

**BARNET HOMES  
RESOURCES SUB-GROUP  
7 AUGUST 2008  
5.30pm – 7.30pm**

**DIRECTORS**

Vi Britchfield ( <i>Chair</i> ) Ken Bennett	Yetunde Onifade Angela Spooner
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**AGENDA**

<b>ITEM</b>	<b>TITLE</b>	<b>STATUS</b>	<b>PRESENTING</b>
<b>1</b>	Introductions & Apologies		
<b>2</b>	Agree Minutes & Matters Arising <i>Pages 3-11</i>		
<b>3</b>	Declaration of Interests		
<b>4</b>	HR Stats <i>Pages 12-28</i>	Information	Catherine Solomon
This report is to update the Sub-group on HR Statistics for the period up to 15 <sup>th</sup> June 2008.			
<b>5</b>	H&S Scorecard <i>Pages 29-32</i>	Information	Bambos Kakouratos
This report is the latest health and Safety update to the Group.			
<b>6</b>	Learning & Development Plan	Presentation	Gladys Mhone
<b>7</b>	Board Directors Satisfaction Survey & Action Plan <i>Pages 33-42</i>	Decision	Kate Laffan/Melanie Rutherford
Barnet Homes Board Directors were invited to participate in a board director satisfaction survey during May and June 2008. This report outlines the results of the survey, and the improvement plan that has been developed as a result of these findings.			
<b>8</b>	Forward Agenda Planning <i>Page 43</i>	Decision	Cora Vigar
The Sub-Group is asked to agree future agenda items for the next meeting scheduled to take place on 2 October 2008.			
<b>9</b>	HR Updates <i>Pages 44-45</i>	Information	Cora Vigar
This paper updates the Sub-group on a range of HR issues.			

<b>10</b>	Equal Pay <b>(Confidential item)</b> <i>Pages 46-71</i>	Information	Cora Vigar
The report sets out the progress to date and further actions that are being undertaken.			
<b>11</b>	Any Other Business		

**BARNET HOMES  
RESOURCES SUB-GROUP  
5 JUNE 2008  
MINUTES**

**Attending:**

**Directors:**

Ken Bennett

Vi Britchfield (*Chair part*)

Yetunde Onifade

Angela Spooner

**Management & Staff:**

Bambos Kakouratos

Gladys Mhone

Catherine Solomon

Cora Vigar (*Chair part*)

Marian Dowling (*Minutes*)

ITEM	TITLE	ACTION
1	Introductions & Apologies	
1.1	Introductions not required	
2	Declaration of Interests	
2.1	None declared	
3	<b>Election of the Chair</b>	
3.1	CV advised the Sub-group that as VB was now Chair of the Board, there was a need to elect a new Chair for the Resources Sub-Group.	
3.2	AS was nominated, but declined due to heavy work commitments.	
3.3	It was proposed that KB would work with VB over the next month to attain a greater understanding of this role and a decision on future chairing will be made at the next meeting of the Resources SG.	<b>Vi Britchfield/Ken Bennett</b>
4	<b>Agree Minutes &amp; Matters Arising</b>	
4.1	Minutes agreed	
4.2	Matters Arising	



	<ul style="list-style-type: none"> <li>• Stay with the Council accommodation and IT infrastructure and move to NLBP</li> <li>• Move to an alternative office location with IT services either provided by a 3<sup>rd</sup> party provider or by LBB</li> <li>• Investigate sharing office accommodation with our partners who will also be looking for alternative accommodation in the near future</li> <li>• Provision of in-house IT infrastructure/services</li> </ul> <p>5.2 CV advised that Barnet Home would have to review the HR strategy (to consider flexible working options) and also develop an IT specification against which tenders could be sought to enable an accurate cost comparison. Initial ballpark figures provided by 3<sup>rd</sup> party IT providers so far ranged between £300,000 to £700,000 which was too broad upon which upon which to base a decision.</p> <p>5.3 AS asked if Barnet Homes could vacate Barnet Homes, or are we tied in a contract, CV advised that Barnet Homes have 2 – year SLA until April 2010, however the Council is currently in discussion with the landlords and is very keen to vacate Barnet House.</p> <p>5.4 The issues around flexible working were also discussed GM advised that it would involve a big cultural change within the company.</p> <p>5.5 GM advised that both she and CS had met with the Council’s Head of HR Shared Services, who had advised him that the Council had not made it compulsory for staff to adopt flexible working as there were a lot issues to be taken on Board before this could take place. BK advised that there were also health &amp; safety issues to be considered. It was proposed that BK should join the mini project board at the appropriate time.</p> <p>5.6 YO asked what the driver was for home working and was advised that Barnet Homes</p>	<p><b>Gladys Mhone/Kate Laffan</b></p>
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	currently operate this informally across the teams, and a consistent policy was needed across the company.	
5.7	CV circulated and went through the Project Initiation Document (PID) and the Accommodation Project Plan. It was agreed that the Sub-Group Directors would advise CV of their comments by the 12 June 2008.	<b>Action All</b>
5.8	It was agreed that as there were no further meetings of the Sub-Group prior to the next Board meeting that the Vice Chair of the Board (Ingrid Beal) and members of the Resources Sub-Group would receive an advanced copy of the proposed report for Board (time permitted) for their comments.	<b>Cora Vigar/Marian Dowling</b>
<b>6</b>	<b>CEO Recruitment Review</b>	
6.1	YO asked whether the Board would be given the opportunity to fill out the questionnaire included within the report in order to get a fuller indication of how the process went. GM explained that the survey had only been circulated to the members of the selection panel who had been most closely involved in the process. The only member of the panel she had received feedback from was Ingrid Beal who had been positive about the process.	
6.2	YO raised concerns on how the panel was selected and advised that she had offered to form part of the panel but had not been selected.	
6.3	[Post meeting Note: Both the notes and the minutes from the Board meeting of the 21 January 2008 have been checked and there is no record of YO offer to form part of the panel. The Chair of the Board will be speaking to YO separately to clarify]	<b>The Chair</b>
6.4	YO also advised that the panel had not been visibly diverse in terms of ethnicity, and was concerned that equality and diversity issues are not automatically considered when	

	selecting interview panels. GM agreed that this should be taken on board for future interviews for all posts.	<b>Gladys Mhone</b>
6.5	YO also raised concerns around psychometric testing and the necessity of balancing this with other methods of candidate selection.	
6.6	GM advised that she will ask for feedback form the new CEO and other candidates where possible.	<b>Gladys Mhone</b>
6.7	In general terms the Sub-group considered that the recruitment process had been inclusive and had worked very well.	
6.8	CV commented that from an officer's perspective the main lesson was for the panel to have had more involvement in the initial long-listing.	
<b>7</b>	<b>Inspection Issues</b>	
7.1	The Sub-Group commended the very positive findings within the report relating to staffing issues.	
7.2	GM advised that a trainer had been identified to address areas of weakness around racial harassment procedures, it is proposed that training will commence in September 2008.	
7.3	AS asked what training was in place for staff GM advised Barnet Homes had moved away form scheduled training events and learning and development plans were developed through the appraisal system. A session with managers was scheduled for the 10 June 2008 to ensure more focused and consistent training.	
7.4	GM advised that there were no internal resources to provide IT training in house. AS advised of a company "Happy Computers" who would come into a company learn their systems and then train the staff. It was agreed that GM would investigate.	<b>Gladys Mhone</b>



9.4	AS asked if Barnet Homes makes adjustments for staff returning to work after long term illness. CS advised that a temporary adjustments policy was in place.	
9.5	YO referred to item 5 in the report which listed those teams with a higher than average sickness level, and asked for more information on the trend over time and whether the overall reduction in absence was due to improvements by this or other teams.	<b>Catherine Solomon</b>
9.6	AS stated that managers appraisals should include managing sickness to ensure robust management of sickness is a target. YO proposed that this should be extended to all staff not as a punitive measure but to emphasise the effect on the team.	<b>Gladys Mhone</b>
9.7	The Sub-Group were advised that from the 1 June 2008 all requests for agency staff go through HR. AS asked how long we use agency staff and felt that Barnet Homes needs a strategy, AS also raised the issue of the high ratio of agency caretaking staff on the regeneration estates and if there was a correlation with poor tenant satisfaction. CV advised that the Head of Housing and the Housing Sustainability Manager were currently reviewing this issue.	
9.8	GM also advised that long term agency staff can also claim employment rights, TUPE transfer and redundancy.	
9.9	AS asked for information on length of employment of agency staff not in individual detail but in broad bands i.e. 0-3 months, 3-6 months etc. with more information on those approaching/exceeding one year.	<b>Catherine Solomon</b>
9.10	YO proposed setting targets for the reduction of agency staff, it was agreed however to see if the centralising of agency staff brings any improvements first.	

