

Company Number 05564649
A Company Limited by Guarantee
Registered in England

St Leger Homes of Doncaster Limited

**WEST AREA BOARD MEETING
MONDAY 8 SEPTEMBER 2008 at 3:30 PM**

Present

Betty Clayton, Ian Gardner, Godwin Mudzimu, Rory Perrett (Chair), Cllr Doreen Woodhouse, Lyn Ralph, Cllr Sandra Holland, Cllr Elsie Butler,

In Attendance

Judith Jones (Director of Customer Services), Linda Milan (Company Secretary), Maxine Newton (Personal Assistant), Rob Chapple (Business Maintenance Manager), Christine Tolson (Assistant Director for Business Performance & Improvement).

Co-opted Members

Godwin Mudzimu

Members of the Public

Mr Ken Baron

- | | ACTION |
|--|---------------|
| 1. Apologies and Quorum | |
| 1.1 Apologies were received from Cllr Beryl Roberts, Vimbae Mbedzi, Andrew Bosmans. | |
| 1.2 It was noted that a quorum was present. Rory Perrett chaired the meeting. | |
| 2. Declarations of Interest by Area Board Members | |
| 2.1 Betty Clayton declared an interest in agenda times 11. Estate Improvement Fund (EIF) and 12. Nominations of Vice Chairs Results.

Ian Gardner and Lyn Ralph declared an interest in item 11. EIF. | |
| 3. Minutes of previous meeting held on 14 July 2008 | |
| 3.1 The minutes of the West Area Board Meeting held on 14 July 2008 were approved as a correct record, with the following amendment:-

'As well as details of availability of Sky for SLHD tenants.' – to be | MN |

added onto the end of the sentence at point 4.2 of the previous minutes.

4. Matters arising from previous minutes held on 12 May 2008

4.1 **From item – 4.2 – Digital TV Signals** – on the agenda to be discussed.

4.2 **From item 4.3 – Repairs** – it was noted that the Business Maintenance Manager had spoken to Jackie Linacre and weekend and evening appointments are being offered.

4.3 **From item 4.5 – Complaints Received** – on the agenda by inclusion in the Customer Satisfaction Booklet.

4.4 **From item – 5.4 – Batch repairs** – on the agenda to be discussed.

4.5 **From item – 6.2 – Decent Homes** – on the Joint Area Board agenda to be discussed.

4.6 **From item – 7.1 – Tenant Nomination** – members noted the nomination of Betty Clayton was accepted by the Board on 3 September. The period of co-option would be until the AGM 2008.

4.7 **From item – 8.1 – Nomination of Vice Chair** – on the agenda to be discussed.

4.8 **From item – 9.2 – Repairs Contact Centre** – members were informed that investigations on the average queue time and abandoned calls had been carried out and the information was correct. Callers are hanging up before the 14 seconds.

A random selection of calls would be monitored on a monthly basis and tenants contacted to try and obtain further information on why they are hanging up.

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4.9 **From item – 9.3 – Average Time Taken to Complete Non-Urgent Repairs** – it was reported that performance has improved steadily since the implementation of Optitime.

4.10 **From item – 9.4 – Gas Servicing - % of Annual Programme Complete (Monthly Cumulative)** – members were issued with the graph that included the trend line as requested from the previous meeting.

4.11 **From item – 11.3 – Allocations Policy** – on agenda to be discussed.

4.12 **From item – 13.1 – Alternative venues** – the Chair advised

Members that it had been considered appropriate to hold a Joint Area Board meeting to allow the Members to consider the implications of recent events including the suspension of works and therefore the implementation of the decision to hold alternative meetings in their areas had been postponed until the new year.

4.13 **From item – 13.2 – Anti Social Behaviour SLA** – it was noted that an SLA was not in place between SLHD and DMBC.

5. Performance Information

5.1 The Assistant Director for Performance and Improvement presented this report that detailed the performance information for July 2008.

