

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE

Held on Tuesday 7 November 2006

The meeting started at 6.00 pm

Board Members Present:

Asaf Afzal, Jenny Bradley, Martin Latham, Nita Murphy, Tabani Ndlovu, Roy Webb

Officers Present:

Emily Baker, Derek Bale, Shaun Bennett, Julie Eyre, Maggie Fennell, Julie Hughes, Steve Humenko, Jackie Mitchell, Maria Murphy

06/29 Election of Chair

Jenny Bradley was elected Chair of the Committee for 2006-7.

06/30 Apologies

Apologies for absence were received from Gwen Stubley and Margaret Redfern,

06/31 Admission of Late Items

The Committee stood for one minute's silence in remembrance of Laurie Storey, who died on Monday 6 November.

The Chair, on behalf of the Committee, conveyed her condolences to Laurie's wife and family.

06/32 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

06/33 Minutes of Previous Meeting

The minutes of the meeting held on the 8 August 2006 were accepted as a true and accurate record.

06/34 Matters Arising

Minute 06/19

The Chair requested that meeting dates for the rest of the year be circulated to all Committee members.

Minute 06/20 – Performance Management Committee Terms of Reference

The Chair advised that the Governance Services Committee had reviewed the membership and terms of reference of the Performance Management Committee. A copy of the proposed revised terms of reference was circulated for Committee members' comments.

- The Chair requested the inclusion of core senior officers who attend Committee meetings.
- The Director of Housing and Customer Service suggested including reference to the scrutiny of external bodies who have input/influence on Derby Homes' performance, for example Derby Benefits.
- Roy Webb suggested an amendment to the wording of aim 3 to read '...Chair of the Board or a Chair of a Committee....'
- It was also suggested in aim 4 references to 'Delivery Plan', 'Business Plan' and 'Service Plan' be deleted and replaced with 'Business & Delivery Plan'.

The Chair explained it was proposed the Committee would consist of only 5 members, members would be given the option of remaining with the Committee or transferring to another Committee. She stressed the importance of full commitment from those members who chose to remain on the Committee, particularly in view of recent poor attendance at meetings.

The Director of Housing and Customer Service emphasised the important role the Committee played in scrutinising Derby Homes' performance.

The Chair asked Committee members to consider their position, they will shortly be contacted for their decision.

The proposed terms of reference, with amendments as discussed, will be recommended to the Board at its meeting on 30 November 2006.

Minute 06/21 Business and Development Plan including Consolidated Action Plan and Service Improvement Plans

Tabani Ndlovu advised he has agreed to give a presentation at a Derby Homes Managers' meeting on 16 November, on SMART targets and would be happy to take on board any comments from Committee Members.

06/35 Performance Monitoring Information

The Committee considered performance information for the second quarter. They were asked to agree areas of positive and negative performance and comment on any corrective actions proposed and to report this information to the Board, Resources & Remuneration Committee and Local Housing Boards.

The Chair commented on the excellent new format of the report. Committee members agreed that information was now clear and easy to follow.

The Committee was advised gas maintenance and the majority of other indicators were on course to meet expected targets.

The Director of Housing and Customer Services advised the Committee of the importance of scrutinising rent arrears, particularly as this area is closely looked at by the Council as it has an impact on the Comprehensive Performance Assessment (CPA).

With reference to the impact of the Council's new housing benefits computer system on rent arrears, the Committee was advised that the Director had a continuing a dialogue with Don McClure, Assistant Director Customer Services, Derby City Council.

Roy Webb asked if there was a programme in place to bring rent arrears back to the position they were in at the end of this year. He hoped from that point he would see improvements. He recommended this be reported to the Local Boards so they will know the position.

The Chair raised concerns that the company who had been handling the customer satisfaction survey, had gone into administration. She

was assured by officers that the company who had taken over the work is only slightly behind timescales. Outcomes will be reported in the third quarter report.