<p><b>10</b></p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p> <p>10.5</p> <p>10.6</p>	<p><b>Future Agenda Items</b></p> <p>The agenda for the 7 August 2008 was agreed:</p> <ul style="list-style-type: none"> <li>• H&amp;S Scorecard</li> <li>• HR Stats</li> <li>• HR Updates</li> <li>• Forward Agenda Planning</li> <li>• Learning &amp; Development Plan</li> <li>• AGM 2008 – detailed plans</li> </ul> <p>YO proposed looking at the induction process for the new CEO, GM suggested that the Board should consider the key targets they would like to be the new CEO priority.</p> <p>CV advised that the new CEO would be starting on the 1 September 2008 there would be no formal handover from the current CEO.</p> <p>It was agreed that CV would discuss with the Chair of the Board</p> <p>The Sub-Group asked to consider how the Board would acknowledge the retirement of the current CEO. CV advised that Margaret McPeake had provided a date of the 29 August 2008, to celebrate/acknowledge her retirement although no firm proposals of venue etc. had yet been decided.</p> <p>It was agreed that MD would advise the Board of the date and liaise with the Chair when further discussions with the CEO have taken place.</p>	<p><b>Marian Dowling</b></p>
<p><b>11</b></p> <p>11.1</p> <p>11.2</p>	<p><b>Update Report</b></p> <p>The Sub-Group were updated on:</p> <ul style="list-style-type: none"> <li>• Essential car User Review</li> <li>• AGM</li> <li>• Central Services Review</li> </ul> <p>The Sub-Group were given options of possible venues for the AGM together with an estimated cost. Although at the previous meeting of the Resources Sub-Group MD had</p>	

	<p>been asked to explore the possibility of using local universities. MD advised the Sub-Group that the local universities approached did not offer this type of service. The sub-group were asked to consider the remaining options of venues which had the capacity to hold the event.</p>	
11.3	<p>The Sub-Group after considering location and cost (and taking into consideration the cost of providing transport for residents if a location on the boundaries of the borough was chosen) agreed on the Hendon Hall Hotel, this venue had been used successfully both by Barnet Homes and the Council for conferences in the past</p>	
11.4	<p>It was agreed that MD would visit the venue before a final decision was made</p>	<b>Marian Dowling</b>
11.5	<p>CV advised the Sub-Group that she had written to the new CEO for her thoughts for a theme for the AGM and also a guest speaker The Sub-Group were also asked for their views.</p>	<b>All</b>
11.6	<p>The Sub-Group noted the proposed new management structure for Corporate Services.</p>	
<b>12</b>	<b>Any Other Business</b>	
12.1	None	
	<p><b>Date &amp; Venue of Next Meeting</b></p> <p>Thursday 7 August 5.30pm – 7.30pm 9<sup>th</sup> Floor Meeting Room Barnet House</p>	

**1. Statement of Purpose**

- 1.1 One of our Business Aims is "to develop a highly skilled, motivated and satisfied workforce which is reflected in high quality services to residents".

As part of the Human Resources Strategy we aim to produce accurate and up to date management information. This forms a critical part of management planning and performance monitoring for Barnet Homes.

Meeting the needs of all of our diverse and vulnerable customers. Ensuring our workforce is broadly reflective of our customer profile and appropriate to our business needs. Ensuring we know our staff and respond to their needs.

**2. Summary**

- 2.1 This report is to update the Sub-group on HR Statistics for the period up to 15<sup>th</sup> June 2008.

**3. Previous reports**

- 3.1 This report is reported to as a standing information item.

**4. Recommendations**

- 4.1 This report is for information / discussion.

**5. Financial & Risk Management Issues**

- 5.1 In 2007/8 the average was 9.2 days sickness which represented a cost to Barnet Homes of approximately £471,708.72. The reduction in sickness in 2007/08 equated to a non-cashable efficiency gain of £5127.28. Our proposed target for 2008/09 is to achieve a further reduction to 7 days. This would equate to a further efficiency gain of £117,927.

**6. Resident Consultation and Equalities Issues**

- 6.1 Not applicable in this case

## **7. Background Information**

- 7.1 This report summarises the statistics on staff sickness, maternity, disciplinary, capability, tribunal, grievance, recruitment, staff turnover, vacancy rates, agency staff levels and appraisals completed. The traffic lights indicate whether current performance is on target and the arrows show direction of travel since the previous month.
- 7.2 The key areas to highlight to the Sub-group where performance is below target is sickness absence.

### **Sickness absence**

- 7.3 The average number of days lost across Barnet Homes is 1.5 (comprising 0.7 days due to longterm sickness and 0.8 days due to routine sickness). This figure exceeds the target level of 7 days. This figure represents an improvement in sickness on last years performance by a reduction 0.2 of a day. Long term sickness has reduced on last years performance by 0.2 day and short term sickness is at the same level.
- 7.4 Reports B & D show sickness levels in more detail, excluding the Caretakers and Sheltered Housing Staff, you will notice that the average days sickness for Barnet Homes is 1.2. With the average number of days lost in these areas also being 2.1 days.
- 7.5 Report B details sickness by department for the period 1 April 2008 to 15 June 2008. The following areas are showing a higher than average sickness level.
- Chief Executives
  - Neighbourhood Team East
  - Neighbourhood Team West
  - Caretaking Barnet
  - Caretaking Finchley
  - Caretaking Edgware
  - Operational Team East

In many of the above areas longer periods of sickness of one or more individuals is a major factor. Further analysis on team trends will be brought to the October sub group.

- 7.6 The main cause of sickness absence for this period is other illness.
- 7.7 There are currently 4 long term sickness cases. One of which we are pursuing ill health retirement and one has returned to work on a temporary medical redeployment.

- 7.8 Our focus this year will to continue to reduce short-term sickness absence by ensuring that staff who reach the trigger points (3 to 4 spells of uncertificated absence to trigger a counselling interview, 4 to 5 spells to trigger a capability interview) are identified. This will enable us to work with managers to ensure effective sickness counselling is being carried out across Barnet Homes. The HR team are currently visiting teams at their team meetings to launch the new Attendance Management Policy and emphasise the importance of effective absence management.
- 7.9 We have also recently entered into a new Occupational Health contract as from 1<sup>st</sup> July 2008 with Derwent (appointed by the Council following a competitive tendering exercise) which is expected to provide a more cost effective service.


