



BLACKPOOL COASTAL HOUSING LIMITED

**MINUTES OF THE SERVICE DELIVERY COMMITTEE
HELD ON TUESDAY 12th APRIL 2011 AT 6.00PM
IN THE BOARDROOM AT COASTAL HOUSE**

Present:

Alan Marsh
Judith Mills
Janet Stirling
Alison Stringer

In Attendance

Peter Jefferson (Chief Executive)
Cyril Holland (Director of Property Services)

THERE ARE NO COMMITTEE RECOMMENDATIONS REQUIRING BOARD APPROVAL

ITEM	
1.	<p>Apologies Cllr Fred Jackson, Cllr Jim Houldsworth</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.</p> <p>Supported Housing Update – Peter Jefferson stated that the budget has now been finalised and extra funding has been received. This now means that none of the Scheme Managers are at risk but the three Team Leaders are still at risk.</p>
4.	<p>Tenant Project Fund (TPF) Update Cyril Holland presented the report showing the progress of the Tenant Project Fund. There was currently £51,622 remaining from the 2010-11 TPF budget. The question was asked whether organisations can re-submit their bid. Cyril Holland confirmed that this was acceptable.</p> <p>Agreed That the report be noted.</p>
5.	<p>ASB VFM Internal Audit Cyril Holland presented the report which reviewed the value for money arrangements in the Anti-Social Behaviour Service.</p> <p>The scope of the audit had been to review the value for money of BCH's Anti-social Behaviour interventions by looking at various aspects of its operations.</p> <p>Internal Audit considered that the existing range of Anti-social Behaviour interventions was being discharged in such a manner as to adequately address value for money concerns. In particular, they considered that the joint visits, warning letters, legal notices, acceptable behaviour contracts and referrals provide good value for money.</p>



	<p>Alan Marsh asked for what purpose had £5,000 been spent in relation to demoted tenancies. Peter Jefferson confirmed that this was the cost of training staff on new legislation.</p> <p>Judith Mills commented that the report was excellent with very few recommendations and none of them being Priority Level 1.</p> <p>Agreed: That the report be approved.</p>
6.	<p>Rechargeable Repairs Workflow Cyril Holland circulated the Process Map that has been developed by Property Services, Business Services and the Rents Team, which feeds into the new Orchard Housing Management System.</p> <p>In response to questions, Cyril Holland confirmed that pre-payment occurs in less than 10% of cases. He explained that in the majority of cases we agree a payment plan with the tenant and keep the debt separate from the rent. He also stated that we are moving towards central collection of recharges by the Rents Team and that keeping track of non-payers will be managed and be driven by the Housing management System.</p> <p>Agreed: That the workflow be noted.</p>
7.	<p>Decent Homes Update Cyril Holland presented the report which provided an update on the progress made against the Decent Homes programme up to 31st March 2011 and the development of the Year 4 programme. Customer satisfaction was currently at 96.2% and the target for local labour had been exceeded at 84% against the 83% target.</p> <p>He confirmed that, following their de-commissioning from the partnership arrangements, we are currently looking at whether any BAAS staff can be relocated to other sites where Mears and Forrest are working but it appeared very likely there would still be some redundancies.</p> <p>Agreed: That the report be noted.</p>
8.	<p>Any Other Business In response to a question about internal redundancies, Cyril Holland gave an overview of the current position:</p> <p>Supported Housing Team Leaders – 3 posts down to 2 posts Decent Homes Project Managers – 4 posts down to 3 with one vacant Technical Offer post Plumbers – 4 posts down to 2 posts Trades Assistant posts – a mixture of labourers and drivers would be applying for these posts.</p> <p>Agreed That the position be noted</p>
9.	<p>Date of Next Meeting The next meeting will take place on Tuesday 14th June 2011 at 6pm at Coastal House.</p>
	<p>The Meeting Closed at 6-40 pm</p>