

Company Number 05564649
A Company Limited by Guarantee
Registered in England

St. Leger Homes of Doncaster Limited

BOARD MEETING

6 June 2007

Present

Sidney Hall, James Parkin, Lyn Ralph (Vice Chair), Cllr George Beck, Cllr Stuart Exelby, Cllr Bill Mordue, Cllr Pat Haith, Cllr Paul Coddington Peter Chapman (Chair), Gill Taylor, John Young, Michael Hardy Rodger Haldenby (co-optee), Betty Clayton (co-optee).

In attendance

Martin Musgrave (Chief Executive), Judith Jones (Director of Customer Services), Paul Hopkinson (Director of Property Services), Trevor Lincoln (Director of Business Planning), Linda Milan (Company Secretary), Maxine Newton (Board Support Officer)

Also in Attendance

Maureen Harkin (DMBC)

1. Apologies and Quorum

1.1 Apologies were received from Kate Radovanovic.

1.2 It was noted that a quorum was present. Peter Chapman chaired the meeting.

2. Declarations of Interest by the Board

2.1 Lyn Ralph declared an interest in items 9 & 12.

3. Minutes of meeting held on 9 May 2007 and Matters Arising

3.1 The minutes of the meeting held on 9 May 2007 were agreed as a true and accurate record.

3.2 Matters Arising

3.2.1 There were no matters arising.

4. Chief Executive's Report

4.1 A written report was provided to the Board.

4.2 The Chief Executive advised the Board that the Council had

ACTION

recently advised of 3 changes of nominations to the Board. The new Council nominees Stuart Exelby, Pat Haith and Bill Mordue were welcomed to the Board and each gave a summary of their current positions on the Council.

Tributes were paid to the contribution and hard work of the retiring Members, Cllr's Joe Blackham, Margaret Ward and John Mill's.

- 4.3 The Board were asked to consider if they would like to elect another Vice Chair.

The Board agreed that having a Chair and 2 Vice Chairs had worked well in the past and asked all Board Councillors if they would like to consider taking on this role and advise the Company Secretary.

**PH/BM/
SH/GB/
PC**

- 4.4 The Chief Executive confirmed that the final Inspection report had been received from the Audit Commission and that at one minute after midnight on 7 June 2007 the results of the Inspection would be officially made public and made available on the Audit Commission website. An announcement has been sent to the press and other media.

- 4.5 The Chair suggested that the Mayor may wish to write to Yvette Cooper to ask her to pay a repeat visit to St Leger Homes now that we had achieved 2 stars as she had been kind enough to visit the inaugural event.

- 4.6 Confirmation of the dates for the Staff Conference to be held at Castle Park, Armthorpe Road, Doncaster would be emailed to Board Members.

LM/MN

- 4.7 In order to celebrate the achievement of the 2 star status the Chief Executive proposed that a family fun afternoon/evening be held on Sunday 1 July. This would include games for children and adults and a family BBQ followed by a disco/quiz night.

The Board agreed to the proposal and it was decided that a £10k budget limit would be set.

MM

- 4.8 **The Board noted the contents of the report.**

5. Performance Monitoring Information – Feb & Mar 07

- 5.1 The Director of Business Planning presented a report giving a summary of the key performance issues for February and March 2007.

- 5.2 Referring to the report he summarised to the Board that there had been a dramatic improvement in response times within the

Repairs Contact Centre and a continued reduction in average re-let times.

- 5.3 The Repairs Contact Centre had experienced a number of difficulties relating to the Councils telephone system. Although this was being investigated the situation would have a detrimental effect on our performance.
- 5.4 Although the staff sickness levels had improved the recent training given to senior and middle managers had not yet had an impact on the figures.
- 5.5 SLHD have recently appointed an Occupational Health Contractor. A number of meetings have taken place with staff to develop a proactive strategy to improve staff health and reduce sickness.
- 5.6 The Chief Executive informed the Board that the Occupational Health providers are to be involved in the staff conference and would speak to staff to emphasise health awareness.
- 5.7 Appendix A of the report does not currently contain all of the targets that were included within the Performance section of the Business Delivery Plan. SLHD will be measured on these targets by DMBC in the quarterly challenge meetings,

Full details will be reported to the next Finance & Performance Committee. TL

Appendix B illustrates the new format which will now form the basis of future reports to the Board and the Finance & Performance committee meetings.

- 5.8 **Percentage of Rent Collected (4.3)** – One member enquired if the change of date of the rent free week had impacted on the amount of rent collected in the period which had been traditionally rent free and asked for the Board to be provided with this information.

