



**Liverpool Mutual Homes (LMH)
Register Number 29998R**

Meeting: Board of Management

**Date/Time: 5:30pm
on
Thursday 27th May 2010**

**Venue: Board Room, 1st Floor,
Commutation Plaza, Liverpool**

MEMBERSHIP:

Bill Lacey – Chair

Bryan McAvoy – Vice Chair

Tony Barnes

Janet Bell

Andrew Catterall

Cllr Pam Clein

Tommy Colleran

Sue Goodman

Mike Harden

Ken Hughes

Robbie Hughes

Hossam Ibrahim

Bruce Johnson

Paul Rigby

Will Roby

Cllr Berni Turner



**LIVERPOOL MUTUAL HOMES
REGISTER NUMBER 29998R**

**MEETING OF THE BOARD OF MANAGEMENT
TO BE HELD ON 27th May 2010 AT 5.30pm
IN COMMUTATION PLAZA, LIVERPOOL**

AGENDA

OPEN SESSION

ITEM	LEAD OFFICER	EXPECTED DURATION	PAGE No
1. APOLOGIES FOR ABSENCE			
2. DECLARATIONS OF INTEREST			
3. NON-CONFIDENTIAL MINUTES OF PREVIOUS MEETING			
a) To agree as a correct record the non-confidential minutes of the Board meeting held on 29 th April 2010		2 minutes	Page 3
b) To consider matters arising from the non-confidential minutes of the Board meeting held on 29 th April 2010		5 minutes	
4. CHIEF EXECUTIVE'S UPDATE			
a) To receive an update report from the Chief Executive on non-confidential matters and other LMH business.	Steve Coffey	5 minutes	Page 8
5. NON CONFIDENTIAL ITEMS			
a) Presentation: Performance Management Strategic Targets for 2010/11	Peter Fieldsend	15 minutes	Presentation on the evening

ITEM	LEAD OFFICER	EXPECTED DURATION	PAGE No
b) Complaints Update	Peter Fieldsend	10 minutes	Page 14
c) To consider the minutes of the South Area Board held on 12 th April 2010		2 minutes	Page 24
d) To consider the minutes of the West Area Board held on 13 th April 2010		2 minutes	Page 30
e) To consider the minutes of the East Area Board held on 15 th April 2010		2 minutes	Page 36
f) To consider the minutes of the North West Area Board held on 20 th April 2010		2 minutes	Page 40
g) To consider the minutes of the North Area Board held on 21 st April 2010		2 minutes	Page 45
6. ANY OTHER URGENT BUSINESS ACCEPTED BY THE CHAIR			
7. NEXT MEETING			
a) The next scheduled Board meeting is due to be held on 30 th June 2010 at 5.30pm in the Board Room at Commutation Plaza, Liverpool			

**LIVERPOOL MUTUAL HOMES (LMH)
REGISTER NUMBER 29998R**



**MEETING OF THE BOARD OF MANAGEMENT
HELD ON THURSDAY 29th APRIL 2010**

At the Open Session of the Board meeting held on 29th April 2010 at Commutation Plaza, the following were:

PRESENT:

Bill Lacey - Chair
Bruce Johnson
Janet Bell
Hossam Ibrahim
Tommy Colleran
Ken Hughes
Paul Rigby
Tony Barnes
Sue Goodman
Will Roby
Andy Catterall

OFFICERS IN ATTENDANCE:

Steve Coffey - Chief Executive
Angela Forshaw - Director of Housing & Neighbourhood Services
Steve Collins - Director of Regeneration & Technical Services
Peter Fieldsend - Director of Corporate Services
Sharon Beyga - PA to the Chief Executive

APOLOGIES:

Bryan McAvoy - Vice Chair
Robbie Hughes
Pam Clein
Mike Harden

OBSERVERS:

Ted Higham
Pearl Rigley
Mary Shiels
Peter McKenna

(The meeting commenced at 5:30pm)

The Chair started the meeting by introducing and welcoming the Observers in attendance at LMH's first Open Session Board meeting and explained the format of the meeting.

BM10/060 ITEM 2 - DECLARATIONS OF INTEREST

No declarations of interest were recorded.

BM10/061 ITEM 3A – MINUTES OF THE BOARD MEETING HELD ON 25th MARCH 2010

The minutes of the Board Meeting held on 25th March 2010 were considered by the meeting.

It was resolved that:

The minutes of the meeting were agreed as an accurate record.

BM10/062 ITEM 3B – MATTERS ARISING FROM THE MINUTES OF THE BOARD MEETING HELD ON 29th APRIL 2010

There were no matters arising from the minutes.

BM10/063 ITEM 4A – CHIEF EXECUTIVE'S UPDATE

The Chief Executive presented a report which provided the Board with a general update on a range of matters including the implementation of the Covalent Performance Management System and the issuing of Default Notices to Housing Management Contractors.

