



Hackney Homes Ltd

ITEM 4

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

On 19 May 2008 at 6.30PM

Present	Board Members Rupert Tyson (Chair) Alice Burke (Vice Chair) Audrey Villas (Vice Chair) Samantha Lloyd Asim Bhattacharyya Brian Marsh Marie Photiou Danny Sutcliffe Afolasade Bright David Larkin Karen Dodds Linda Kelly Terry J Edwards	Hackney Homes Officers Charlotte Graves Neil Isaac Peter O’Kane Robin Smith Pat Ronayne Sunil Desai Daniel O’Connell Chrys Edwards Tom Hogan Clive Taber Sally Raphael Alan Turner	Stakeholder Representatives (Hackney Council) Stephen Tate Nimisha Patel Audit Commission Graeme Bennett Adrian Brown
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	Part A – Open to the Public	Action	Date
1. Welcome/Apologies/ Introductions	Apologies were received from the following: <ul style="list-style-type: none"> • Natalie Pace • Feryat Demirci • Jonathan McShane • Melvin Drayton 		

	<p>Introductions: Audit Commission Officers: Adrian Brown –Lead Housing Inspector and Graeme Bennett – ALMO Co-ordinator (Audit Commission)</p>		
<p>2. Declarations of Interests.</p>	<p>None.</p>		
<p>3. Presentation by Audit Commission: Hackney Homes Inspection November 2008</p>	<p>The Audit Commission Commission presentation outlined the following: Inspection programme.</p> <ul style="list-style-type: none"> • The Board was informed of the Audit Commission’s aims for continuity and consistency, namely that an inspector from a previous inspection team and an inspector from another region would be selected; • The inspection team will consist of 4 housing inspectors and 1 Tenant Inspection Adviser. <p>The Audit Commission Inspectors stated that the Hackney Homes inspection timetable would be as follows:</p> <ul style="list-style-type: none"> • 4 August 2008- Document Request List and Self Assessment Document; • 21 September 2008- Return of Document Request List and Self Assessment Documents to the Audit Commission; • 17 – 27 November 2008 – Audit Commission On Site Inspection; • Mid January 2009 - Audit Commission’s draft Inspection Report submitted to Hackney Homes; • March 2009 – Audit Commission’s Final Inspection Report published. <p>Changes since August 2007</p>		

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Audit Commission informed the Board of the following Inspection changes:

- Changes to Key Lines of Enquiry (KLOEs);
- Introduction of Oftenant a significant development with emphasis on ALMO and Local authority remit;
- Positive trends on reinspection.

Audit Commission Inspection expectations.

- Analysis of trends;
- Key underlying messages;
- Hackney Homes expected to identify weaknesses and outline plans to overcome the weaknesses;
- **Diversity** issues to be considered in the inspection;
- Service aims met and delivering value for money;
- **VOIDS, repairs and resident involvement** are to feature prominently;
- How **good governance** can be achieved;
- Staff should have clear functions and roles to ensure that decision taking is transparent and responsive to the needs of stakeholders;
- Where gaps are identified staff training outlined;
- Best value for money (BVFM) should be a consideration in the bigger picture of service improvement and management.

Housing Inspection

- The Board was advised that the usual ALMO inspection takes around 67 days with 2 weeks on site;
- The Board is expected to sign off the self-assessment;
- Inspection team will use a variety of means to assess the service

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- including mystery shopping, visiting and shadowing officers;
- Self assessment must address the **local context and priorities** in service provision;
 - Consideration needed on areas that require improvement and action plan to overcome the issues identified;
 - Inspection plan must be discussed with the stakeholders with a view to stimulate initial challenge and feedback;
 - Self assessment must highlight the outcome for residents.

Audit Commission On Site Inspection

- Audit Commission will shadow members of staff to assess delivery of service;
- Look into maintenance and use of files;
- Carry out interviews.

Audit Commission Inspection Report

- +4/5 weeks - Audit Commission Draft report delivered. The Report will explain the score and key issues;
- Board should be informed;
- 2 week deadline to respond to draft report;
- Whole inspection team will hold a round table detailed discussion meeting which the Board can attend (there is option to include residents and other stakeholders at this meeting);
- +11/12 weeks- final report;
- 10 day deadline to request review;
- Review request requires agreement between Hackney Homes and Hackney Council.

