

Company Number 05564649
A Company Limited by Guarantee
Registered in England

St Leger Homes of Doncaster Limited

**WEST AREA BOARD MEETING
MONDAY 12 NOVEMBER 2007 at 3:30 PM**

Present

Andrew Bosmans, Cllr Beryl Roberts, Betty Clayton, Cllr Doreen Woodhouse, Cllr Elsie Butler, Godwin Mudzimu, Ian Gardner, Lyn Ralph, Cllr Pat Haith, Rory Perrett, Sid Hall.

In Attendance

Judith Jones (Director of Customer Services), Rob Chapple (Business Maintenance Manager, Colleen Thompson (Performance Monitoring Officer), Aileen Tutgun (Personal Assistant), Maxine Newton (Board Support Officer), Adeel Malik (Modern Apprentice).

		ACTION
1.	Apologies and Quorum	
1.1	Apologies were received from George Jackson, Cllr Sandra Holland and Linda Milan.	
1.2	It was noted that a quorum was present. Rory Perrett chaired the meeting.	
1.3	Introductions were given by all attendees.	
2.	Declarations of Interest by Area Board Members	
2.1	Lyn Ralph, Ian Gardner and Sid Hall declared an interest in item 9 – Estate Improvement Fund.	
3.	West Area Board Membership	
3.1	The Chair raised that Cllr Ros Jones was no longer a member of the West Area Board thanking her for her continued support and commitment as well as her valued financial insight and a vote of thanks was given to Ros for being an admirable Chair of the West Board for the past year.	
3.2	The Chair then went on to advise the Board that Cllr Sandra Holland had been appointed to the West Area Board and welcomed her and Andrew Bosmans, Independent member to his first Area Board meeting.	

The Chair invited Andrew to speak, Andrew pointed out following on from comments about Ros he had 20 years experience in the financial sector and hoped to support the Area Board with his knowledge and skills in this field.

The Director of Customer Services suggested that Andrew Bosmans and the Assistant Director of Finance meet to discuss SLHD accounts and procedures. MN to make arrangements.

AB /
MN

3.3 Cllr Pat Haith, Cllr Doreen Woodhouse and Cllr Beryl Roberts joined the meeting.

4. Minutes of previous meeting held on 10 September 2007

4.1 The minutes of the West Area Board Meeting held on 10 September 2007 were approved as a correct record with the following amendment:-

Elsie Butler to be deleted from 'Present' as she had given her apologies.

5. Matters arising from previous minutes held on 10 September 2007

5.1 **From item 5.2 – Current Rent Arrears** – The Director of Customer Services advised members that she would go into more detail over the difference of the South West and North West whilst reviewing the performance information graphs.

Members agreed.

5.2 The Director of Customer Services advised members that SLHD was currently consulting with the TARA's on an 'Introductory Tenancy' agreement.

She advised that once their views had been sought this would be brought back to the Area Boards.

JJ

One member asked if Councillors would benefit from attending an Introductory Tenancy presentation. Councillors agreed that they would prefer the information distributed in preference to a presentation.

AT

Estate Improvement Fund

5.3 **From item 10.2 - Costs**– it was confirmed that the costs for the Estate Improvement Fund had been obtained.

5.4 **From item 10.3 – Hall Gate area of Mexborough** – costs were

being obtained and members were advised that at this stage funding was yet to be established.

5.5 **From item 10.4 – Update Document** - members were advised that an update would be made available for the sub committee next week.

DWilkinson

5.6 **From item 10.5 – Fencing White Rose Court** – work is complete.

6. Performance Monitoring Information

6.1 This report was to present the West Area Board with performance information for August and September 2007.

6.2 The Chair pointed out that Finance information was not contained within the booklet as it needed to be presented to the Finance and Performance Committee before the Area Boards. He confirmed that this information would be made available at a later date.

6.3 **Average Time to Relet Properties** – page 1 - The Director of Customer Services advised that Choice Based Lettings had recently been implemented which has had an impact on performance this is also expected in Octobers figures.