5.2 It was confirmed no questions had been received in advance of the meeting.

5.3 Key issues were detailed in pages 1-3 in the booklet.

5.4 Members systematically reviewed the graphical information provided at pages 5 – 29 in the booklet.

5.5 The following was noted:-

Page 6 - Percentage of Current Arrears Against Annual Debit – Monthly Performance - although the figures show a deterioration from the previous month comparison with the previous years figures show an improvement.

Page 8 - Number of Evictions Due to Rent Arrears (per calendar month) – it was noted that the number of evictions are reducing.

Page 9 – Average Time Taken to Re-let Empty Properties – Days - Members were informed that next months figures are likely to increase as a result of the suspension of works undertaken by contractors. Every effort will be made to ensure that this negative impact is kept to a minimum.

Page 15 – % Of Appointments Made and Kept – it was noted that significant improvements have been made on last year due to the implementation of Optitime,

Page 17 – Average Time Taken to Complete Non-Urgent Repairs - Members questioned if optitime would as have a beneficial impact on non urgent repairs. They were informed that this is not expected to have a major effect in this area.

Page 21 – Repairs Contact Centre – Average Queue Time (per calendar month) – it was reported that the marked increase in July was attributable to the breakdown in the Central Processing Unit at

Stanley House. This led to the Repairs Contact Centre being unable to take customers calls and some calls were lost while alternative arrangements were made. The breakdown had lasted for 2 days. When the statistics for these days are removed the average queue time is reduced to 26 seconds.

Page 23 – Capital Programme – Percentage of Properties Completed within Timescale – it was noted that the suspension of works will result in a deterioration in these figures.

Page 24 – Number of Complaints Received – Members were advised that SLHD were completing more repairs on time and although this did not appear to correlate with an increase in complaints the number was felt to be low when considered against the number of repairs completed each week, approx 1,500.

Further work is being undertaken by the Performance Team to audit the accuracy of the figures.

It was agreed that the percentage of repairs carried out in relation to percentage of complaints would be useful to be added to future reports.

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6. Customer Satisfaction Booklet

6.1 The Assistant Director for Performance and Improvement presented this report which gave a summary of customer feedback information.

6.2 Members welcomed the report and asked for congratulations to be passed onto the team that had produced the booklet.

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6.3 The booklet contained a variety of customer feedback including; customer complaints and compliments, comments, ombudsman enquiries, different types of satisfaction surveys, reality checks.

Members were invited to comment on any amendment or additional information they would find beneficial.

6.4 Members attention was drawn to the Decency Satisfaction statistics on page 8. Performance in July was 97.25%. Further auditing is to take place to confirm that data capture methodology is robust.

Members were also drawn to page 13 – Repairs Performance Information, overall the satisfaction was shown as approximately 96% which correlates with other performance indicators.

A member queried if there were any issues with the Glaziers in the West Area referring to the low percentage statistics in the table – This will be investigated and a report brought back to the next meeting.

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6.5 A Member requested that a member of the Performance Team presents the report to the Doncaster Federation of Tenants and Residents Association.

6.6 Members were advised that the Status Survey questionnaire would begin to be sent to tenants at the end of September with the field work completed by 30 November 2008.

7. Service Level Agreement (SLA) Monitoring

7.1 The Assistant Director for Performance and Improvement presented this report that advised the Area Board of the results of performance monitoring and quality checking SLAs between DMBC and SLHD during Quarter 4 of 2007/08 and Quarter 1 of 2008/09.

7.2 Each SLA has a lead officer from SLH and another from DMBC. Progress is monitored on a quarterly basis. The report highlights the main issues that have been identified. Members' attention being drawn particularly to the garden service, which generates a large number of complaints, and the arboriculture service, which currently has a large backlog.

7.3 A spreadsheet detailing efficiencies made since the commencement of SLA monitoring was tabled. This had been requested at the Joint Area Board meeting in May 2008. The amounts in the spreadsheet were the cashable savings and do not take into account efficiencies gained such as extra services obtained at no extra cost.