**Author(s): Catherine Solomon – Human Resources Manager  
(Operations)**

**Tel: 020 8359 6061**

**email: catherine.solomon@barnethomes.org**

**Date: 28 July 2008**

## Human Resources Report: to 15 June 2008

Ref.	Freq.	Description	06/07 Outturn	07/08 Outturn	08/09 Target	This Months Results	Performance Against Previous Month	Result	
<b>Highly Skilled, Motivated &amp; Satisfied Workforce</b>									
B,C	M	Average days lost through sickness - long term and routine	10.0 days	9.2	7	1.5	↑		Amber
D	M	Most Common Reason for Sickness - Month	Viral Infection	Viral Infection	Nil - Monitoring Activity Only	Other		-	-
D	M	Most Common Reason for Sickness - Year To Date	Viral Infection	Viral Infection	Nil - Monitoring Activity Only	Other		-	-
E	M	Number of Staff Who Have Taken 3 or More Periods of Sickness YTD	86 = 25.74% of staff		TBA	2		-	-
F	M	Number of Staff Who Have Taken 7 Days Or More Sickness YTD	99= 29.63% staff		TBA	10		-	-
G	M	Number of Staff Who Are Currently On Long Term Sickness - Month	0		Nil - Monitoring Activity Only	3		-	-
G	M	Number of Staff Who Have Taken Long Term Sickness During The Year (YTD)	18		TBA	5		-	-
H	M	Number of Staff Who Are Absent Due To Industrial Injury	0 in month 12 YTD		Nil - Monitoring Activity Only	0		-	-
I	M	Staff on Maternity/Adoption/ Paternity Leave	4 in month		Nil - Monitoring Activity Only	1		-	-
J	M	Number of Live Disciplinary/Capability Cases	13 in month, 20 YTD		Nil - Monitoring Activity Only	8		-	-
J	M	Number of Live Grievances	1 in month, 4YTD		Nil - Monitoring Activity Only	1		-	-
J	M	Number of Live Tribunal Cases	0 in month, 0 YTD		Nil - Monitoring Activity Only	1		-	-

## Human Resources Report: to 15 June 2008

Ref.	Freq.	Description	06/07 Outturn	07/08 Outturn	08/09 Target	This Months Results	Performance Against Previous Month	Result	
<b>Highly Skilled, Motivated &amp; Satisfied Workforce</b>									
K	Q	% appraisals completed - (12 Months Rolling)	100%		100%	To update at meeting	-		
L,M	M	Ratio of Agency To Permanent Staff	6.66%		TBA	15.58%	-	-	-
N	M	Staff Turnover Rate	0.91% in month, 22.02% YTD		TBA	2.50%			
O	M	Number of Posts Out To Advert	0		Nil - Monitoring Activity Only	10	-	-	-
O	M	Number of Posts Awaiting Interview	4		Nil - Monitoring Activity Only	1	-	-	-
O	M	Number of Posts Awaiting Checking	0		Nil - Monitoring Activity Only	3	-	-	-
P	M	Accidents, Incidents and Near Misses	0 in Month, 122YTD		Nil - Monitoring Activity Only	4	-	-	-

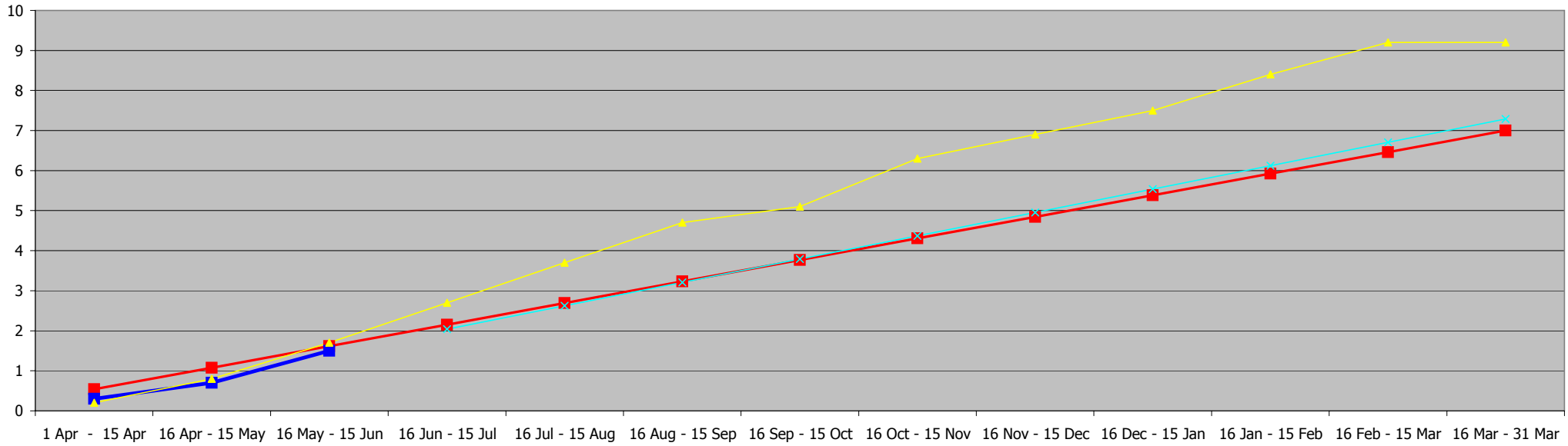
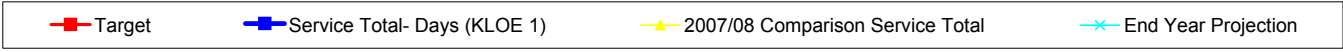


## Reasons for Sickness

Sickness Reason	Number of Sickness Periods Taken													Totals
	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	16 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	16 Mar - 31 Mar	
Back Problem	1	1	3											5
Chest or Respiratory	1	2	1											4
Eye, Ear, Nose, Mouth	0	6	2											8
Genito-Urinary	1	1	0											2
Headaches/Migraine	1	0	1											2
Heart, Blood Pressure	0	0	3											3
Operations Etc	1	1	1											3
Other	8	13	15											36
Other Muscle Skeletal	1	1	4											6
Pregnancy Related	0	0	0											0
Reason Unknown	0	4	1											5
Stomach, Liver, Kidney	1	2	3											6
Stress/Depression	0	0	0											0
Viral Infection	3	4	5											12
<b>Total</b>	<b>18</b>	<b>35</b>	<b>39</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>92</b>

Note: This information is gathered from SW66 Reports submitted by teams each month

### Sickness - Average Days Lost



TEAM	Target	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	16 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	16 Mar - 31 Mar
Chief Executives		2.1	2.0	3.3										
Corporate Services		0.1	0.4	1.2										
Finance		0.0	0.5	0.6										
Housing Services		0.3	0.7	1.5										
Caretakers (inc Bulk Refuse Team)		0.1	0.7	2.2										
Asset Management		0.0	0.4	0.7										
<b>Service Total- Days (KLOE 1)</b>	<b>7</b>	<b>0.3</b>	<b>0.7</b>	<b>1.5</b>										
<b>Of Which Routine Sickness</b>		<b>0.1</b>	<b>0.4</b>	<b>0.8</b>										
<b>Total (Exc CT/SHO)</b>		0.3	0.6	1.2										
<b>Total (CT/SHO Only)</b>		0.5	0.9	2.1										
End Year Projection					2.0	2.6	3.2	3.8	4.4	5.0	5.5	6.1	6.7	7.3
2007/08 Comparison Service Total		0.2	0.8	1.7	2.7	3.7	4.7	5.1	6.3	6.9	7.5	8.4	9.2	9.2
2007/08 Comparison Routine Sickness		0.2	0.5	0.8	1.0	2.7	1.6	1.7	2.3	2.9	3.0	3.7	4.6	4.6
2006/07 Comparison - Service Total		0.4	1.4	2.3	3.3	4.4	5.3	6.1	6.6	7.4	8.1	8.6	9.2	9.3
2006/07 Comparison - Routine Sickness		0.3	0.9	1.3	1.6	1.9	2.5	3.0	3.5	4.0	4.7	4.2	5.3	5.3

### Long Term Sick

	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar
Number of Long Term Sick (Current)	2	2	3										
Number of Long Term Sick (YTD)	2	2	5										

### Staff Who Are Absent Due To Industrial Injury

	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar	YTD
Number of Staff Who Have Taken Absence Due To Industrial Injury In Month	0	0	0											
Number of Staff Who Have Taken Absence Due To Industrial Injury YTD	0	0	0											
Percentage of Staff Who Have Been Absent Due To Industrial Injury, In Relation to Overall Number of Staff	0.00%	0.00%	0.00%											
Days Lost Due to Industrial Injury By Month	0	0	0											0