6.4 **It was agreed that a presentation would be given to the Area Boards on Choice Based Lettings at the next meeting.**

JJ

6.5 **Estate Management** – page 2, members were advised that a lot of work had been done with the Estate Officers to resolve and close off the number of cases of anti-social behaviour. Updated figures for the 'ongoing cases' were given at the meeting:-

North West – 238
South West – 527

One member enquired what the company was doing about the South West area where the forecast exceeds target for 'ongoing cases'. She was told that profiling would be carried out to find out the details of each individual case and also target levels reviewed.

It was agreed that this information would be provided in table/graph format rather than text for ease of monitoring in future reports

HKilshaw

6.6 **Percentage of Current Rent Arrears Against Annual Debit** – members were shown that when comparing 2006/07 figures to 2007/08 figures there has been a continued improvement in the months of July through to September. However, the North West position had been impacted by the floods. There were still properties where the 50% reduction on rent arrears needed to be

recovered. Only recently was the company starting to action the full rent arrears service in the flood affected areas. A review of the service and any recommendations for improvement would be brought to the next meeting.

6.7 **% of Appointments Made and Kept** – Members were given an overview of ‘Optitime’ the new appointment, works planning scheduler. The system allows planners to allocate jobs to staffs hours of work, effectively managing the workforce and resources to meet appointment workloads.

6.8 **Capital Programme – Percentage of properties completed within timescale** – members were assured that the Executive Management Team had every confidence that the funding would be spent. Monitoring reports were submitted on a weekly basis for review.

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

7. **Monitor Allocations to DMBC Properties**

7.1 The Director of Customer Services introduced this report that provided the Area Board with allocations made by SLHD between August and September 2007.

7.2 She commented that the table showed the skew of property types that the company managed, this could be compared with the list of what tenants were looking for.

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

8. **Receive Reports on Evictions**

8.1 The Director of Customer Services presented this report that gave an analysis of evictions between 1 April to 30 September 2007.

8.2 Referring to the report she drew members attention to the 20 evictions, equating to 43% of all evictions, being tenants occupying their tenancy for less than 2 years. She advised that the company was continually looking at prevention and had put an SLA in place with Citizens Advice Bureau as well as working with the credit union.

8.3 She pointed out that there had been 2 evictions for reasons other than for non payment of rent, details of which were contained in the report.

8.4 Referring to table 4 of the report one member pointed out that approximately over a third of evictions were young people and enquired if the terms and conditions of the tenancy were made fully aware to new tenants.

He was advised that the company was seeking to improve in this area, new tenancy visits are in place where benefit claims are encouraged and explored as well as visits to the Citizen Advice Bureau. Should a tenant fall into arrears then a proactive approach was taken by looking at the tenant's income and expenditure.

8.5 The Area Board noted the contents of the report.

9. Estate Improvement Fund

9.1 It was confirmed that exact costs had been obtained for the following parking bays:-

Cridling Gardens, Norton	- £6,484.94
Stonehill Rise, Scawthorpe	- £7,334.37
Redhouse Lane, Adwick	- £5,062.32

Members confirmed they had agreed to works being carried out with Dave Wilkinson who had advised that workload permitted the commencement of the projects.

9.2 It was noted that item no. 10 the 'Night Vision' equipment was on loan to South Yorkshire Police and that it didn't belong to them. The equipment belonged to the Royal TARA.

9.3 The process for applying for the Estate Improvement Funding was confirmed to one member. Application forms are submitted for consideration by the sub committee who assessed each application on individual merit. None of the works should involved maintenance.

9.4 **The Area Board noted the document.**

10. Any Other Business

10.1 Betty Clayton was presented with a gesture from the Main Board for her support and commitment during her co-option onto the Main Board.

11. Date and Time of Next Meeting

Monday 14 January 2008

The meeting ended at 4.40 pm