

Company Number 05564649  
A Company Limited by Guarantee  
Registered in England

**St Leger Homes of Doncaster Limited**

**JOINT AREA BOARD MEETING  
MONDAY 8 SEPTEMBER 2008**

**Present**

Dr Rory Perrett (Chair), Rodger Haldenby, Councillor Mrs Elsie Butler, Betty Clayton, Cllr Mrs Doreen Woodhouse, Councillor Mrs Sandra Holland, Godwin Mudzimu, Lyn Ralph, Mavis Pearson, Dr Robert Allen, Ian Gardner, David Nevett, Lesley Gilfedder Ian Gardner and Jim Parkin

**In Attendance**

Colin Mayhead (item 1), Judith Jones (Director of Customers Services), Dave Abbott (Assistant Director for Estate Management), Linda Milan (Company Secretary), Sharon Adam (Assistant Director of Empty Homes and Services), Paul Elliott (Assistant Director of Capital Programmes), Shauna Brady (PA) and Janet Clarke (Assistant Director of Customer Services)

<b>1a. Apologies and Quorum</b>	<b>ACTION</b>
1.1 Apologies were recorded from Andrew Bosmans, Councillor Mrs B Roberts, Cllr Mrs Moira Hood, Vimbainashe Mbedzi, Councillor Ken Keegan, Verdun Lowe and Lin Myers	
1.2 It was noted that a quorum was present. The meeting was chaired by Rory Perrett.	
1.3 Colin Mayhead, Interim Chief Executive introduced himself and provided a brief outline of how he intends to move SLHD forward.	
<b>1b. Minutes of previous meeting held on 14 July 2008</b>	
The minutes of the joint meeting held on 14 July 2008 were approved as a correct record.	

**2. Matters arising from previous minutes held on 14 July 2008**

**2.1 From item 2.1 – CBL Complaint Analysis**

The Director of Customer Services circulated a Breakdown of Complaint Themes for Choice Based lettings commenting that for future meetings this information will be contained in the Customer Feedback booklet.

It was reported that the most frequently received complaint was regarding the banding system.

**2.3 From item 2.2– Paint Package**

The Assistant Director of Empty Homes and Services commented that this report will now go to the next Area Board for consideration. **SA**

**2.4 From item 2.4 – Service Level Agreements**

Details of SLA savings made was circulated for information.

**2.5 From item 4 – Review Tenancy and other agreements to Occupy (Garage License Agreement)**

The Director of Customer Services reported that an update will be provided to the next meeting with regards to Garage Licenses. **JJ**

**2.6 From item 5.4 -Gas no access procedures**

The Assistant Director of Empty Homes and Services confirmed that the letter to tenants had been amended in accordance with the Area Board Members recommendations.

**2.7 From item 6.4 – Status Survey**

A report detailing the Mini-Status Survey 2007: Topline Findings and Benchmarking was circulated for information.

The information depicted that SLHD are in the top quartile for:

- overall satisfaction with the landlord; and
- satisfaction with the opportunities to participate.

**2.8 From item 7.1 – Opti-time Presentation**

It was reported that Nicky Simpkins, had been contacted with regards to dates for a possible visit to see the Opti-time system in operation.

Area Board members will be contacted in the near future with the details.

### **3. Asbestos Incidents Update**

- 3.1 The Director of Customer Services reported on the operational measures that SLHD have undertaken to rectify the Health & Safety issues that have arisen.
- 3.2 It was reported that DMBC had opted to undertake all works on Council Sheltered Schemes until SLHD and DMBC reached agreement on their specific roles. An agreement has now been reached and protocols established, SLHD are now awaiting a handover date for these schemes.
- 3.3 An incremental approach had been used with regards to the re-commencement of works and it had been agreed to start with the one-hit works as this area held the largest financial implications.
- 3.4 SLHD are currently working to DMBC's asbestos Management plan until the SLHD plan is finalised and approved. Three Clerk of Works employed by the Council have been "loaned" to SLHD until arrangements to recruit to a similar post within the company have been finalised.
- 3.5 A meeting has also been held to plan the resumption of the Environmental and Windows and Doors projects.
- 3.6 It was reported that a full re-structure will also be undertaken within the Capital Programme Team.
- 3.7 A Member queried if retrospective checks had been undertaken in view of the asbestos incidents?

The Director of Customer Services commented that due to the very different natures of the incidents there was no evidence to suggest that any similar instances had occurred in other areas. A specialist H&S Advisor has been appointed to look at all method statements, along with the credentials of asbestos removal contractors.

### **4. Position Statement**

- 4.1 The Assistant Director of Customer Services reported that Colin Mayhead had been appointed as Interim Chief Executive following the suspension of the Chief Executive

- 4.2 It was re-iterated that the suspension was a neutral act and an external consultant has been appointed to lead the investigation.

In preparation for the investigation the Board has split into three separate groups:

1. A group to look at the initial findings of the investigation
2. A group to hear any disciplinary that may be deemed appropriate
3. A group to look at any appeals that may arise.

- 4.3 Ken Hopkins has been appointed as the interim Director of Property Services and the same investigatory process will be used to consider the actions of the Director of Property Services.

- 4.4 John Young has now been elected as Chair of the SLHD Board following the removal of Peter Chapman by DMBC. John Young will be Chair of the SLHD Board until the AGM.

## **5. Decent Homes Progress Report**

- 5.1 The Assistant Director of Capital Programmes provided an update on Decent Homes Progress following the recent suspension of works.

- 5.2 Key issues to note within the report are the actions taken to improve the quality of works from one of the partnering organisations.

- 5.3 To allow Project Managers to give increased supervision to the works in each home the ratio has been realigned to one Project Manager to 20 properties in possession.

- 5.4 A Member asked if the partnering organization references had been investigated prior to the awarding of contracts.

- 5.5 The Assistant Director responded that this had been part of rigorous tender assessments.

- 5.6 A Member queried if performance did not improve could another contractor be brought in to undertake the contract.

It was reported that as the tender period has now elapsed this was not possible, however there was always the possibility of the other contractors undertaking additional works.

- 5.7 The Assistant Director of Capital Programmes reported that any property that does not meet the required standard will be rejected and any snags should be resolved within a week.

It was confirmed that the Contractor will not receive payment until the property is 100% right.

5.8 It was reported that a revised information pack is almost ready to be given to Councillors.

5.9 All re-mobilisation plans for Contractors have been submitted and a programme has been put in place for the window and Doors programme. It was anticipated that all outstanding works will be completed by Christmas.

5.10 A specialist company, SLHD and DMBC, has signed off all method statements.

5.11 DMBC are undertaking random H&S inspections out on sites and feedback has been very positive.

The Director of Customer Services commented that following the new regime of monitoring we are moving forward optimistically.

5.12 The Assistant Director of Capital Programmes reported that the information contained in the Customer Satisfaction section of the report does not take into account the properties that have been affected by the the suspension of works

5.13 A Member queried the time period between surveys being carried out and works commencing.

The Assistant Director of Capital Programmes commented that it may be as long as 18 months. This will be reviewed, as it has been noted that the delay has generated a number of appeals.

5.14 A Member asked if an action plan could be presented to a future meeting for members to ascertain what steps are being taken catch up following the suspension?

The Director of Customer Services agreed to present an action plan to a future meeting. JJ

## 6. **Date and Time of next meeting**

Monday 10 November 2008

The meeting ended at 6:05 pm.