



BLACKPOOL COASTAL HOUSING LIMITED

**MINUTES OF THE SERVICE DELIVERY COMMITTEE
HELD ON TUESDAY 22nd NOVEMBER 2011 AT 6.00PM
IN THE BOARDROOM AT COASTAL HOUSE**

Present:

Alan Marsh (Chair)
Judith Mills
Janet Stirling
Alison Stringer
Cllr Christine Wright
Cllr Lily Henderson

In Attendance

Maggie Cornall (Director of Housing Services)
Cyril Holland (Director of Property Services)
Mike Glennon (Customer Involvement & Projects Team Manager)
Michael Watson (Policy & Performance Officer – minutes)

COMMITTEE RECOMMENDATIONS REQUIRING BOARD APPROVAL
Not Applicable

ITEM	
1.	<p>Apologies</p> <p>There were no apologies.</p>
2.	<p>Minutes of Previous Meeting and Matters Arising</p> <p>The Minutes were agreed as a true record and there were no matters arising and.</p>
3.	<p>BCH Complaints Policy & Performance</p> <p>Maggie Cornall presented a report on a revised Complaints Policy. The Policy has been revised to reflect complaints management being brought in house and in line with new regulatory arrangements. The complaints process now includes a democratic filter as required by new regulations and is therefore now a four stage process rather than a three stage process.</p> <p>The review of the Complaints Policy was conducted with TLF and includes customer input at the appeal stage. The new policy also clarifies the distinction between a request for service and a complaint.</p> <p>A Committee member raised a concern that Board Members were not involved in the process.</p> <p>Maggie clarified that customers are involved in the appeal stage and that a panel of trained customers will scrutinise the outcomes on a regular basis.</p>



	<p>A Committee Member expressed concern that the Ombudsman takes a long time to deal with complaints and that it would be better to deal with complaints before that stage was reached.</p> <p>Maggie agreed and explained that customers have a right to go to the Ombudsman.</p> <p>A Committee Member asked if the timescales for Councilor Enquiries were different.</p> <p>Maggie confirmed that Councilor Enquiries are subject to separate Council procedures.</p> <p>A Committee Member asked whether complaints about Board Members at Section 9 of the document was related to Executive Directors only.</p> <p>Maggie confirmed that the section referred to applied to Board Members and not Executive Directors.</p> <p>Maggie presented statistics on complaints for quarter one and quarter two of this year. Mike Glennon stated that the new policy, in combination with the new IT system, would provide better statistical reporting.</p> <p>A Committee Member asked why there was only one complaint about ASB when there should be more.</p> <p>Maggie explained that reports of ASB are requests for service rather than complaints about service failure.</p> <p>A Committee Member asked why the Board was not provided with details of complaints.</p> <p>Maggie stated that complaints were scrutinised by the customer complaints panel and by the SIPs.</p> <p><u>Agreed that:</u></p> <ul style="list-style-type: none"> A. The report and policy be noted. B. Maggie Cornall to present an overview of the ASB Service at the next meeting
<p>4.</p>	<p>Relocation Policy</p> <p>Maggie Cornall presented a report on the Relocation Policy. The policy has been developed to support the Council's stock development programme and will determine the details of the decanting process on Queens Park in the new year. The policy has been checked by the Council's Legal Services department.</p> <p>Mike Glennon stated that over 800 households will be affected over the next four years and the policy determines how home moves will work, timescales, notices, compensation, support and practical help.</p> <p>A Committee Member asked whether grandparents currently with a spare bedroom would have to take a property without a spare bedroom.</p> <p>Maggie explained that this would be determined by the Council's existing allocations policy. Whilst the Council and BCH allow some under occupation of difficult to let properties it is likely that some households will need to downsize.</p> <p>A Committee Member asked how the relocation process will relate to leaseholders.</p>



