

MINUTES OF BARNET HOMES BOARD MEETING HELD ON 27TH SEPTEMBER 2004

Attending:

Directors:

Brian Altman	Margaret Robbins
Mike Cohen	Paul Rogers
Jem Fouweather	David Sidbury (<i>Vice Chair</i>)
Tosin Okuzu	Tim Sims
Yetunde Onifade (<i>Vice Chair</i>)	Pattie Skeats
Monroe Palmer	Natwarlal Vadera
Trevor Renouf (<i>Chair</i>)	

Apologies:

Francis MacGregor-Grove
Gerard Silverstone

Officers:

Barbara Collins	Catherine Stocks
Peter Headland	Cora Vigar
Kate Laffan	Mike Wiffen
Margaret McPeake	Jeremy Ford
	(<i>Trowers & Hamlin</i>)
Derek Rust	Marian Dowling (<i>Minutes</i>)

ITEM	TITLE	ACTION
1	Introductions & Apologies	
2	Agree Minutes & Matters Arising	Gladys Mhone
2.1	<p>Item: 2 2.4 It was requested by the Board that in order to accommodate Directors training needs there may have to be duplication of training events to include both weekdays and weekends.</p>	
2.2	Barnet Homes media protocol currently states that press releases are sent to Gerard Silverstone and posted on our website. The Board requested that all Directors are to be sent copies of press releases. A monthly	

	summary of all other press coverage will be sent to all Directors.	Yana De Silva
2.3	Item: 2 2.7 Trowers & Hamlin have responded to LBB. Mike Wiffen and Margaret McPeake to meet with the Borough Treasurer next week.	Margaret McPeake/Mike Wiffen
2.4	Item: 4 4.5 Agenda Item	
2.5	Item: 5 5.5 Actioned.	
2.6	Item: 6 6.4 Derek Rust has provided Mike Wiffen with figures, which will be taken to LBB.	Mike Wiffen
2.7	Item: 9 9.1 Request has been withdrawn	
2.8	Item: 9 9.2 To be reviewed by Barnet Homes and LBB 2005/6.	
2.9	Tim Sims suggested that Directors might wish to pass any comments on the minutes to the Chair prior to the next Board meeting.	All
3	Preparing for Inspection Update/Self Assessment Document	
3.1	The Reports were presented by Cora Vigar	
3.2	The Board noted the report "Preparing for Inspection – Update"	
3.3	The Board discussed the Self Assessment draft document.	
3.4	The Board were advised that the demographic information used in the assessment was based on the 2002 census and the face to face survey.	
3.5	Brian Altman commented that there was a lot of repetition which should be reduced in the final document	

<p>3.6</p>	<p>Jem Fouweather stated that:</p> <ul style="list-style-type: none"> • The document was also about style and presentation. • Large amount of words but lacks information. • Good outputs were needed. • The right balance must be found when highlighting our strengths • Too much said about LBB. The document must be badged and labelled as Barnet Homes. • Time scales need to be looked at it is very important that the document is well put together. Even if it means a days delay. 	
<p>3.7</p>	<p>The Board agreed that the document be signed by the Chair on its completion.</p>	
<p>4</p>	<p>Item Removed From the Agenda.</p>	
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>Feedback from Chairs of Sub-Groups</p> <p>Human Resources Feedback Report</p> <p>Yetunde Onifade presented the report.</p> <p>Yetunde Onifade updated the Board on other issues discussed by the Human Resources Sub-Group at their meeting of the 16th September 2004.</p> <ul style="list-style-type: none"> • The Human Resources Sub-Group agreed that if Barnet Homes is successful in achieving 2* rating Barnet Homes staff will be awarded with an additional days leave plus a £50 voucher. <p>To qualify for this staff must:</p> <ul style="list-style-type: none"> • Be a permanent member of staff recruited prior to the 1st August 2004. • Or on a Barnet Homes contract • Have worked continuously from the 1st August 2004 until the 30th November 2004. • The incentive will be pro rata for job share or part-time staff 	