An update was also given in relation to progress with the restructuring of the Housing and Neighbourhood Services Directorate.

It was resolved that the Board:

Noted the report

BM10/064 ITEM 5A – BOARD APPRAISALS

The Chief Executive introduced a report setting out an approach to 'whole board' appraisal and an appraisal of the Chair.

It was noted that Campbell Tickell will be overseeing this process.

It was resolved that the Board:

- i) Noted the report; and
- ii) Approved the commissioning of Cambell Tickell to carry out a full Board Appraisal and an appraisal of the Chair.

(Sue Goodman joined the meeting at this point)

BM10/065 ITEM 5B – PERFORMANCE REVIEW QUARTER 4

The Director of Corporate Services introduced the Performance Review for Quarter 4 and asked Board Members for feedback on the new format of the performance pack. Several Board members commented on the ease of reading the information and were supportive of the new format generated from the Covalent System.

Janet Bell referred to page 39 of the report regarding Long Term Voids and asked when Rock Grove and Childer Street properties will be available for letting. The Director of Regeneration & Technical Services confirmed that properties will begin to roll out in the first quarter of the new year. The Director of Housing & Neighbourhood Services also confirmed that the properties have been advertised on property pool and the interest so far has been very high.

The Director of Corporate Services also gave a presentation to Board Members on the service areas where performance has been met, significantly improved or failed to meet targets.

Following on from the presentation a detailed discussion took place regarding complaints and ASB. It was agreed that a detailed report regarding complaints will be brought back to the Board.

It was resolved that the Board:

- i) Noted the contents of the report; and
- ii) Approves the circulation of performance data to relevant partners

BM10/066 ITEM 5C – YEAR 2 2009/10 IMPROVEMENT PROGRAMME OUTTURN POSITION

The Director of Regeneration & Technical Services presented a report setting out the outturn position for the 2009/10 Improvement Programme.

It was noted that the Improvement Programme had outperformed the targets set with the available annual budget but that improvements could be made in the way special projects are handled.

As there are big projects to do in 2010/11 it has been agreed that an internal manager is required to take care of these special projects and ensure delivery.

It was resolved that the Board:

Noted the report.

BM10/067 ITEM 5D – YEAR 3 (2010/11) IMPROVEMENT PROGRAMME

The Director of Regeneration & Technical Services presented a report advising that the 2010/11 Investment Programme will be delivered with a budget of £85m.

It was noted that Decent Homes compliance will be increased by 14% as a result of the programme. The programme will mainly focus on the delivery of 4,000 kitchens and 3,500 bathrooms.

A concern was raised by some Board members regarding the award of a large contract to Liverpool Enterprise . It was acknowledged by the Board that as it was a very good financial deal but it should be closely monitored to ensure that the required standards are met. The Director of Regeneration & Technical Services also confirmed that there is a break clause in the contract which would be implemented if necessary.

It was resolved that the Board:

- i) Noted the report; and
- ii) Endorsed the existing policy of maximising outputs for the budgeted expenditure by utilising efficiencies

BM10/068 ITEM 5E – EVALUATION OF CULTURE CHANGE IN 2009/10

The Director of Corporate Services presented a report informing the group Board of progress made with the Culture Change Programme.

It was resolved that the Board:

Noted the report

BM10/069 ITEM 5F – SHAREHOLDING MEMBERSHIP APPLICATIONS

The Director of Corporate Services informed the Board that 12 applications had been made for shareholding membership, which was a result of promoting the scheme at the Tenants Conference.

It was resolved that the Board:

Approved the applications for shareholding membership.

BM10/070 ITEM 6 – ANY OTHER BUSINESS

No other business was recorded.

BM10/0

DATE AND TIME OF NEXT MEETING

It was noted that the date of the next scheduled Board Meeting is Thursday 27th May 2010 at 5.30pm.

Observers were thanked for their time and left the meeting

(The 'Open Session of the meeting concluded at 18:45)

Board/Committee/Working Group/Area Board:	
Board (Open Session)	
Date of Meeting:	
Thursday 27 th May 2010	
Item No:	4A



Subject:	Chief Executive's Update Report	Attachments:	<ul style="list-style-type: none"> • Board Forward Plan – Appendix A • Regulatory and Statistical Return (RSR) 2010 – Appendix B (bound separately)
Confidentiality:	Non-Confidential	Status:	For Decision
Executive Summary: This general update report deals with general business together with specific items that may be included within the Operational Plan.			
Recommendation: It is recommended that the Board: <ul style="list-style-type: none"> i) Notes the report; and ii) Authorise; the Chair of the Board to sign the Regulatory & Statistical Return for 2009/10 on behalf of the Board. 			
Financial implications: There are no material financial implications associated with this report.			
Key risks: There are operational risks associated with the specific items in the report which have been flagged up to the Board and where appropriate incorporate into the risk register.			
Material impact on Corporate Plan 'Focuses': Each of the update items contained within the report contribute, to a greater or lesser extent, to the delivery of LMH's Corporate and Operational Plan objectives and relate to each of the Focuses within the plans.			
Directorate: Chief Executive's			
By: Steve Coffey		Position: Chief Executive	