	<p>Publication and other information</p> <ul style="list-style-type: none"> +2 months after publication Audit Commission will invite Hackney Homes to submit views concerning the inspection process (via a survey). 		
<p>4. Questions received from the public</p>	<ul style="list-style-type: none"> Linda Kelly suggested that the Hackney Homes website should have responses to questions raised by the public; <p>The Board supported the idea.</p>	<p>S Raphael / Chloe Goddard</p>	
<p>5. Hackney Homes' Chair Report</p> <ul style="list-style-type: none"> Special Board Meeting on Business Plan 	<p>The Board noted the report.</p> <ul style="list-style-type: none"> The Chair welcomed Terry Edwards, new Board member. He said that Terry's experience would be of benefit to the Board; Rupert Tyson also commended all staff for a successful Staff Conference. <p>Board member training</p> <ul style="list-style-type: none"> The Chair emphasised the importance of Board Members training. The Board was informed that a Risk Management Training Workshop for Board Members would be held on the Monday 23rd of June 2008 at 6.30pm. <p>Natalie Pace</p> <ul style="list-style-type: none"> The Board was informed of the issue of Natalie non-attendance. The Chair indicated that he has asked Natalie to respond within the week on the best way forward. 		

<p>7. Chief Executive's Report</p>	<p>The Chief Executive emphasised the following points from this report:</p> <p><u>Preparation for Inspection</u></p> <ul style="list-style-type: none"> • The Board was assured that Hackney Homes had made sufficient provisions concerning preparation for inspection; • Analysis and attention was based upon all Key Lines of Enquiry (KLOEs) <p><u>Relationship with the Council</u></p> <ul style="list-style-type: none"> • Hackney Homes had established a good working relationship with the Council through the Mayor and Jamie Carswell. <p><u>Woodberry Down</u></p> <ul style="list-style-type: none"> • S106 Agreement outstanding and waiting to be signed off; • Development would not commence until the agreement was signed off and a 3 month window period to allow for any opposition; • The process has resulted in delay in the procurement process. 		
<p>8. Hackney Homes Performance Year-end 2007/8</p>	<p>The Board noted the report. The following issues were highlighted:</p> <ul style="list-style-type: none"> • Rent collection and leasehold service charges targets met; • There was a reduction in annual sickness levels; • Telephone answering remained an issue of concern; • Members agreed that concentration on achieving rent targets impacts adversely upon other areas. • Board expects Partners to learn from each other to maximise best 		

	<p>practice.</p> <p><u>Telephone system</u></p> <ul style="list-style-type: none"> • Neil Isaac said that the Hackney Homes telephone system was performing well compared to other standards; • Neil Isaac was scheduled to meet the Council to discuss options; • The choice would be for the Council to improve the system otherwise a new system must be installed. • Neil Isaac would update the Board <p><u>Rent Collection and Arrears</u></p> <ul style="list-style-type: none"> • The Board was informed that the North East missed their target; • Contractor had been informed of the need for improvement; • Improvements have been observed but monitoring would continue; • Neil Isaac informed the Board that Pinnacle inherited arrears (historical issue); • Standards would improve as partners were now part of the Hackney Homes Executive Team. 	<p>N Isaac</p>	<p>TBC</p>
<p>9. Introduction to Procurement Strategy</p>	<p>The Board approved the report. The following points were highlighted.</p> <ul style="list-style-type: none"> • The strategy gives Hackney Homes an opportunity to review the procurement process; • Emphasis should be on Value for Money; • The Board was informed that existing consortia would be considered in the review process; • Hackney Homes was hoping for support from all stakeholders; 		



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	<ul style="list-style-type: none"> • Consideration to be given to completing certain work in-house; • Hackney Homes must ensure contractors are representative of the ethnic picture of Hackney; • The report would be submitted to Audit and Finance Committee. 		
10. Voids Update Report	<p>The Board noted the report.</p> <ul style="list-style-type: none"> • More information was required on quality and costings. 	GP	TBC
11. Financial Overview Report	The Board noted the report.		
12. Service Improvement Framework	Board recommended that this item be included on a future Hackney Homes Board Meeting agenda.		
13. Any other Business	None.		

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