### Staff on Other Leave

Description	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar
Number of Staff on Maternity Leave (M)	0	0	0										
Number of Staff on Paternity Leave (P)	0	0	1										
Number of Staff on Adoption Leave (A)	0	0	0										
Number of Staff on Special Leave - Paid (SLP)	0	0	0										
Number of Staff on Special Leave - Unpaid (SLU)	1	1	1										
Number of Staff on Suspension - Paid (SP)	0	0	1										
Number of Staff on Other Paid Absence (OPA)	0	0	0										
Number of Staff on Unauthorised Absence (UA)	0	0	0										
Number of Staff on Jury Duty (J)	0	0	0										

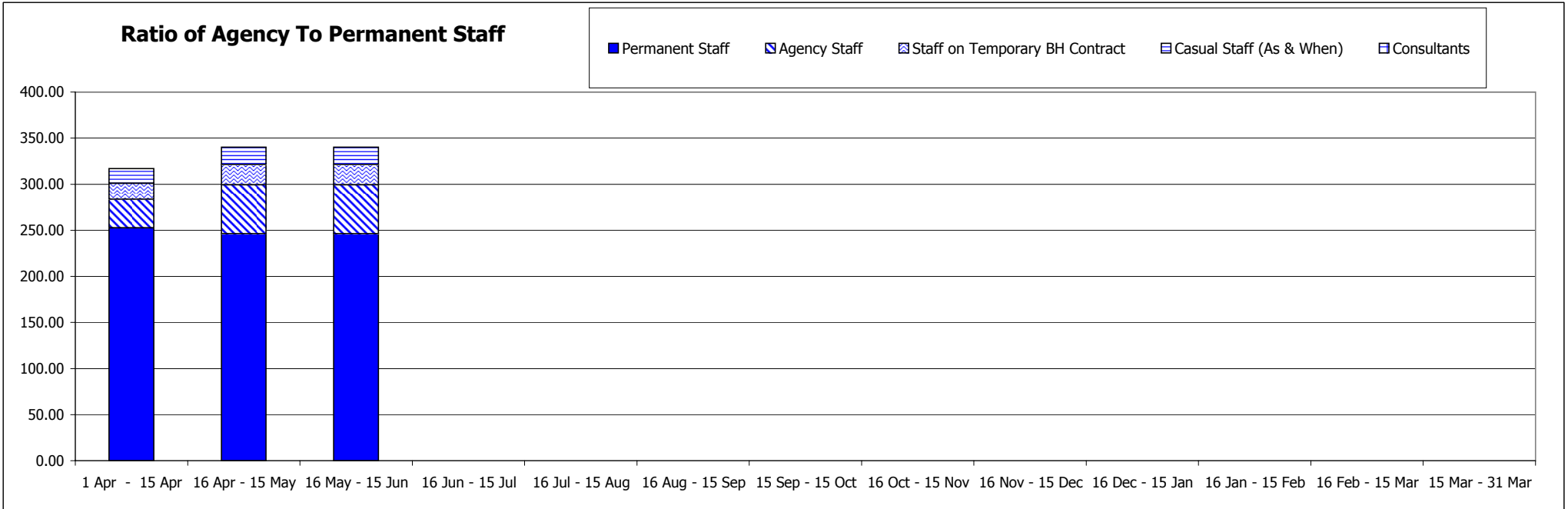
## Disciplinary, Capability, Grievances and Tribunal Cases

Description	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar	YTD
Number of Disciplinary / Capability Cases	1	6	8											
Number of Grievances	0	0	1											
Number of Tribunal Cases	0	0	1											

## Staff Breakdown By Team (Current Month) 15th June 2008

Please note staff figures now FTE

Team	Permanent Staff	Temporary Contract Staff	As & When Staff	Consultants	Agency Staff	Total Staff	Vacant Posts
Chief Executive's	12	3	3			18.00	5
Corporate Services	29.6	7.4			11	48.00	13
Finance	11.5				1	12.50	3
<b>Central Total</b>	<b>53.1</b>	<b>10.4</b>	<b>3</b>	<b>0</b>	<b>12</b>	<b>78.5</b>	<b>21</b>
Senior HS Managers	4	1				5.00	1
Supported Housing Team	5	1.5			7	13.50	3
Lifeline/SHO Team	25		16			41.00	11
Voids and Lettings Team	7.6					7.60	1
Rental Income Team	11.5	1			1	13.50	3
Home Ownership Team	12	1			4	17.00	7
ASB Team	6.5				2	8.50	1
Neighbourhood Team East	9					9.00	5
Neighbourhood Team West	10				1	11.00	
GPE Regen Team	8.5	1				9.50	3
WH/SG/DV Regen Teams	10.5	3				13.50	
Grounds Maintenance	4	2				6.00	
<b>Housing Services Sub Total</b>	<b>113.6</b>	<b>10.5</b>	<b>16</b>	<b>0</b>	<b>15</b>	<b>155.10</b>	<b>35</b>
Caretaking - Barnet	8				1	9.00	2
Caretaking - Finchley	14					14.00	1
Caretaking - Edgware	8					8.00	4
Caretaking - Grahame Park	8				7	15.00	8
Caretaking - Regeneration	8				4	12.00	2
Bulk refuse	4					4.00	
<b>Caretaking Sub Total</b>	<b>50.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>12.0</b>	<b>62.0</b>	<b>17</b>
<b>Housing Services Total</b>	<b>163.6</b>	<b>10.5</b>	<b>16.0</b>	<b>0.0</b>	<b>27.0</b>	<b>217.1</b>	<b>52</b>
Head of Asset Management	2.0					2.00	
Investment Planning and Value Team	10.5	1			14	25.50	4
Operational Team East	7.0					7.00	1
Operational Team West	5.0					5.00	4
Special Projects Team	5.0					5.00	3
<b>Asset Management Sub Total</b>	<b>29.5</b>	<b>1.0</b>	<b>0.0</b>	<b>0.0</b>	<b>14.0</b>	<b>44.5</b>	<b>12</b>
<b>Total - All Barnet Homes</b>	<b>246.2</b>	<b>21.9</b>	<b>19.0</b>	<b>0.0</b>	<b>53.0</b>	<b>340.1</b>	<b>85</b>

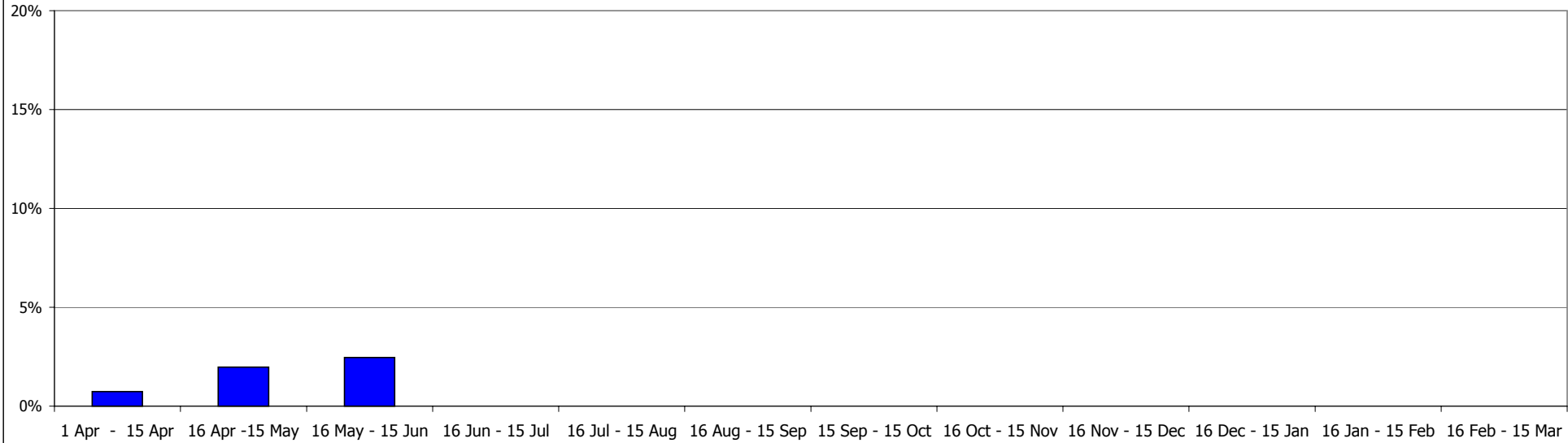


% of Agency Staff	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar
Permanent Staff	252.50	246.20	246.20										
Staff on Temporary BH Contract	17.50	21.90	21.90										
Casual Staff (As & When)	16.00	19.00	19.00										
Consultants	0.00	0.00	0.00										
Agency Staff	31.00	53.00	53.00										
Total Number of Staff	317.00	340.10	340.10										
% of Agency Staff	9.78%	15.58%	15.58%										

