel considered that the Decent Homes Contractors could do more to take on local employees.</p>		
<p><b>4. Minutes of the meeting held on Monday 21 September 2009</b></p> <p><b>Matters arising</b></p>	<p>The minutes of the meeting held on Monday 29 June 2009 were agreed as a true record and signed accordingly.</p> <p><u>Question from the public</u> The Board asked if Mr Sheldon was satisfied with the response he had received. Judith Morrison said that Mr Sheldon had not replied to the response so Officers concluded that he was.</p> <p><u>Stock Condition Surveys and Decent Homes</u> Whilst Hackney Homes was on target to complete all kitchens &amp; bathrooms for those blocks included in the Decent Homes Programme, the Board said that plans needed to be drawn up to address how we dealt with those blocks which were currently not in the programme. The Chief Executive said that Officers recognised that there were anomalies within the original sample surveys for Decent Homes and these were being explored. There was still an extensive Decent Homes Programme until 2012 and a further report would be brought back to Board detailing progress.</p> <p>The Board asked that stock condition surveys be included on the Risk Register.</p>	<p><b>J Oxlade</b></p> <p><b>N Isaac</b></p>	<p><b>26 Jan 2010</b></p> <p><b>7.12.09</b></p>
<p><b>5. Verbal Updates- A&amp;F Committee</b></p>	<p>As the Audit &amp; Finance Committee was a Part B meeting, Samantha Lloyd, Chair of the A&amp;F Committee said she would provide an update in the Part B meeting scheduled after the this Part A meeting.</p>		

**6. Chief Executive's Report – Strategic Overview**

Charlotte Graves introduced the report and highlighted the improvement in voids turnaround. She drew the Board's attention to the organised squat which had occurred at Kings Crescent two weeks ago. Security had now been strengthened with guard dog patrols and legal action was proceeding. As this had been an organised squat, it could replicate itself in other parts of the Borough and everyone was asked to be vigilant.

The Board congratulated the Chief Executive and her team for the rapid response to the squatting incident

**Appendix 1  
Woodberry Down**

Robin Smith introduced the report and updated the Board on the outcome of the phases 2-5 procurement and the progress with the Kick Start Sites all of which were progressing well.

The Board asked when the next decanting and demolition round would begin. Robin Smith said that Officers were in discussion with the Council and Woodco about who should be moved into the new properties and this would determine the next round of decanting and demolition.

The Board asked that Officers ensured that any decanted properties were properly secured to mitigate against squatting. Robin Smith said that the security firm at Woodberry Down had been instructed to inspect all void properties every evening.

The Board noted the report.

<p><b>7. Presentation by Jackie Hopfinger and Cllr Patrick Vernon</b></p>	<p>Jackie Hopfinger from the Learning Trust and Cllr Patrick Vernon gave a presentation on how the Learning Trust had been working with Hackney Homes and other partners across the Borough to improve the children's play facilities. One of the key concerns however surrounded long-term maintenance of these areas and how best to address this. The Board asked that the Learning Trust consulted not only with the user groups of the play areas but also local residents to ensure that the areas were appropriately located. There were also concerns about how these areas were often appropriated by gangs after sundown and also used for such things as bonfires.</p> <p>In respect of the maintenance issues, the Board agreed that the day-to-day matters could be co-ordinated with Hackney Homes but there were implications surrounding long-term maintenance as these areas would need refurbishment and renewal in the future and it would be disappointing if these successful play areas, were allowed to fall into disrepair and consequently have to be taken out of commission. A long-term maintenance schedule needed to be planned. Jackie Hopfinger said that this was being worked on.</p> <p>The Board thanked Jackie Hopfinger and Cllr Patrick Vernon for the presentation.</p>		
<p><b>8. Jackie Loftus- Presentation on Community Projects</b></p>	<p>Jackie Loftus gave a presentation on some of the community projects taking place around the Borough. She highlighted the success of the Kickz project, the partnership with ELBA, GamerZ and the PCT partnership. The Board congratulated Jackie Loftus on the two awards she had recently won for her work with Kickz and on all the successful projects she had managed across the Borough.</p>		



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	<p>The Board said that the community development work needed to be considered strategically to ensure long-term sustainability. The Chief Executive said that Officers acknowledged this and work would be done on a long-term community development strategy but realistically, such a project would take around 18 months to complete.</p> <p>The Board thanked Jackie Loftus for her presentation.</p>		
<p><b>9. Business Critical Performance Summary Quarter 2</b></p>	<p>Neil Isaac introduced the report. The Board asked for clarification on the quantity of key performance indicators (KPIs) Hackney Homes was measuring. Neil Isaac said that each service area was managed at a very detailed level and this had been agreed in conjunction with the Council. Hackney Homes also used Housemark to benchmark our KPIs with other housing providers and Housemark used a large suite of Indicators which we could then drill down into. Stephen Tate said that each year, the Council along with Hackney Homes looked at the Delivery Plan to review the business critical indicators and considered the current best practice for ALMOs. It was also important to take the Audit Commission's views into account.</p> <p>The Board asked if the sickness indicators could show long-term sickness and short-term sickness separately and noted that an average of 9 days short-term sickness appeared high. The Board also queried invoice payment performance. Neil Isaac said that he would separate the sickness indicators in the narrative. The average number of days taken in short-term sickness leave was in the mid-range for ALMOs and it also reflected the demographics of Hackney's workforce which had a higher proportion of blue collar older people. A benchmark report was being prepared for the next HR Committee and this could be circulated as an information item to the full</p>	<p><b>N Isaac</b></p> <p><b>T Merrett</b></p>	<p><b>March 2010</b></p> <p><b>16.12.09</b></p>



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	<p>Board. In respect of invoice payments, the system used only recorded the invoice date rather than the date received and this had caused the difficulty. There was now a process in place which addressed this and October's Indicator was above target.</p> <p>The Board asked for clarification on complaints as Stage 1 appeared to be measured by turnaround times and Stage 2 by quality. Neil Isaac said that Stage 1 complaints were now signed off by more senior members of staff which meant that more were resolved so fewer were proceeding to Stage 2. However, of those complaints which progressed to Stage 2, more were likely to be upheld.</p> <p>The Board noted the report.</p>		
<p><b>11. AOB</b></p>	<p>The Board agreed that AOB would not be taken at this meeting.</p> <p>The meeting closed 8.00pm.</p>		
	<p>The date of the next meeting is <b>WEDNESDAY</b>, 16 December 2009.</p>		

Signed as a true record of this meeting \_\_\_\_\_ Chair Dated \_\_\_\_\_