

Company Number 05564649  
A Company Limited by Guarantee  
Registered in England

**St Leger Homes of Doncaster Limited**

**JOINT AREA BOARD MEETING  
MONDAY 12th MARCH 2007**

**Present**

Cllr Mrs Ros Jones (Chair), Betty Clayton, Brian Naughton, Cllr Beryl Roberts (partial), Cllr Joe Blackham, Cllr Ken Keegan, Cllr Doreen Woodhouse, Cllr Moira Hood, Dorothy Chamberlain, Frank Protheroe, George Jackson, Ian Gardner, James Parkin, Lin Myers Linda Teasdale, Lyn Ralph, Richard Allen, Rodger Haldenby, Rory Perrett, Verdun Lowe.

**In Attendance**

Judith Jones (Director of Customer Services), Paul Hopkinson (Director of Property Services), Linda Milan (Company Secretary), Sharon Adam (Asst Director for Empty Homes & Services), Blaine Baumber (Training Manager), Shauna Brady, Maxine Newton, Shaeen Akhtar (Principle Finance Officer), Samaya McCombe, Rob Chapple.

	<b>ACTION</b>
<b>1. Apologies and Quorum</b>	
1.1 Apologies were recorded from Cllr Margaret Ward, Cllr Elsie Butler, Cllr Mrs Maureen Edgar, Sid Hall, Stephen Kimber and Michelle Smith.	
1.2 It was noted that a quorum was present. The meeting was chaired by Ros Jones.	
<b>2. Minutes of previous meeting</b>	
2.1 The minutes of the joint meeting held on 7 February 2007 were approved as a correct record.	
<b>2.2 Matters arising from previous minutes</b>	
2.3 There were no matters arising from the previous minutes.	
<b>3. Revenue Monitoring</b>	
3.1 The Principle Finance Officer presented the Revenue Monitoring report the purpose was to advise members on the actual spend to date and the projections for 2006/07.	
3.2 She read from the report highlighting overspend and savings in each area of the Directorate's, this can be summarised as follows:-	

- Customer Services estimated outturn = £85k overspend
- Business Planning estimated outturn = £826k saving
- Property Services estimated outturn = £282k overspend

3.3 **Appendix D - Maintenance Expenditure** – The Chair queried why ‘Planned Repairs’ had an underspend. She was informed that it was the consequence of how SLHD reported its expenditure and that there are items that will move from responsive to planned. She asked if a journal could be done at the year end.

**It was agreed that this would be raised with Finance.**

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3.4 **Appendix C - Training** - A member queried the reasons for the large sum of expenditure in the Business Planning Directorate and not Customer Services and Property Services. It was explained that Business Planning held the budget for the whole of the company.

3.5 **The Area Boards noted the contents of the report.**

#### **4. Establish Policy Direction for Supported Housing**

4.1 The Director of Customer Services gave a verbal report and explained to the Area Boards that DMBC had commenced a strategy review of Older Peoples Services. SLHD had been asked to take part in the review that included different Directorates.

The first meeting would address the scope of the work and she would bring updates to the Area Boards.

4.2 The Area Boards noted and agreed to receive future updates.

#### **5. Effective Operation of Building Services**

5.1 The Assistant Director for Empty Homes and Services presented this report the purpose was to update Area Boards on the operation of Building Services.

5.2 **Appendix A Graph 4.2/4.2.1** A member raised that there was no strong correlation between the average time waiting for calls and abandoned calls. They were informed that there had been problems with the back office system, TASK. Also the freephone number had attracted calls intended for other Council departments. Practices had been put in place to change the pre-recorded message and reduce the average call waiting time and this had led to significant improvements.

5.3 **Appendix A Graph 4.3** A member enquired whether monitoring was carried out on the number of times SLHD had to be recalled to completed work. It was confirmed that the back office system did

measure this information.

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**It was agreed that this information would be made available to Area Boards.**

5.4 **Appendix A Graph 4.6 Post Tenancy Satisfaction** It was noted by one member that there had been a drop in the post tenancy satisfaction survey. Members were advised that following the receipt of feedback from the Reality Checking further investigations were being conducted to improve the cleanliness of properties at the time of allocation.