Please note staff figures now FTE

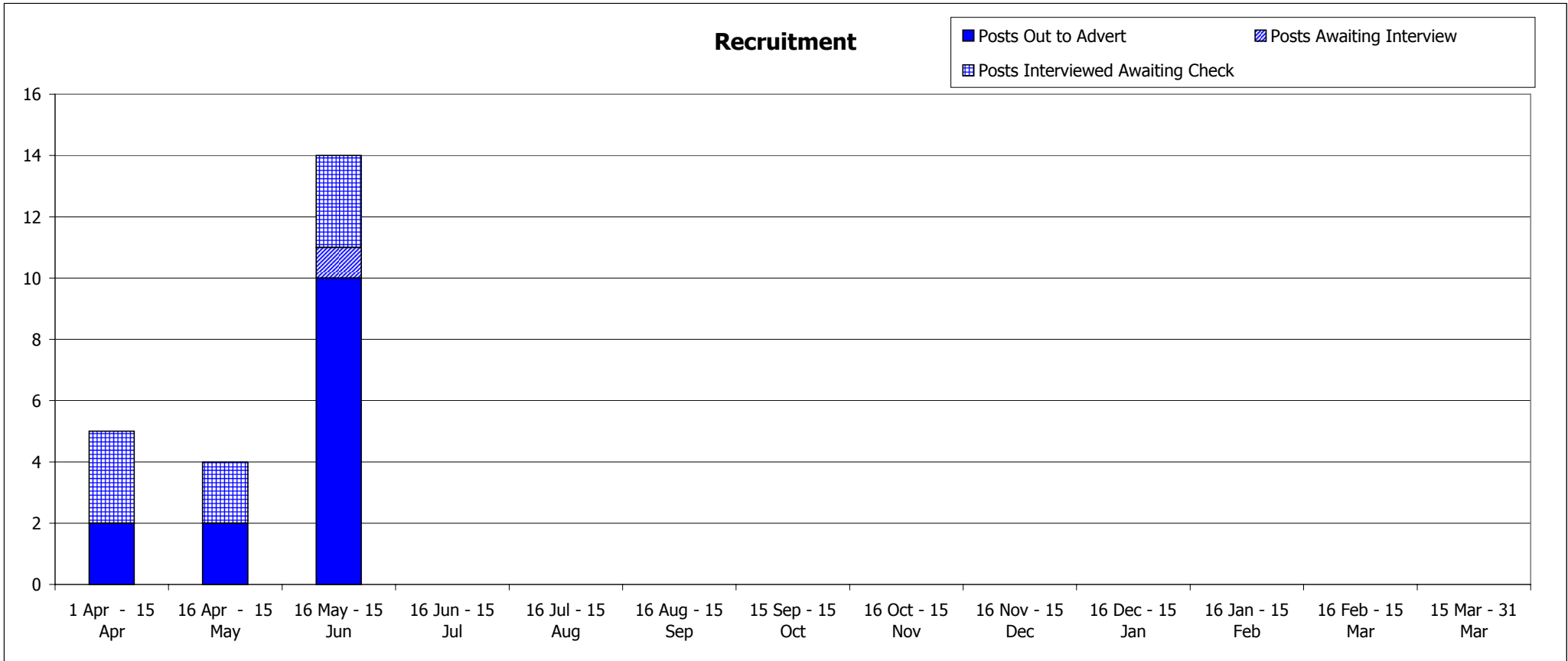
### Staff Turnover - Year To Date

■ Staff Turnover - Year To Date



Description	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar	YTD
Total Staff At Beginning of Period	271.00	270.00	268.00											
Number of New Starters	1.00	4.00	5.00											10
Number of Leavers	2.00	6.00	2.00											10
Number of Transfers	2.00	2.00	0.00											4
Total Staff At End of Period	270.00	268.00	271.00											
Staff Turnover - In Month	0.7%	2.23%	0.74%											
Staff Turnover - Year To Date	0.7%	2.0%	2.5%											

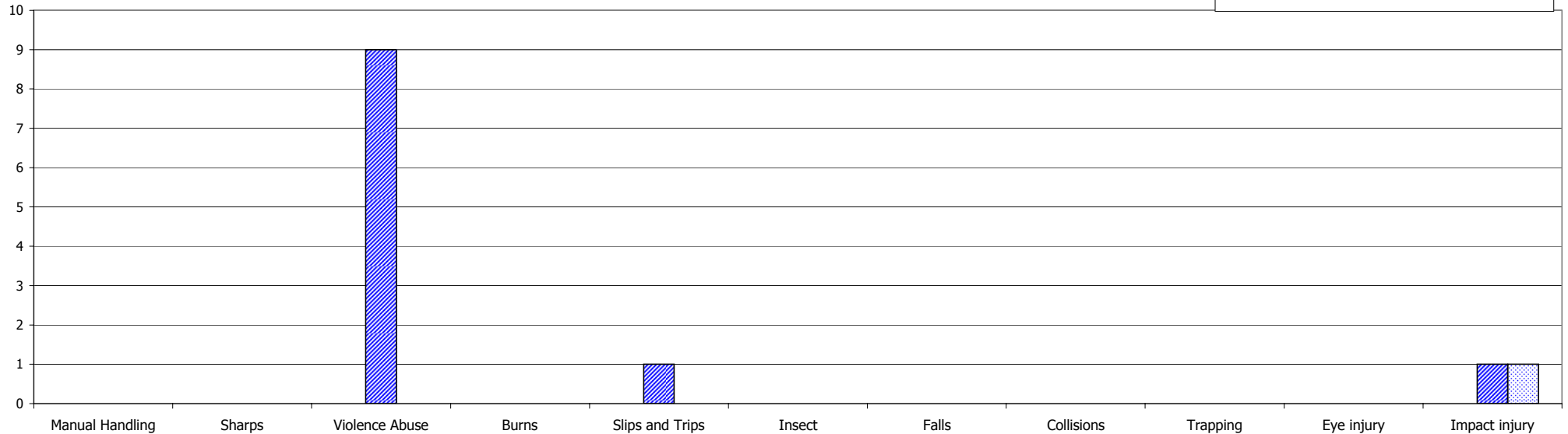
**Formula used from CIPD:**  
 Total number of leavers over period/Average number of staff employed over period  
**All staff numbers now FTEs**



Description	1 Apr - 15 Apr	16 Apr - 15 May	16 May - 15 Jun	16 Jun - 15 Jul	16 Jul - 15 Aug	16 Aug - 15 Sep	15 Sep - 15 Oct	16 Oct - 15 Nov	16 Nov - 15 Dec	16 Dec - 15 Jan	16 Jan - 15 Feb	16 Feb - 15 Mar	15 Mar - 31 Mar
Posts Out to Advert	2	2	10										
Posts Awaiting Interview	0	0	1										
Posts Interviewed Awaiting Check	3	2	3										

Accidents, Incidents & Near Misses 2008/09 YTD

Riddor Non-Riddor Near Miss



Accidents, Incidents and Near Misses 2008/09: To End Period

	Manual Handling	Sharps	Violence Abuse	Burns	Slips and Trips	Insect	Falls	Collisions	Trapping	Eye injury	Impact injury	Totals
Riddor												0
Non-Riddor			4									4
Near Miss												0
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>

Accidents, Incidents and Near Misses 2008/09: YTD

	Manual Handling	Sharps	Violence Abuse	Burns	Slips and Trips	Insect	Falls	Collisions	Trapping	Eye injury	Impact injury	Totals
Riddor	0	0	0	0	0	0	0	0	0	0	0	0
Non-Riddor	0	0	9	0	1	0	0	0	0	0	1	11
Near Miss	0	0	0	0	0	0	0	0	0	0	1	1
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>12</b>

**1. Statement of Purpose**

- 1.1 Reporting on Health, Safety and Welfare is a Corporate Governance Requirement. All Board members carry joint legal responsibility for Health and Safety, and it is therefore, essential that they are fully briefed so that all our decisions properly protect residents, staff and the public from harm.
- 1.2 Progress towards a comprehensive Health and Safety strategy also helps us to meet Barnet Homes' mission statement and business objectives

**2. Summary**

- 2.1 This report is the latest health and Safety update to the Group.