1. Background

- 1.1. A general update report is provided to the Board at each meeting in order that the Board is kept aware of general items of LMH Business which do not necessarily require specific reports to be considered. This report deals with items that are of a non-confidential nature and a similar report is produced to deal with similar items that are of a confidential nature. That report will be dealt with in the 'closed' session of the meeting.
- 1.2. In addition to this report a bi-monthly Board and Area Board Update is circulated to members covering further aspects of general LMH business and areas of interest.

2. Update Items

2.1 Covalent Performance Management System

All actions relating to the Operational Plan (2009/10 and 2010/11), Internal Audit (Year 1 and Year 2), Regulatory Compliance and Offer Document Promises have now been uploaded into the Covalent System. All Key Performance Indicators identified for 2010/11 have also been transferred onto the system together with the relevant targets (subject to approval at this meeting).

During April the Risk Map and associated actions were also imported onto the system and updates for Quarter 4 2009/10 were incorporated.

Performance Reports for Covalent have been produced and presented at the Leadership Team Meeting, April Board and also Audit and Risk Management Committee on 11th May 2010. All reports were received well, with just a few minor changes to be made.

Training at EMT and SMT level has now taken place and over the next few weeks this training will be 'rolled out' to managers.

Covalent will also be officially launched at the staff conference on 20th May 2010.

2.2 Board Forward Plan

An updated version of the Board's Forward Plan for a rolling 12 month period is attached at Appendix A.

2.3 Regulatory and Statistical Return (RSR) 2010

LMH is required to submit an annual Regulatory and Statistical Return (RSR) to the Tenant Services Authority (TSA) which should reflect the position for the year ended 31 March 2010.

The Tenant Services Authority uses the RSR to assist in carrying out its regulatory functions. It provides national, regional and local information on housing providers and their stock, including key information such as rents, voids and changes in stock numbers. Further, the data is used to inform, evaluate and develop national social housing policy.

The RSR is an electronic submission, managed through a specific portal on the TSA's website. The data that will be submitted is extracted from LMH's housing management system (Orchard) and on submission is validated by the TSA. Once the validation checks are complete the system status will be marked as "Audit Confirmed" and the option to e-sign off is enabled.

A hard copy will be provided at the meeting in a separately bound document for consideration by the Board and it is proposed that authority is delegated to the Chair of the Board to sign the RSR on behalf of LMH.

The RSR will be submitted prior to the deadline of 31 May 2010.

2.3 Head of Repairs

In order to embed further the changes made to the repairs arrangements with Kinetics a Head of Repairs (Paul Worthington) has been appointed within the Regeneration & Technical Services Directorate.

Paul will also take a lead on the appraisal of the potential for a joint venture with Kinetics to enable a greater level of control and increase efficiency in relation to VAT.

2.4 Liverpool City Council Elections and Local Authority Appointments to the LMH Board

Elections to the City Council took place on the 6th May 2010 and resulted in the Labour Group having control. The political composition of the Council is now:

- Labour – 48
- Liberal Democrat – 37
- Liberal Party – 3
- Green – 2

The annual meeting of the City Council is due to held on 25th May 2010 and hence it is unknown at this point whether any changes will be made to the City Councils nominees to the LMH Board.

BOARD FORWARD PLAN

Board Meeting	Agenda Planning Meeting	Key Items of Business	Comments
June 2010	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report • Internal Audit Annual Report 2009/10 • PI Validation • Revaluation of Merseyside Pension Fund and Review of Pensions Arrangements • Potential for all calls on Transfer Arrangement Warranties and Indemnities 	Further reports to be confirmed
July 2010	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report • Financial Review 2010/11 Q1 • Statutory Accounts for 2009/10 • Annual Reports for 2009/10 • Self Assessment against TSA Standards and Plan for Local 'offers' • Performance Review 2010/11 Q1 	Further reports to be confirmed
Sept 2010	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report 	Further reports to be confirmed
Oct 2010	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report • Corporate Planning Cycle 2011/12 	Further reports to be confirmed
Nov 2010	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report • Financial Review 2010/11 Q2 • Performance Review 2010/11 Q2 	Further reports to be confirmed
Dec 2010	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report 	Further reports to be confirmed