	<ul style="list-style-type: none"> Contract staff must have been with the organisation for a year or more. 	
5.6	The Human Resources Sub-Group felt it was important to motivate staff.	
5.7	Brian Altman asked if sickness information was going to the Human Resources Sub-Group. As there were concerns regarding the high levels of sickness in Technical Services.	
5.8	Yetunde Onifade advised the Board that Technical services are a high performing group, and action plans are in place to support managers in managing sickness.	
5.9	Best Value & Service Improvement Sub-Group Feedback Report	
5.10	Jem Fouweather presented the report.	
5.11	<p>The following issues were raised:</p> <ul style="list-style-type: none"> There is a lack of evidence to demonstrate how SLA's will be managed The estate environment as a performance indicator needs to be based more on outputs. Concerns over voids turnaround issues. Performance Management, lack of Capital Programme decent homes performance information needs to be supplemented. This also applies to Resident participation. 	
5.12	Monroe Palmer raised the issue of abandoned cars, and asked if Barnet Homes had received any feedback from the ODPM.	
5.13	The Board were advised that Sheila Oliver had written to the ODPM and GOL fifteen months ago, and they were still awaiting a response, the Anti Social Behaviour unit have also been written to.	

	<p>Post meeting note The relevant government office has since written to the Council's legal department promising a response to our original enquiry within the next fifteen days.</p>	Sheila Oliver
5.14	<p>Paul Rogers advised the Board that other Housing Associations remove cars within forty eight hours. Barnet Homes to communicate with other Housing Associations.</p>	Derek Rust
5.15	Finance & Risk Management Sub-Group	
5.16	David Sidbury presented the report.	
5.17	There is still concern over SLA's although there has been some improvement.	
5.18	Another main area of concern was that of IT and the lack of back up in case of failure. A report will go to the Board in October.	Mike Wiffen
5.19	The Board noted the reports from the Human Resources, Best Value & Service Improvement and Finance & Risk Management Sub-Groups.	
6	Finance & Budget Monitoring	
6.1	Mike Wiffen presented the report.	
6.2	Money will be diverted from Financial Services Budget to resource estate environment works.	
6.3	Mike Wiffen advised the Board that Barnet Homes would have some very significant issues to deal with when forward planning. A report will be going to the Board in November.	Mike Wiffen
6.4	Paul Rogers raised the issue of the level of staffing as Barnet Homes stock diminishes through regeneration and RTB. A report will be going to the Board in November.	Mike Wiffen

6.5	It was agreed that the Board would be kept up to date on the government scheme to alter the way in which Housing Benefit is paid and how this would impact on Barnet Homes rental income collection.	Mike Wiffen
6.6	The Board Considered and Noted the Report	
7	ITT Update Report	Barbara Collins
7.1	Barbara Collins presented the report	
7.2	The Board were advised that two of the short listed contractors had withdrawn.	
7.3	The Board requested more information as to the reasons for the withdrawal.	
<p>Post meeting note:</p> <p>1) The Volume of potential work on offer is too large in relation to their already secured work for the balance of this year as well as 2005/6.</p> <p>2) They feel they have insufficient resources to put into the bidding process, bearing in mind the numbers of bidders invited.</p>		
7.4	The ODPM have advised that those properties on the regeneration estates will not be included in the decent homes standards although the regeneration work will not be completed until after 2010. Barnet Homes will continue to manage and balance the needs of these properties.	
7.5	LBB will be writing to the residents of Grahame Park estate advising them of any alteration to the timetable of the regeneration scheme.	
7.6	The Board have requested to see the method statements of the short listed contractors.	
7.7	Jem Fouweather commented that as far as he was aware, no definite decision had been	

	made to restrict contractors to two areas only.	
7.8	The Board noted the scope of the work sought and timescale. It was therefore agreed that an extra meeting of the Board would be held to discuss ITT in early December	Marian Dowling
7.9	The Board supported the proposed evaluation framework	
8	Feedback on Face to Interviews	
8.1	Catherine Stocks introduced Euan Ramsey from MRUK who made a presentation to the Board.	
8.2	Handouts were distributed.	
8.3	A brief discussion followed, the Board were advised that when the next phase of five hundred interviews are completed Barnet Homes will have a very robust picture of tenant satisfaction.	
8.4	The Board noted the headline findings of stage 1 of the 2004/5 survey of Barnet Homes residents.	
9	Agenda Planning	
9.1	The Board were advised that it is planned to hold future meetings of the Barnet Homes Board at Barnet House. This will commence in December/January depending on building works and liasing with LBB.	Marian Dowling
9.2	The Board were advised that the Inspectors might attend the next Board meeting on the 18 th October 2004.	
9.3	The Board discussed and agreed future agenda items.	
10	Any Other Business	
10.1	None	

11	Date and Venue of Next Meeting	
11.1	Monday 18th October 6.30pm – 8.30pm Hendon Town Hall Committee Room 2 Hendon Town Hall The Burroughs London NW4 4BG	