**3. Previous Reports**

- 3.1 This is a standing item to the Resources Sub-group. The last update was to the June meeting.

**4. Recommendations**

- 4.1 The Sub-group is asked to note and comment on this progress report.

**5. Financial & Risk Management Issues**

- 5.1 Insurance claim schedules are reviewed by the Heads of Service from a risk management/health and safety perspective, with action taken as appropriate.
- 5.2 Health and safety impacts on staff sickness, morale and resources. Performance is reviewed in the Staff Health Safety and Welfare Group.
- 5.3 There is a risk of civil or criminal liability on Barnet Homes if legal action is taken for instances of non-compliance to legislative requirements.
- 5.4 Public relations – adverse publicity may arise through serious health and safety failures.
- 5.5 Business continuity challenges e.g. fire hazards could lead to utilities failure to entire Grahame Park Estate, or a major accident in

construction sites can result in HSE improvement and prohibition notices or prosecution.

## **6. Resident Consultation and Equalities Issues**

- 6.1 An annual report on health and safety was presented to BHCP in March 2008 and a report has already been presented to the Sheltered Housing Panel. It is proposed to report annually to the new Resident Involvement Hub and other Panels as appropriate.
- 6.2 DDA and equalities issues are integral to safety risk assessments.






## **7. Background**

The following gives a brief update on actions to address all red and amber risks.

- 7.1 At the request of the last Sub Group meeting the clarity of the performance scorecard has been improved by the full use of the milestone and current status columns. This should give a clearer indication of progress and should help explain the traffic light indicator. The traffic light indicator for the previous report is also shown as a way of indicating progress. There is also a count of green, amber and red indicators for both periods at the foot of the scorecard.
- 7.2 The Grahame Park Boiler House fire alarm system needs to be connected to an out of hours service to ensure that emergencies are responded to at all times. Our main gas contractor (VHL) has been asked to provide this service.
- 7.3 The legionella project is now back on track. The tendering of the new legionella contract should be completed by October 2008. New processes have now been agreed with the current contractor to flag up urgent repairs/maintenance (using colour coded invoices and Priority Correction Action Form system). Other high risk buildings to be risk assessed as identified.
- 7.4 A site meeting has taken place at Grahame Park with a survey company to estimate cost of surveying maisonettes that do not have secondary means of fire escape. The survey proposal and cost will be passed to the Head of Asset Management for funding.

**Author:** Bambos Kakouratos – Health and Safety Co-ordinator  
**Tel:** 020 8359 4778  
**email:** bambos.kakouratoos@barnethomes.org  
**Date:** 25th July 2008

Appendix 1 Health and Safety Score Card

Barnet Homes Corporate H&S Scorecard 2008/9											
Action	H&S Area	Description	Service/ Team	Milestone	Current status	Priority Level	Risk Level	Due date	Completion Date	Origin of Action	Traffic Light Score
Asbestos Management Plan Review	Asbestos	6 month Review of Asbestos Management Plan	Asset management	1. New abestos processes as identified in staff training feedback 2. Consultation of Contractors and BH Managers 3. Meeting with BH Key teams	1. Asbestos process flowcharts completed 2. Agreement with contractors over procedures 3. BH managers consulted regarding new processes.	High	High	Dec-08		Statutory Review/Staff Feedback from Asbestos Training	
Legionella Policy Review	COSHH	Monitoring/testing/maintenance of high risk properties, retendering of contract, training of responsible staff	Asset management	New Policy/Strategy, Risk Assessments for high risk residential blocks, Tendering new contract, Training, Processes	Policy approved, Sheltered Housing risk assessments completed, processes for urgent maintenance and repair developed and agreed with contractor, tendering timetabled for October 2008,	High	High	Oct-08		Statutory review	
Grahame Park Risk Register	Roof Voids	Working at Heights and Public Protection	Asset management	Programme of improvements and funding has been agreed	Completed mid June	High	High	May-08	Mid June	Asset Management Service	
Grahame Park Risk Register	Flat Roofs	Working at Heights and Public Protection	Asset management	Agree programme of improvements and funding for access to roofs, pigeon decontamination and working zone on roof demarcated	Flat roof improvements costed, funding approved, scheduled for completion by end of September 2008	High	High	Sep-08		Village Heating	
Grahame Park Risk Register	Boiler Hse	Implementation of Risk assessment for Boiler Hse	Asset management	Fire alarm connection to lifeline/VHL	Boiler House Risk assessment reviewed 04/08. Awaiting agreement with VHL regarding out of hours connection link for fire alarm	High	High	No dates set		Asset Management Service	

Appendix 1 Health and Safety Score Card

Action	H&S Area	Description	Service/ Team	Milestone	Current status	Priority Level	Risk Level	Due date	Completion Date	Origin of Action	Traffic Light Score
Domestic Fire Safety Surveys	Fire Safety	Joint project with London Fire Service	Health and Safety Team	LFB approval for article in Athome and for referrals from H&S Team, Support from Call Centre to be requested.	Article planned in next issue of Athome to advertise domestic fire safety checks, Call centre agree to take calls.H&S still awaiting approval from LFB for approval to compile list of requests and forward to LFB.	High	High	Sep-08		Resources Sub Group	
Grahame Park Maisonettes	Fire Safety	Survey of maisonettes in Grahame Park where secondary means of escape has been removed.	Health and Safety Team	Estimate required for survey by contractor. Approval of survey by Head of Asset Management. Target of minimum 30% response rate.	Site meeting with survey company taken place on 29/7/08	High	High	Oct-08		Corporate Services	
Fire Risk Assessments for Sheltered Housing	Fire Safety	A specific FRA for each residential block	Corporate Services H&S	Start of monthly FRA target in Sheltered accommodation	Training booked for Nov and Dec 07, FRAs started in January 2008, completed all FRAs on timescale	High	High	Jul-08	Jul-08	Service advice to Sheltered Housing Team	
Residents awareness of safety	Gas /Carbon Monoxide Safety		Corporate Services H&S	Monthly Articles	Article with publicity team	High	High	Aug-08		Resources Sub Group	
Residents awareness of safety	Gardening H&S	Volunteer gardeners	Corporate Services H&S	Presentation due by August 2008	Presentation prepared, Gadsby Hall booked	Medium	Medium	Aug-08		Residents Participation Team	

**1. Statement of Purpose**

- 1.1 The Barnet Homes Board sets the strategic vision and objectives for the business, defining the core values and shaping the future direction of the company. It is critical therefore that the executive and staff adequately supports the board to enable directors to deliver robust governance and drive the business forward.

**2. Summary**

- 2.1 Barnet Homes Board Directors were invited to participate in a board director satisfaction survey during May and June 2008. This report outlines the results of the survey, and the improvement plan that has been developed as a result of these findings.

**3. Previous Reports**

There have been no previous reports.

**4. Recommendations**

- 4.1 That the sub-group note and comment on the contents of the report and agree the improvement plan that has been developed to address the issues arising from the survey.

**5. Financial & Risk Management Issues**

- 5.1 Nil.

**6. Resident Consultation and Equalities Issues**

- 6.1 Nil.

**7. Background Information**

- 7.1 Barnet Homes is a learning organisation that strives towards continuous improvement in performance and service delivery. Satisfaction surveys have been used by the organisation as a key tool to receive and act upon feedback, and to drive improvements that will help us deliver excellent services.