Derek Bale, Performance Officer advised Committee that he will be looking at all forms of feedback, incl formal complaints, compensation requests, email, telephone, comment forms. These will be analysed and he will look at how we can learn from complaints. A process improvement team is being formed to look at learning from complaints. The team will be formed from all sections of Derby Homes, tenants and leaseholders.

Quarterly feedback and analysis will be provided to the Committee, identifying common themes.

The Chair stated she would have liked to have seen earlier, details of actions taken on the Complaints to Appeal Panel.

The Committee discussed the definition of a complaint and agreed a definition would be included with the next report.

Tabani Ndlvodu raised a query about the equalities monitoring information for complaints and that there appeared to be no information from BME communities. It was agreed the Performance Team would follow up and report back on access to service issues.

The Chair raised concerns about the increase in Estate Management complaints.

The Director of Housing and Customer Service believed this figure included staff complaints generated through estate walkabouts.

The Director of Investment & Regeneration provided an explanation on this quarter's figures for day to day repairs, compared to the same position last year.

Agreed

The Committee noted the performance information contained in the report and agreed to report to the Board, Resources & Remuneration Committee and the Local Housing Boards on:

- Gas Servicing
- Voids and Lettings
- Rent Arrears
- Customer Satisfaction
- Responsive Maintenance.

06/36 Derby Homes Management Agreement

The Committee received a presentation on the purpose and content of the Management Agreement between Derby Homes and the City Council.

Agreed

The Committee

1. noted the report and the actions taking place to renegotiate the Management Agreement
2. requested a copy of the presentation be emailed to Committee members.

06/37 Review and Research Topic: Maintenance Services

The Committee received a presentation on the progress made to date with the new repairs contract and the anticipated improvements in service the new partnering contract will bring.

As part of the contract a sub group is being set up to develop new indicators to measure and improve performance.

The Committee was asked to consider its role in relation to monitoring the service.

Agreed

The Committee

1. noted the presentation
2. agreed the contract performance sub group be requested to report back on progress to every Committee meeting.

06/38 Progress Report – Business & Delivery Plan Consolidated Improvement Plan (CIP) and Service Improvement Targets (SIT)

The Committee received a report on quarter two progress against service improvement targets and the consolidated improvement plan.

The report identified 5 overdue CIP targets and 9 overdue SITs and proposed actions to address slippages.

The Committee was assured that where actions are not on target, senior officers are called to account to the Senior Management Team and the Executive Team.

Agreed

The Committee

1. agreed proposals to address slippage against actions detailed in Appendices 1 and 2
2. noted performance information contained in Appendices 3 and 4 regarding progress against targets and actions contained in the CIP and Service Plans.
3. agreed that only details of overdue (red) targets will be included in future reports. Targets that have been achieved (green) and where action is required (amber) will be made available to Committee Members electronically
4. receive a report back on the Enquiry Centre's performance over the last 3 quarters and action taken to improve the service.

06/39 Standing Order 11

The Committee agreed to waive Standing Order 11 to allow the meeting to continue after 8.00 pm.

06/40 Service Improvement Target Template

The Committee was asked to approve a revised template for managers to use when writing service improvement targets.

Agreed

The Committee agreed that it was not within its remit to approve the template but that it should be agreed by the staff who use it.

06/41 Risk Register

The Committee received an updated Risk Register. The register had been updated by lead officers who had recently spoken to lead Board members. A commentary on each risk was noted in the document.

The Committee was advised the Governance Service Sub Committee had recently reviewed the Risk Register and will report to the Board at its next meeting on its future operation.

It is proposed that in future the Performance Team be responsible for monitoring the Risk Register and will report to the Committee on progress.

It was suggested that a Board member could volunteer to lead on the Risk Register.

Agreed

The Committee noted the report.

Date of next meeting

The next meeting will be held on Tuesday 6 February 2007 at 6.00 pm at Cardinal Square.

The meeting ended at 8.35 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 7 November 2006.