

Hackney Homes Ltd

ITEM 4

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

On 27 July 2010 at 6.30 PM

2. Declarations of Interests	None.		
3. Questions received from the public	None.		
4. Minutes of the meeting held on Monday, June 14 2010 Matters arising	The minutes of the meeting held on Monday 14 June 2010 were agreed as a true record and signed accordingly. There were no matters arising.		
5. Crime, the fear of crime and anti-social behaviour within the borough – designing crime out of estates	Sean Whelan gave a presentation. The Board asked if it was the intention to carry out surveys on all the estates and if so what were the priorities. Sean Whelan said that the ambition was to carry out surveys on all the estates but this depended on resources. Each estate had different priorities. The Chief Executive said that Hackney Homes and the Council had a very good relationship with the Metropolitan Police and as part of Team Hackney's work, regular meetings were held with senior police officers The Board thanked Sean Whelan for his presentation.		
6. Action Items for future meetings	The Board noted the action items for future meetings		



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7. Chief Executive's Report -Strategic Overview

Charlotte Graves introduced the report.

- The strategic position with the Council was very good and Hackney Homes had been fully involved in discussions on all key issues affecting the borough. Charlotte Graves formally thanked the Council for this involvement.
- The Finance Team were closely monitoring the national situation
- Project Excellence was now up and running but it was acknowledged that in the first few days, calls had taken longer to be answered. Additional temporary staff had been employed to alleviate this and a mystery shopping exercise had shown that calls were being answered in 40 seconds.
- The Executive Team met with the Chief Executive monthly to monitor long term sickness levels.
- There were a number of food growing projects around the borough and officers were finalising policies for these
- Officers had ensured that there was adequate cover during the holiday period to maintain services.

The Board asked what Hackney Homes was doing in respect of the potential up coming changes to Housing Benefit rules. The Chief Executive said that she had asked the Director of Finance & Resources to add this to the Risk Map and that once the national position was clearer, a paper would be brought to the Board.

The Board asked if additional training would be available for contractors on Universal Housing as it appeared that some contractors were having difficulties with the system Trish Haill said that contractors having difficulties should report

N. Isaac

TBC



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	<p>this to the ICT help desk and officers were going out and giving further training where necessary. The Chair asked how well the implementation of Universal Housing had realistically gone. Trish Hail said that given three systems had been implemented concurrently, the implementation had gone very well. Joel Gordon, the Board IT Champion concurred and said that he had experienced much more difficult implementations elsewhere. The key driver now would be to maintain improvements. It was noted that given the national position, it would be important for the Board to consider the future going forward and particularly issues surrounding asset management. Charlotte Graves said that this could be something for the Board to consider at its awayday on 12 November and could include something specific on asset management matters.</p> <p>The Board noted the report.</p>	<p>C. Graves</p>	<p>12.11.10</p>
<p>8. ICT Strategy 2010 Update – Digital TV Proposal</p>	<p>Trish Hail introduced the report.</p> <p>The Board agreed that</p> <ul style="list-style-type: none"> • Hackney Homes ICT should conduct a full and considered options appraisal on the use of digital TV as an access channel for residents as part of the 2011/2012 ICT Strategy • A fully costed proposal and options would be presented if the feasibility study is proven. • Hackney Homes ICT would continue working with the Council in line with its digital inclusion roadmap during 2011 to maximise any opportunities for joint working. 	<p>T. Hail</p>	<p>TBC</p>



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9. Single Equality Scheme 2010-2013 and Action Plan 2010 - 2013

Sharan Sewa introduced the report. Linda Kelly as Equalities & Diversity Board Champion commended officers for all their hard work and said that the Scheme would be reviewed annually to ensure that any gaps identified during the course of the year could be addressed. It was noted that Diversity Works for London had commended Hackney Homes for the good practice work undertaken. The Equalities & Diversity Board Champion commended the Single Equality Scheme and Action Plan to the Board.

The Board asked how the data collected was used. Sharan Sewa said that it helped Hackney Homes understand the demographics of the borough which in turn ensured that we were addressing the needs of all our residents. Furthermore, the information assisted Officers in undertaking any Equality Impact Assessments so that if any negative impacts were found, Hackney Homes could tailor its strategies accordingly.

Sharan Sewa clarified the current legal duties and then explained that from 2011 a new Public Sector Duty would be introduced. However, it was unclear whether as an ALMO it would be necessary for Hackney Homes to have a Scheme for this. As a result, Hackney Homes, as a matter of good practice, had gone further than the current guidelines and drawn up a Scheme.

The Board asked what Hackney Homes could do to gather more specific knowledge as the classifications were currently very broad. Sharan Sewa said that the ethnicity strand was broken down further but that as yet, it was unclear what our duty was on socio-economic information. The Chief Executive said that although work had not yet commenced on socio-economic information, this was something which could be discussed at the Equalities & Diversity Group Meeting on 29 July 2010.

	<p>The Board asked that any future financial implications associated with the Action Plan be closely monitored.</p> <p>The Board approved the Single Equality Scheme 2010 – 2013 and the associated action plan 2010 – 2013.</p>		
<p>11.Complaints & Members’ Enquiries 2009/2010 Annual Report</p>	<p>The Chair said that this report had been discussed at the Service Improvement Committee held on 22 July 2010. The Board asked how Hackney Homes’ statistics compared with other ALMOs. Neil Isaac said that he would ask Alex Jarosy to prepare a benchmarking report in the autumn.</p> <p>It was noted that whilst Members’ Enquiries letters were dated within the correct response timeframe, Members often received the responses outside the prescribed time period. Charlotte Graves said that she would ask Officers to review this.</p> <p>The Board asked what the timeframe was for a replacement for RESPOND. Charlotte Graves said that the RESPOND system would continue in use until such time as the Council agreed that a replacement could be implemented. Neil Isaac said that it was important that there was a transparent read-across with the Council so it may well be that the technology was in place some time before the new system was actually implemented.</p> <p>The Board considered the fact that half of all stage 2 complainants having their complaint upheld was high and asked if a sample analysis of why which complaints progressed to stage 2 could be undertaken. Neil Isaac said that this could be done in the autumn.</p> <p>The Board noted the report.</p>	<p>A. Jarosy</p> <p>C. Graves</p> <p>A. Jarosy</p>	<p>26.10.10</p> <p>Response sent to F. Demirci 29.7.10</p> <p>26.10.10.</p>



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<p>12.AOB</p>	<p>The Board asked that an update on the digital aerial contracts be circulated to all Board Members and also asked for an update on the position with satellite dishes.</p> <p>Date of next meeting Monday 20 September 2010</p> <p>The meeting closed at 7.50 pm</p>	<p>M. Brewer</p>	<p>2.8.10</p>
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Signed as a true record of this meeting _____ Chair Dated _____