



BLACKPOOL COASTAL HOUSING LIMITED

**MINUTES OF THE SERVICE DELIVERY COMMITTEE
HELD ON TUESDAY 14th JUNE 2011 AT 6.00PM
IN THE BOARDROOM AT COASTAL HOUSE**

Present:

Alan Marsh
Judith Mills
Janet Stirling
Alison Stringer
Cllr Christine Wright

In Attendance

Maggie Cornall (Director of Housing Services)
Cyril Holland (Director of Property Services)
Michael Watson (Policy & Performance)
Sam Fowler (Personal Assistant – minutes)

COMMITTEE RECOMMENDATIONS REQUIRING BOARD APPROVAL

Item 9 – Performance Target Setting

The Board is asked to approve the Performance Indicators and their Targets as listed at Item 9, including that requested by the Client, for use in 2011-12 Operational Balanced Scorecards to be reported both to the Service Delivery Committee and the Board as a whole.

ITEM	
1.	<p>Apologies None received</p>
2.	<p>Declarations of Interest There were no declarations of interest.</p>
3.	<p>Minutes of Previous Meeting and Matters Arising The minutes were agreed as a true record and there were no matters arising.</p>
4.	<p>Indices of Deprivation in Blackpool Council Michael Watson presented the report which informed the Committee of the new Deprivation Index figures released by the Office for National Statistics.</p> <p>The 2010 Index ranks Blackpool as the 6th most deprived local authority area in the country, based on the rank of average deprivation scores. This is the measure usually cited as being indicative of the relative level of deprivation of an area.</p> <p>Agreed: That the report be noted.</p>



5.	<p>STATUS Customer Satisfaction Survey Outcomes Cyril Holland presented the report which informed the Committee of the findings of the recently carried out STATUS Customer Satisfaction Survey.</p> <p>Judith Mills stated that she had expected the overall quality and general condition to be better in view of the Decent Homes work being carried out. Cyril Holland confirmed that the unhappy customers had generally not had any decent homes work carried out and the happy customers had.</p> <p><u>Agreed:</u> That the results of the STATUS survey be received and accepted.</p>
6.	<p>Tenant Project Fund (TPF) Update Maggie Cornall presented the report which asked the Committee to consider the progress of the Tenant Project Fund.</p> <p>She explained that there had been a budget allocation of £100,000 in 2010-11 and at the end of the financial year there had been a £48,000 underspend. The new budget of £112,000 for 2011-12, including the £12,000 administration charge, had been agreed at the June meeting of the Board. After deduction of the value of recent approvals the amount available for the rest of 2011-12 was £61,500. The next panel meeting was scheduled to take place in July.</p> <p><u>Agreed:</u> That the progress of the TPF be accepted.</p>
7.	<p>The Homestop Service Maggie Cornall presented the report which informed the Committee of work undertaken by the Homestop Service in making the best use of the housing stock.</p> <p>A general discussion took place regarding the service provided.</p> <p><u>Agreed:</u> That the report be noted.</p>
8.	<p>Flexible Tenancies Maggie Cornall explained that the Government was proposing two new types of tenancies:</p> <p>Affordable Rent Tenancies, which are connected to re-development opportunities. The Council can apply to transfer tenancies to Affordable Rent Tenancies or can build new accommodation. These properties would be charged at 80% of the local private sector rate which would equate to approximately a £10-£15 extra cost per week.</p> <p>She confirmed that a bid has been submitted to the Government relating to converting some existing properties into Affordable Rent Tenancies.</p> <p>Flexible Tenancies, which means that the tenant will still retain security of tenure but for a fixed amount of time, the minimum being 2 years. The Council would need to make a decision about this issue as a policy would need to be put in place.</p> <p><u>Agreed:</u> That the position be noted</p>



<p>9.</p>	<p>Performance Target Setting Maggie Cornall explained that the list of Performance Indicators (PIs) that the Committee wished to monitor needed to be agreed and new targets set for them for 2011-12.</p> <p>A discussion took place and the following PIs and their targets were agreed:</p> <p>BUS01 – The number of properties without a current Landlord’s Certificate – 20 BUS03 – The percentage of emergency repairs completed on time – 99 BUS04 – The percentage of urgent repairs completed on time – 99 BUS05 – The percentage of routine repairs completed on time – 98 BUS10 – The percentage of empty homes available for letting or awaiting minor repairs – 2 BUS11 – The percentage of empty homes (other) – 1 BUS12 – Percentage of Repairs completed “Right First time” – 91 CUS01 – Percentage of Hotline calls handled to calls abandoned – 96 CUS02 – Customer satisfaction with repairs service – 92 CUS03 – Satisfaction with work undertaken as part of the Decent Homes programme – 97 CUS05 – Level of local people employed on the Decent Homes programme – 84 CUS08 – The percentage of tenants satisfied with the outcome of their ASB complaint – 74 FIN03 – The percentage of expenditure on planned to responsive maintenance (HIP27) – 62 FIN04 – The percentage of rent collected excluding arrears brought forward – 99 FIN05 – Current tenant arrears - £000’s - £300,000 FIN06 – The current tenant rent arrears as a percentage of collectable rent – 2 FIN11 – The number of tenants evicted as a result of rent arrears – 32 FIN13 – The amount of Former Tenant Arrears written off - £000’s - £200,000 FIN14 – Former tenant arrears - £000’s - £250,000 FIN15 – The percentage of rent lost through empty properties – 3 FIN16 – Amount of rent loss to voids (£000’s) - £300 HEH02a – Average relet time in calendar days excluding properties undergoing Decent Homes and Major Repair Works but including Hostels – 29</p> <p>The Client had also requested monitoring of an additional PI and Target : Percentage of Void Turnover at reletting – 14%</p> <p><u>Agreed:</u> That the above list of Performance Indicators and Targets, including that requested by the Client, be recommended to the Board for approval for use in 2011-12 Operational Balanced Scorecards.</p>
<p>10.</p>	<p>Decent Homes Annual Satisfaction Report Cyril Holland presented the report to update the Committee on Customer Satisfaction reporting with Decent Homes Programme work up to 31st March 2011.</p> <p><u>Agreed:</u> That the report be noted.</p>
<p>11.</p>	<p>Gas Maintenance Contract Cyril Holland presented the report which was to inform the Committee of the appointment of Read & Errington to undertake Gas Maintenance inclusive of annual Landlord Gas Safety checks and out of hours repairs.</p> <p><u>Agreed That:</u> The report be noted.</p>



12.	<p>Environmental Contracts</p> <p>Cyril Holland presented the report to inform the Committee of the results of the recent tendering exercise for grounds maintenance, window cleaning and block cleaning contracts.</p> <p><u>Agreed:</u> That the report be noted.</p>
13.	<p>Any Other Business</p> <p><u>Ex-wardens Accommodation in Sheltered Housing</u> Christine Wright asked what was happening with the ex-wardens accommodation in Sheltered Housing. Maggie Cornall confirmed that this was subject to a Council review and the Council need to make a decision on the various options available.</p> <p><u>North West Regional Construction Awards 2011</u> Cyril Holland confirmed that BCH and recently won the Lancashire Local Economic Award</p> <p><u>National Federation of ALMOs</u> Maggie Cornall stated that BCH have been short listed for an NFA Award for the BCH Academy.</p>
14.	<p>Date of Next Meeting</p> <p>The next meeting will take place on Tuesday 23rd August 2011 at 6pm at Coastal House.</p>
	<p>The Meeting Closed at 8.10pm</p>