- 7.2 It is also important for the organisation to listen and act upon the feedback of Board Directors and ensure that they are fully satisfied with the support services provided to them. A satisfaction survey was developed and Board Directors were invited to participate during May and June 2008. Ten Board Directors responded: 2 Council Nominee directors, 3 Resident directors and 5 Independent directors.

**8. Headline Survey Results**

8.1 The survey sought directors' opinions on induction and training, IT support, administrative support, and executive support. The full report which includes a full analysis and details of the comments and suggestions for improvement made by board directors can be provided if requested.

## 8.2 Induction & Training

8.2.1 Overall, board directors were extremely satisfied with the induction and training provided:

Question	Results
Satisfaction with induction received as a board director	100%
Preferred method of induction as a board director	Executive Team Presentation
Preferred duration for training and information sessions	2 Hours / Other
Preferred times for training and information sessions	Evening
Priorities for training	1. Business Planning 2. HRA & Budgets 3. Governance & Role of Board
Preferred learning styles	1. Reading 2. Training Courses
Preferred option for board director annual event	Annual event with attendance by executive team for PART of event only
Overall satisfaction with training received so far	80%

8.2.2 Key issues and suggestions for improvement include:

- It would be useful to have an induction into the organisation itself, an introduction to Barnet (i.e. tour/visits around the Borough), and advanced training on ALMOs.
- One board director commented that they were concerned by the fact that during induction, some staff were unable to answer the questions that were asked by board directors.
- There is the view that lengthier discussion and training should be provided when a board director comes from outside of the housing sector – especially in terms of discussing roles, responsibilities, and governance issues.
- There was also the suggestion that when scheduling meetings and training sessions, Barnet Homes should be considerate of those board directors who are also in fulltime employment or have other commitments. For these directors, breakfast meetings (8.00am to 10.00am) were suggested as a suitable option.

### 8.3 IT Support

8.3.1 Over 66% of board directors are satisfied with the IT support provided by Lifeline IT, and there is no dissatisfaction with the service being provided whatsoever. However; 33.3% (2 respondents) did not know or were unable to say whether they were satisfied or not. This may be because they do not receive IT support from Lifeline IT, but felt they should answer the question anyway.

8.3.2 There were no specific IT services suggested by Board Directors that they would be interested in receiving from Lifeline IT. However; one Board Director has experienced problems since receiving a new computer setup.

### 8.4 Administrative Support

8.4.1 Board Directors indicated that they were highly satisfied with the majority of administrative support provided to them by Barnet Homes. However; directors felt that there were improvements that could be made to the presentation of information in reports and the reporting templates. Headline results included:

Question	Results
Timeliness of receipt of papers	90%
Satisfaction with current paper distribution methods	80%
Preference for binding or loose leaf papers	Loose Leaf
Satisfaction with the presentation of information in reports & the reporting template	70%
Satisfaction with the content and accuracy of minutes	80%
Preferences on Agenda template	Summary on the Agenda, Agenda shown in text of email and also attached

8.4.2 Key issues and suggestions for improvement include:

- Whilst papers were usually received on time, there were occasions when they were late.
- Quantity of papers is too large (i.e. – 200 pages for a recent Board meeting)
- Minutes should record the actual recommendations agreed.

8.4.3 There was diverse opinion on the information and reports provided to board directors for meetings. Comments included:

- *The reports are clear and are usually quite concise.*
- *Clear but bulky*
- *Too many words - not enough information and no SMART standard reporting structures.*
- *Generally reporting is too detailed and consequently too lengthy. Directors should be able to enquire when they need more detail.*
- *All the reports look the same. Need better summary, to be shorter and clear recommendations.*
- *Too complex at times and too much information. Suggest that we cut down on the information offered and only concentrate on a select few items and room for one new area each month.*

## **8.5 Executive Support**

8.5.1 Board Directors expressed that they were extremely satisfied with the support provided by the Chief Executive, Heads of Service and Senior Management Team, with satisfaction levels of 100%.

8.5.2 One suggestion for improvement was the timeliness of responses, with one director noting that requests for information take a long time to be responded to, and that they felt they had to 'chase' before the requested information was provided to them.

## **9. Improvement Plan**

9.1 An improvement plan has been developed in response to the results of the survey, seeking to address the issues raised by directors. The improvement plan is attached as Appendix 1.

9.2 It is proposed that the action plan will be monitored by the Governance & Efficiency Team and progress reports provided to the Resources Sub Group on a six monthly basis.

**Author:** Melanie Rutherford (Best Value & SLA Project Officer)  
**Tel:** 0208 359 4855  
**email:** [Melanie.Rutherford@barnethomes.org](mailto:Melanie.Rutherford@barnethomes.org)  
**Date:** 14 July 2008

## Appendix 1: Board Satisfaction Survey – Service Improvement Plan

Objective	Tasks / Actions	Milestone	Lead	Status	Latest Update / Evidence of Success
Improve the induction provided to Barnet Homes board directors	<ul style="list-style-type: none"> <li>Review the induction methods and process, incorporating the feedback from board directors in the survey.</li> </ul>	Dec 08	GM		<ul style="list-style-type: none"> <li>A review will be carried out with the Chair once the recruitment process is done</li> </ul>
	<ul style="list-style-type: none"> <li>Consider holding a tour of the borough for existing board directors</li> </ul>	Sep 08	GM		<ul style="list-style-type: none"> <li>The tour was offered as part of the induction by the ex-chair but this did not happen. One board director chose to do this on their own</li> </ul>
To provide board directors with relevant and useful training, at times and durations that are suitable to them	<ul style="list-style-type: none"> <li>Prioritise business planning, HRA and budgets, and the governance/role of the board as key training for board directors over the coming year</li> </ul>	ASAP	GM		<ul style="list-style-type: none"> <li>The Board L&amp;D programme will be reviewed in light of this</li> </ul>
	<ul style="list-style-type: none"> <li>Incorporate most popular learning styles (reading, meetings, training courses) into the board directors training plans over the coming year</li> </ul>	Ongoing	GM		<ul style="list-style-type: none"> <li>This currently is the practice. Board Directors learn by attending meetings, conferences of interest e.g NFA.</li> </ul>
	<ul style="list-style-type: none"> <li>Incorporate board director views into the duration and times of training and information sessions</li> </ul>	Ongoing	GM		<ul style="list-style-type: none"> <li></li> </ul>
	<ul style="list-style-type: none"> <li>Incorporate board directors views into the next annual board director away day (executive team to attend for half of the day)</li> </ul>	Oct 08	GM		<ul style="list-style-type: none"> <li>The Directors were given an opportunity to direct the events of the day and they decided that the executive team should not attend. It is proposed that a</li> </ul>

Objective	Tasks / Actions	Milestone	Lead	Status	Latest Update / Evidence of Success
					further event should take place later this year including the new CEO and other HoS (for part of the event) and also the new intake of directors. This will be planned in conjunction with the RSG in the Autumn.
Continue to provide high levels of IT support to board directors, and ensure they are aware of the support available to them	<ul style="list-style-type: none"> <li>Follow up with director who is experiencing problems with new computer and provide solution to meet their needs</li> </ul>	July 08 (Site Visit)	EM	IP	<ul style="list-style-type: none"> <li>Barnet Homes will raise this issue with Lifeline IT to arrange a site visit in order to review the requirements in detail. Should there be a need for any specific training (e.g. Microsoft Outlook, Word etc.); Lifeline IT will advise Barnet Homes. The training need will be appraised by the HR Manager who will then be able to arrange the appropriate training programme for that Director</li> </ul>