7.4 **Area Board noted the contents of the report and additional information.**

7.5 The Assistant Director for Performance and Improvement asked permission from the Chair and left the meeting.

8. Analysis of Evictions

8.1 The Director of Customer Services presented this report that updated Area Board members on the findings from an analysis of evictions carried out between 1 April and 31 July 2008.

8.2 Members were informed that further analysis is being undertaken to ensure all appropriate assistance is available to tenants to maintain their tenancies.

She informed the Area Board that a DMBC employee has been seconded to assist with work on regeneration and sustainability.

8.3 One member queried whether the average amount of rent arrears had risen or fallen. It was noted this would be looked at and fed

back at the next meeting.

8.4 Area Board noted the contents of the report.

9. Monitor Allocations to DMBC Properties

9.1 The Director of Customer Services presented this report that provided Area Board members with an update on allocations made by SLHD between 1 June and 31 July 2008.

She referred members to the appendix that detailed properties void for over 2 months. She explained that under the National Key Performance Indicator rules the time taken to undertake some major repairs were allowed to be excluded when calculating the length of time taken to relet a void property.

Properties highlighted in Red in the appendix had been void for over 2 months. This was often because the properties had been unpopular in the band in which they were originally advertised but this should be reduced as the new method of allowing bids from all bands allowed the consideration of bids from other categories without the delay of re-advertising.

9.2 Area Board noted the contents of the report.

10. CBL Presentation and Review of Allocations

10.1 The Director of Customer Services gave a presentation to the Area Board on the review of the Choice Based Lettings Scheme.

She explained the presentation had been given to the Main Board, Overview and Scrutiny Panel at DMBC and then finally to members of the Executive Board.

10.2 She said SLH had acknowledged prior to the Audit Commission inspection that the Allocations service was an area of weakness. However, at the same time an action plan to deliver CBL was in place. Cabinet agreed the new policy in October 2007 and the Choice Based Letting system went live in November 2007.

10.3 The 15 recommendations from the outcome of the review were explained.

10.4 Full consultation will take place including a newsletter to all applicants on the Housing Register. This will remind tenants of the bidding process, and contact number for those requiring further assistance. Once full consultation had taken place recommendation will go to the Council for approval.

10.4 The Area Board noted the contents of the presentation.

11. Estate Improvement Fund

- 11.1 It was noted that site visits would take place shortly to areas where estate improvements had been suggested. A meeting was scheduled to take place next week and a more detailed update would be given at the next meeting.

12. Nominations of Vice Chairs Results

- 12.1 The Company Secretary advised that one nomination form had been received from Betty Clayton.

Members agreed to Betty Clayton taking on the role as Vice Chair.

13. Digital TV Signals

- 13.1 The Business Maintenance Manager reported at the last West Area Board meeting members had requested a scope and program of works for the upgrade on TV ariels.

Members were informed that this was being developed and will be brought to the next West Area Board meeting.

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14. Batch Repairs

- 14.1 The Business Maintenance Manager presented this report that informed Area Board of the criteria and procedure for batched repairs.

- 14.2 At the last meeting Members had raised concerns regarding Health & Safety issues and pre inspection visits.

Members were assured that matters that regarding Health & Safety or of a structurally nature are dealt with as a priority. Any area of uncertainty is clarified by raising a pre-inspection visit.

- 14.3 **Area Board members noted the contents of the report.**

15. Planned Reactive

- 15.1 The Business Maintenance Manager presented this report that inform the Area Board of the progress being made towards the target of a 60/40 split of Planned and Reactive work as requested by Members.

The report detailed the improvements made and he incremental targets.

15.2 **The Area Board noted the contents of the report.**

16. Any Other Business

16.1 Betty Clayton gave her apologies for West and Joint Area Board meetings for November 2008.

17. Date and Time of Next Meeting

17.1 Monday 10 November 2008

The meeting ended at 5:00pm