5.5 **Appendix A Graph 4.6 Gas Services Completed Against Program** A Member enquired if the no access procedures were improving our access performance. This was confirmed and Members were informed that weekly meetings take place with Estate Teams, Social Services and other agencies as required. Out of hours visits are also taking place so that the necessity for court action is minimised. In some cases it is felt appropriate to apply for an injunction under the Environment Protection Act. Members were advised that this had taken place on 6 occasions to date.

5.6 Members were advised that as this is a new report that will be presented on a regular basis, if they wished to comment on the format or content of future reports feedback would be welcome.

5.7 **The Area Boards noted the contents of the report.**

## **6. Trade Apprentice Scheme - Presentation**

6.1 Cllr Beryl Roberts asked permission from the Chair and left the meeting.

6.2 The Director of Property Services explained the purpose of the presentation was to give Area Boards an overview of the Trade Apprentice Scheme that the information it contained was specific to Building Trade Apprentices.

6.3 The Training Manager for Property Services delivered the presentation informing members that he had been tasked with identifying improvements and efficiencies within the scheme and implementing them, this was an ongoing process.

6.4 In summary the presentation covered the following processes: recruitment and induction, monitoring and review, working in partnerships and recognition.

He explained that SLHD had 41 trade apprentices and were currently recruiting for Plumbers, Electricians, Joiners, Plasterers and Painters

and Decorators. Females, BME and mature students were actively being encouraged to apply.

- 6.5 Members were informed that SLHD took part in the Business & Education South Yorkshire (BESY) scheme that gave students the opportunity to carry out work experience in any of the Building Services areas.
- 6.6 They were informed that Apprentices were issued with a full uniform and tool kit at the induction stage.
- 6.7 Members queried what percentage of apprentices did not complete their training, they were informed that the commitment amongst the apprentices had been excellent and over the last 5 years all had completed their training.
- 6.8 Members enquired what qualifications were required; they were informed GCSE qualifications were desirable however candidates were recruited on an individual basis after carrying out various skills tests.
- 6.9 A member asked how well the partnering relationship was working with Bramalls. The Area Boards were informed that it worked very well. Bramalls had an exemplary Health and Safety record and an exchange scheme, which allows apprentices from each organisation to spend time learning the requirements in the other organisation, was working very well. This allowed all apprentices to gain experience in aspects of their trade which was not often required within their employers workplace.
- 6.10 The Chair granted Shaeen Akhtar and Samaya McCombe permission to leave the meeting.

## **7. Solid Fuel Appliance Servicing Policy**

- 7.1 The Director of Property Services requested the Area Boards permission to withdraw the Solid Fuel Appliance Servicing Policy and to bring a revised report to the next meeting.

### **7.2 The Board agreed to withdraw the report.**

## **8. Election and Selection of the Tenant Board and Area Board Members**

- 8.1 The Company Secretary tabled this report that presented recommendations of the Working Party in the selection of Tenant Board and Tenant Area Board Members.
- 8.2 She apologised for tabling the report at the meeting but this had been unavoidable as the Board wished the for the Area Board to be given

the earliest opportunity to comment on the proposed recommendations.

In summary the proposal was that one of the five Tenant Board Members places should be nominated by the Doncaster Federation of Tenants and Residents Associations and that each of the other 4 members were elected to represent one of the geographic quadrants of the company. The election process was also explained.

8.3 Members were asked to consider the report and feedback with any comments or questions by close of business on Wednesday 21 March 07.

8.4 **Members noted the contents of the report.**

**9. Inspection Questions & Answers Session**

9.1 Members asked whether the company was confident in achieving a 2 star rating in the forthcoming inspection. They were advised that staff sessions had now been completed and there was a feeling of optimism amongst all staff.

**10. Date and Time of next meeting**

10.1 Monday 16 April 2007.

The meeting ended at 6:10pm.

**All Area  
Board  
Members**