	<p>Mike stated that there are 6 leaseholder affected on Queens Park and initial dialogue has started with them. The timing of any buyback will depend upon the programme. If leaseholders agree to move voluntarily they will be paid the market rate for their home and a home loss payment. In the case of compulsory moves, the sale price will be set by a tribunal and court action can be taken to gain possession of the property.</p> <p>A Committee Member asked whether there will be a significant additional demand on the OT service as a result of the decanting process on Queens Park.</p> <p>Cyril Holland stated that initial discussions had taken place with the Council and a working groups will be put together shortly that will look at this and similar issues. The possible extent of any additional pressure on services would become more apparent as the process continues.</p> <p><u>Agreed:</u> That the report and policy be noted.</p>
<p>5.</p>	<p>Data Protection Breach (Verbal Update)</p> <p>Michael Watson gave a verbal update on BCH's response to the Data Protection breach that occurred earlier in the year.</p> <p>Michael reported that all actions required to respond to the incident have been taken. Additional awareness raising has been undertaken with Property Services staff and Managers and a session has been arranged for Housing Services Managers on the 29th November.</p> <p>Recommendations made by the Chief internal Auditor's report into the incident are all either completed or work is ongoing.</p> <p>BCH has received no word from the Information Commissioner following the breach notification, and it is looking less likely that they will respond with directions and/or financial penalties as time goes on.</p> <p><u>Agreed:</u> That the report be noted.</p>
<p>6.</p>	<p>Decent Homes Report</p> <p>Cyril Holland presented an update on the progress of the Decent Homes Programme.</p> <p>Cyril explained that the start of this years programme had been delayed by delays to final funding allocations but that all of this years allocation would be spent by the end of the financial year.</p> <p>Cyril stated that satisfaction with Decent Homes work was running at 96% against a target of 97%, that Mears have improved significantly and that local employment targets are being exceeded. Cyril also confirmed that contractors are continuing to provide community benefits.</p> <p>Cyril stated that performance reviews with contractors were to begin in the next two to three weeks and that performance will be a key factor in deciding work allocations amongst</p>



	<p>contractors.</p> <p>A Committee Member said that the Decent Homes programme has been very well run.</p> <p><u>Agreed:</u> That the report be noted.</p>
<p>7.</p>	<p>Health & Safety Report</p> <p>Cyril Holland presented a six monthly Health and Safety Report.</p> <p>Cyril stated that since the last report was made, the Health and safety Officer post has been filled, accident and incident reporting arrangements have been reviewed along with key Health and Safety policies, including Violent Warning Marker procedures.</p> <p>Cyril reported that the historical underreporting of incidents and accidents has been addressed. There is now more robust data which can be used to make service improvements.</p> <p>The Fire Service is aware of the plans for Queens Park and is happy that BCH has appropriate processes in place to address issues raised by them about Walter Robinson Court.</p> <p>A Committee Member asked about the Health and Safety budget figure of £14,5000 stating that it seemed low.</p> <p>Cyril confirmed that this figure did not include the salary budget.</p> <p>A Committee Member asked whether having an internal Health and Safety Officer was value for money.</p> <p>Cyril confirmed that with the additional work being undertaken by the new post the internal post was more cost effective than buying in the service from the Council.</p> <p><u>Agreed:</u> That the report be noted.</p>
<p>8.</p>	<p>Tenant Project Fund – Update</p> <p>Maggie Cornall presented a report on projects that have been funded from the Tenants Project Fund and the applications that have been rejected.</p> <p>£43,000 of Tenant Project Fund money had been allocated and there was currently £18,000 unallocated.</p> <p><u>Agreed:</u> That the report be noted.</p>
<p>9.</p>	<p>Any Other Business</p> <p>A Committee Member asked if there were contingency plans in place for the 30th November when industrial action is expected.</p>



	<p>Maggie Cornall confirmed that contingency plans were in place.</p> <p>A Committee Member stated that they had met with a BCH waste contractor who had said that it was shame that they had to dispose of some of the items that they removed from properties.</p> <p>Cyril Holland stated that whilst there was some recycling undertaken within the restrictions of what can and cannot be recycled, this was something that could be looked at.</p> <p>Maggie Cornall asked Committee members if they would like a more detailed Antisocial Behaviour Report at the next meeting. The Committee agreed that this would be helpful and asked for ASB to be put on the agenda.</p> <p>A Committee Member raised the issue of the doors at Argosy Court. The Committee Member had been at a residents meeting when the issue was discussed.</p> <p>Maggie Cornall confirmed that a meeting had been arranged to discuss the issues with customers on 6th December.</p>
<p>10.</p>	<p>Date of Next Meeting</p> <p>The next meeting will be held on 31st January 2012.</p>
	<p>The Meeting Closed at 7:20pm</p>