Objective	Tasks / Actions	Milestone	Lead	Status	Latest Update / Evidence of Success
Improve the documentation provided for board and sub group meetings (agenda, reports and minutes)	<ul style="list-style-type: none"> <li>Review reporting template incorporating feedback and comments provided by board directors in this survey (i.e. SMART reporting, length, style etc). To also incorporate amendments requested by John MacFarlane (Chair of Standards Sub Group) at meeting with Derek Rust. These include:</li> </ul>	Sep 08	CV	IP	<ul style="list-style-type: none"> <li>CV to propose revision for consideration by John MacFarlane.</li> </ul>
	a) All papers are numbered and the numbering is reflected in the agenda	Jul 08	MD	C	<ul style="list-style-type: none"> <li>Now implemented. MD to remind all meeting administrators to do the same for the sub groups.</li> </ul>
	b) No Sub Group paper to be longer than 10 pages excluding appendices – appendices to be restricted to what is absolutely necessary	Sep 08	CV	IP	<ul style="list-style-type: none"> <li>To be considered within review of template</li> </ul>
	c) Papers to avoid jargon, have sharper recommendations and where possible have examples rather than whole lengthy tables	Sep 08	CV	IP	<ul style="list-style-type: none"> <li>To be considered within review of template</li> </ul>
	d) Papers to have email address and phone number of author at the end of them	Jul 08	MD	IP	<ul style="list-style-type: none"> <li>MD to revise board template and circulate</li> </ul>
	e) Develop and maintain an outstanding issues log of matters arising until such time as they are completed	Jul 08	MD	IP	<ul style="list-style-type: none"> <li>MD to compile spreadsheet to record these from now on</li> </ul>

Objective	Tasks / Actions	Milestone	Lead	Status	Latest Update / Evidence of Success
	f) Inspection report in future to only concentrate on actions for the next three months and any other significant exceptions in future	Jul 08	KL / MR	C	<ul style="list-style-type: none"> <li>Future reports will focus on next three months and significant exceptions.</li> </ul>
	<ul style="list-style-type: none"> <li>Review minutes template incorporating feedback and comments provided by board directors in this survey</li> </ul>	July 08	CV / MD	C	<ul style="list-style-type: none"> <li>To reproduce recommendations and decision in the minutes for all Board and SG meeting.</li> <li>MD to advise all meeting administrators</li> </ul>
	<ul style="list-style-type: none"> <li>Investigate issues of inaccuracy with minutes and address</li> </ul>	July 08	CV / MD	C	<ul style="list-style-type: none"> <li>Current process involves:</li> <li>1<sup>st</sup> QA check by CEO/HoCS for Board minutes and relevant HoS for SG minutes, 2<sup>nd</sup> QA check by the Chair/SG chair as appropriate</li> <li>Directors asked to confirm accuracy at meetings</li> <li>MD to remind all meeting administrators</li> </ul>
	<ul style="list-style-type: none"> <li>Review distribution methods of board papers and reports.</li> </ul>	Aug 08	CV / MD	C	<ul style="list-style-type: none"> <li>To implement loose leaf format, double-sided printing and recycled paper with immediate effect</li> <li>On the basis that the existing distribution method is favoured by 80% it is not proposed to</li> </ul>

Objective	Tasks / Actions	Milestone	Lead	Status	Latest Update / Evidence of Success
					change this
	<ul style="list-style-type: none"> <li>Review agenda template</li> </ul>	Sep 08	CV / MD	C	<ul style="list-style-type: none"> <li>On the basis that the existing format is favoured by 80% it is not proposed to change this</li> </ul>
Act upon other feedback provided by board directors	<ul style="list-style-type: none"> <li>Investigate questions asked at induction that staff were unable to answer (that caused director concern) &amp; incorporate into staff training plans</li> </ul>	Sep 08	GM		<ul style="list-style-type: none"> <li>To investigate – will need further information to follow this through</li> </ul>
	<ul style="list-style-type: none"> <li>Investigate and provide information to director who is still waiting for materials that were requested in November (induction)</li> </ul>	Sep 08	GM		<ul style="list-style-type: none"> <li>This has been followed up with Head of Finance and was given to understand that the information had been passed on. GM will clarify further with the director concerned</li> </ul>
	Introduce 7 working day notice period for all board director meetings	Aug 08	MD/CV	IP	<ul style="list-style-type: none"> <li>MD to review timetable for report production to ensure sufficient time allowed for distribution</li> <li>CV to then circulate to report authors and SMT/HOS reinforcing the timescales required</li> </ul>
	Consider monitoring all board director requests for information, to improve the time taken to respond.	July 08	CV / MD	C	<ul style="list-style-type: none"> <li>All requests for information should be routed thro' VIP process as per the original</li> </ul>

Objective	Tasks / Actions	Milestone	Lead	Status	Latest Update / Evidence of Success
					procedure • CV to send reminder to SMT

**Barnet Homes  
Resources Sub-Group  
7 August 2008  
Future Agenda Items**

**Item: 8**

**1. Statement of Purpose**

- 1.1 Barnet Homes is committed to achieving effective governance and ensuring that we deliver our objectives and commitments to target.

**2. Summary**

- 2.1 The Sub-Group is asked to agree future agenda items for the next meeting scheduled to take place on 2 October 2008.

**3. Previous Reports**

- 3.1 Not applicable

**4. Recommendations**

- 4.1 The Sub-Group is asked to consider the proposed future agenda items.

**5. Financial & Risk Management Issues**

- 5.1 None arising

**6. Resident Consultation and Equalities Issues**

- 6.1 None Arising

**7. Background Information**

- 7.1 Thursday 2 October 2008

- H&S Scorecard
- HR Stats
- HR Updates
- Forward Agenda Planning
- Accommodation
- Essential Car Users
- Equal Pay

**Author: Cora Vigar Head of Corporate Services**

**Tel: 020 8359 4120**

**email: cora.vigar@barnethomes.org**

**Date: 29 July 2008**

- 1. Statement of Purpose**
  - 1.1 Barnet Homes is committed to achieving effective governance and ensuring that we deliver our objectives and commitments to target. This is to ensure the Sub-group is updated on issues within its remit.
  
- 2. Summary**
  - 2.1 This paper updates the Sub-group on a range of HR issues.
  
- 3. Previous reports**
  - 3.1 This is a regular item to each Resources Sub-Group meeting.
  
- 4. Recommendations**
  - 4.1 The report is for noting.
  
- 5. Financial & Risk Management Issues**
  - 5.1 None applicable at this time.
  
- 6. Resident Consultation and Equalities Issues**
  - 6.1 None applicable at this time.
  
- 7. Background Information**
  - 7.1 *Essential Car User (ECU) Review*

A staff consultation meeting was held on 14<sup>th</sup> July regarding the proposed withdrawal of ECU allowances. Staff are very concerned about this and have raised strong objections. The formal period for consultation ends on 20<sup>th</sup> September 2008 following which a decision on the possible options will be taken. A further report will be provided to the October Sub-group meeting.
  
  - 7.2 *AGM*

Following discussions at the last Sub-group, the Hendon Hall Hotel has been tentatively booked. It is proposed that the event will comprise staff awards, resident awards and presentations by the Chair of the Board and new CEO, as well as the usual AGM formalities. Buffet refreshments will also be provided. Consideration is being given to possible themes and an external speaker for the event and the views of the new CEO have been canvassed on this.

7.3 *Central Services Review – progress with implementation*  
Recruitment to the new structure is proceeding and is expected to complete by September, the only exception being a small number of posts which will go out to external advert.

7.4 *Accommodation review*  
The Board received an options paper on 21<sup>st</sup> July 2008 and decided that its preferred option would be to move to alternative office accommodation with IT provided by the Council (option 2) or by a 3<sup>rd</sup> party provider (option 3). The next step is the development of an IT specification to enable more accurate IT costings to be sought. Work on this will start in September and will be reported back to the Board in January 09. In the meantime the Project Board (comprising Heads of Service and Project Manager) met on 28<sup>th</sup> July to review progress and agreed that the draft Accommodation Strategy should also be developed and presented to the Board in January 09. A review of options for homeworking is also underway and will be reported to the October Resources Sub-group for decision on the way forward. This will in turn inform the proposed Accommodation strategy and IT specification.

**Author:** Cora Vigar - Head of Corporate Services  
**Tel:** 020 8359 4120  
**Email:** cora.vigar@barnethomes.org  
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