They were advised that this would be taken to the next Finance and Performance Committee. TL

- 5.9 A Board Member commented that the sickness statistics did not split long term and short term sickness as previously agreed.

Members were assured that the split would be detailed on future reports. TL

- 5.10 The Chair raised concerns that some targets for 2007/08 appeared to be below the achieved outcomes of 2006/07. It was

explained that this was due to a number of factors and that for example 'Indicator 26 Service Satisfaction Levels' – Decency Works - this was because of the vast increase in the level of work to be carried out over the forthcoming year. Some short-term effect on satisfaction levels could be anticipated as new contractors were set up and contractors familiarised with SLHD standards of service.

Another example was non-urgent repairs where work was being completed ahead of the service standard but as a consequence there were lost opportunities to batch work etc

- 5.11 Another member requested an update on the improvements within the TASK computer system.

Board were advised that operational improvements continued. A major update was to be completed early in June. Meetings with Consillium are held on a regular basis and all issues have been raised. A review will be conducted in September to decide if TASK remains appropriate to provide the systems required and the working arrangements with Consillium.

- 5.12 **The Board noted and approved the contents of the report.**

6. Board Members Attendance Register

- 6.1 The Director of Business Planning presented this report which gave details of the Board Members attendance.

- 6.2 A discussion took place and it was agreed that in future the report should include all meetings, committee's and training to give an improved reflection of a Board members attendance. Reports to be made on a 6 monthly cycle with the next report taken to the AGM in November 2007.

LM

- 6.3 The Chair emphasised the importance for Members to attend as many meetings/training sessions as possible as this would employ the widest range of skills and experience in order to make appropriate strategic decisions.

- 6.5 **The Board noted and approved the contents of the report.**

7. Status Survey Action Plan

- 7.1 The Director of Business Planning presented this report that gave the Board an update on progress against the actions contained within the Status Survey Action Plan.

- 7.2 He explained that the report was scheduled to be presented to the Board on a quarterly basis and any future reports would be on an

7.3	<p>exception basis. He drew members attention to the achievements to date detailed on page 3 of the report.</p> <p>SMS texting was discussed.</p>	
	<p>It was agreed that the promotion of using SMS texting could be covered in a future publication of Houseproud.</p>	LM
7.4	<p>Appendix A - One member raised that they would like to see more detail on 'Outcomes' in the Action Plan particularly referring to point 12.1 & 13.1 of the plan.</p>	
	<p>Progress update required to be given to M Harkin on point 12.1 of the action plan.</p>	TL
7.5	<p>The Board noted the contents of the report.</p>	
8.	<p>Repairs & Maintenance Market Testing</p>	
8.1	<p>The Director of Property Services presented this report that updated the Board on progress with the project to Market Test the Repairs and Maintenance service.</p>	
8.2	<p>SLHD had now introduced a Trading Account and therefore it will be able to see if the repairs services were making a profit or loss.</p>	
8.3	<p>The transfer of the stores function to SLHD was progressing. Maureen Harkin has signed the Officer Decision Record from DMBC. The staff involved in the transfer have received formal notification letters. Transfer would take place from 1st July 2007.</p>	
8.4	<p>One member enquired whether the Stores function had obsolete stock. They were advised that a stock check would take place before the transfer of the Stores function, the check would take place over a week-end.</p>	
8.5	<p>The Board noted and approved the report.</p>	
9.	<p>Approved Minutes from Area Board and Committees</p>	
9.1	<p>A discussion on confidentiality of Boards and Committee papers took place. With regard to minutes of confidential business it was agreed that these could be reported to the Board as confidential but the Board may choose then to make them public.</p>	MN
9.2	<p>West Area, Joint Area and East Area Board held on 12 March 2007 were noted and approved.</p>	
10.	<p>Any Other Business</p>	
10.1	<p><u>Board Appraisals</u></p>	

The Chief Executive asked the Board after previous discussions at the Board Conference to confirm the appointment of Anthony Collins to carry out the Board Member Appraisals for 2007.

The Board agreed.

10.2 Decency Appeals Panel

Consideration was given to the membership and role of the Decency Appeals Panel. A report on this was requested for the next meeting.

TL/LM

10.3 A new schedule of Board and Committee meetings, following the agreed pattern of meetings being held two monthly would be sent to Board Members.

LM/MN

11. Date of next Board meeting

11.1 Wednesday 1 August 2007.

12. Approved Minutes from Area Boards and Committees

12.1 Finance & Performance Committee held on 28 February 2007 were noted and approved.

The meeting ended at 6.30pm