



Hackney Homes Ltd

ITEM 4

Part A minutes of Board of Directors, held at Trowbridge Senior Citizens Club, Lavington Drive, Hackney Wick

On 31st July 2006 at 6.30PM

Present	Board Members Samantha Lloyd Alice Burke Rupert Tyson Asim Bhattacharyya Brian Marsh Marie Photiou David Larkin Karen Alcock Linda Kelly	Officers Steve Tucker – Chief Executive David Angus C Edwards Daniel O Connell Derek Young – Director of Finance Michael Emmett Gary Penticost Pat Ronayne Barrie Cotton – Governance Manager Observers Steve Edwards – TU Helen Toner – TU John C - Rockpools	Residents Paul Smith Erdogan Sarikaya Richard Callaghan Bella Callaghan J Hayward J Collins D Wragg PS Weaver – Wick Village M Weaver – Wick Village
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	Part A – Open to the Public	Action	Date
1 Apologies	David Curley, Audrey Villas, Sharon Patrick, Andrew Potter, Afolasade Bright Did not attend - Sandra Hall		
2 Declarations of Interests.	None		

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	<p>Decent Homes</p> <p>Clarification of the number of call back required for Decent Homes work delayed by Rent Arrears policy, broken down into neighbourhoods.</p> <p>Governance</p> <p>Members were advised that action point concerning the structure of the Board and associated issues has been dealt with by the Standards and Ethics committee at their meeting on July 25th.</p>	<p>A Turner</p>	<p>25th Sept 06</p>
<p>5 Chief Executives Report</p>	<p>The Chief Executive highlighted areas of his report to the Board for comments. Item 11 on the agenda Hackney Homes Telephone Answering Performance was also taken under this point.</p> <p>Action Points</p> <p>Health and Safety - Members requested that Health and Safety issues are a mandatory element of walk rounds on estates.</p> <p>Telephone Answering - Members clarified that the telephone answering figures were one month in arrears, so improved service standard should be visible in October figures. The new staff guide for telephone answering was circulated.</p> <p>Accommodation Strategy - Board Members were concerned that timescales in the centralisation of all staff to Christopher Addison House were not yet available, and its impact on the effectiveness of Hackney Homes in the lead up to full inspection in March 2007.</p>		

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	<p>ST advised that news regarding accommodation strategy was expected in early August, and highlighted the complex IT issues of the Housing Contact Centre based at Yorkton Depot. Any office moves must happen either before September 06, or after the inspection in March 07, the latter now seeing much more likely.</p> <p>Service First - Members called for an open discussion concerning the proposals to set up a single point of contact for residents for all council services.</p> <p>Garages – SN advised the Board that an action plan around the improvement of garage management was in progress and should be ready for circulation to All Board Members in September. Individual issues should be directed to the Client Team.</p> <p>Rent Collection – An error in the text of the performance review around rent collection was accepted and will be amended.</p> <p>Complaints - Board Members asked that the difference between response times for Residents and Councillors should be uniform. ST advised that stage one complaints have now reached their target of 95% and increased focus on the quality of these responses was being undertaken. The target of 95% for stage 2 complaints should be reflected in October figures.</p>		
<p>6 Parking Permits</p>	<p>The Board acknowledge a letter off thanks from Trade Unions concerning a recent increase in the provision of parking permits</p>		

<p>7 Human Resources Policies</p>	<p>The Board voted to accept the following Human Resources policies</p> <ul style="list-style-type: none"> • Equalities and Diversity • Management and prevention of violence at work • Grievance procedure • Alcohol and drug misuse policy and management guidance • Disciplinary procedure • Anti-harassment and bullying policy • Code of conduct <p>Action Points and comments</p> <p>Members were advised that some SLA reviews could have an impact on these policies and they would be periodically reviewed and amended.</p> <p>Board were assured that the policies form part of the induction pack for employees, and would be widely publicised.</p> <p>Members were advised that the Organisation Change Policy was currently in negotiation with the Trade Unions, and should be ready very soon for ratification.</p>		
<p>8 Hackney Homes Joint Committee report back.</p>	<p>ST updated the Board with the 4 main decisions reached at this meeting recently:</p> <ul style="list-style-type: none"> • All part B papers must have the reason for confidentiality made clear • That the Board were asked to look into the possibility of the Trade Unions being given the opportunity to comment on report going to Board 		


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	<ul style="list-style-type: none"> • A detailed statement of organisation change and consultation be provided. • <i>Ref Rec/selct process – See steve</i> <p>ST advised the Board that management were moving closer to Trade Unions and had set up a framework of formal and informal meetings to ensure this, as well as maximum flexibility and openness.</p> <p>Board Members were advised that Hackney Homes HR are members of the London Wide HR ALMO group and good practise from these other organisations was being examined.</p> <p>Trade Unionist present acknowledged the improved working arrangements and looked forward further improvements.</p>		
<p>9 Improvement Committee report back</p>	<p>Susmita Noonan updated the Board on the workings and risk register for the Improvement Committee.</p> <p>161 projects are included in the improvement plan, and the pace to complete all projects had quickened significantly. There are 6 “Red” projects which are continually being targeted for action, including additional meetings with neighbourhood partners to clearly highlight areas of particular concern including telephone answering and complaints handling.</p> <p>Action Points</p> <p>Minutes of Partner Meetings to be circulated to Board Members</p>		

 <p>HackneyHomes In partnership with  Hackney Council</p>	<p>Hackney Homes Ltd</p> <p>Part A minutes of Board of Directors, held at Trowbridge Senior Citizens Club, Lavington Drive, Hackney Wick</p> <p>On 31st July 2006 at 6.30PM</p>	<p>ITEM 4</p>
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<p>10 Audit and Finance committee report back.</p>	<p>Derek Young updated the Board on the workings of the Audit and Finance committee:</p>		
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Signed as a true record of this meeting _____ Chair Dated _____