Board Meeting	Agenda Planning Meeting	Key Items of Business	Comments
Jan 2011	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report • Business Plan Review 2011/12 • Performance Review 2010/11 Q3 • Financial Review 2010/11 Q3 • Rent and Service Charge Increase 	Further reports to be confirmed
Feb 2011	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO update Report • Budget 2011/12 	Further reports to be confirmed
March 2011	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO update report • Operational Plan 2011/2012 • Year 4 Improvement Programme 	Further reports to be confirmed
April 2011	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report • 2010/11 Annual Financing Strategy 	Further reports to be confirmed
May 2011	2 weeks ahead of meeting date	<ul style="list-style-type: none"> • CEO Update Report • Regulatory and Statistical Return • Performance Review 2009/10 Q4 • Financial Review 2009/10 Q4 • Performance Targets 2010/11 	Further reports to be confirmed

ITEM 5A: PRESENTATION

PERFORMANCE MANAGEMENT

STRATEGIC TARGETS FOR 2010/11

Board/Committee/Working Group/Area Board:	
Board (Open Session)	
Date of Meeting:	
Thursday 27 th May 2010	
Item No:	5B



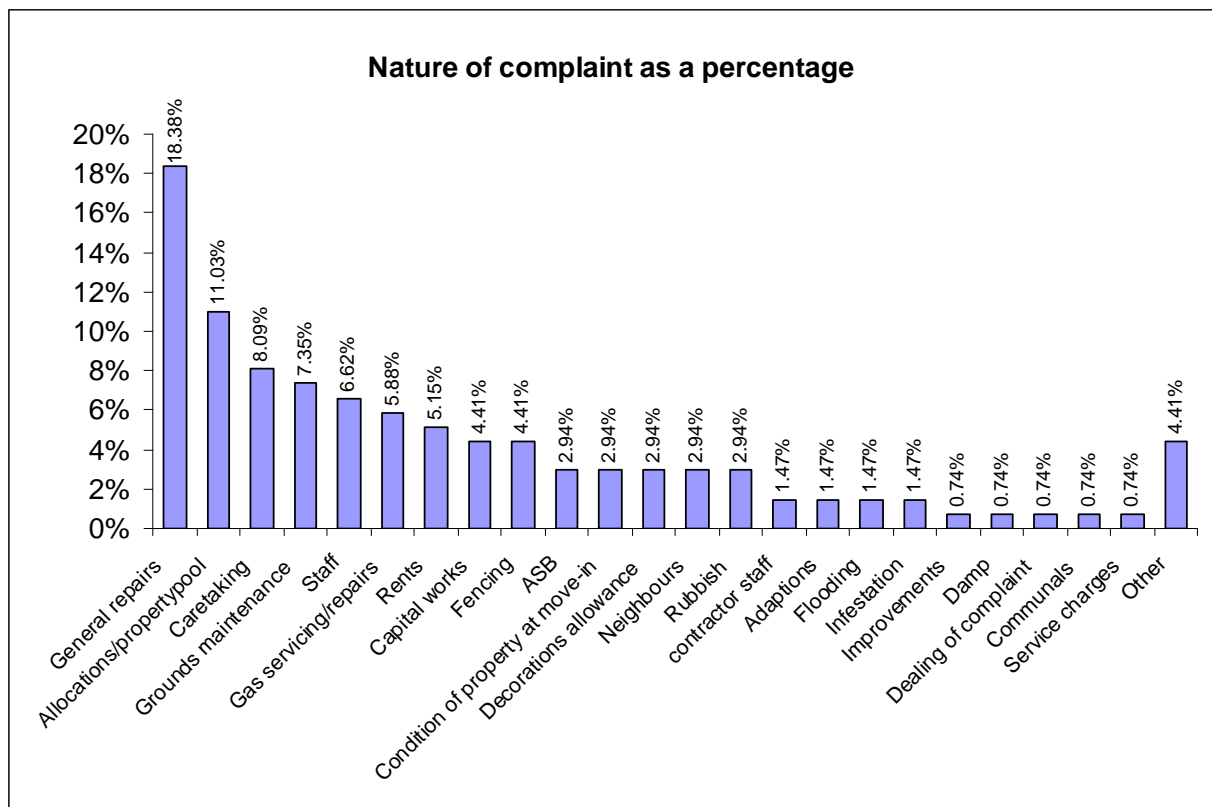
Subject:	Complaints Performance and Trend analysis 2009/10, April 2010/11	Attachments:	Appendix A – Detailed Complaints Report
Confidentiality:	Non Confidential	Status:	For Approval
Executive Summary:			
<p>All excellent organisations closely monitor the management of customer complaints to ensure customer service standards are being met. In addition it is essential that lessons are learnt from complaints where LMH has failed in the services being provided to customers. LMH needs to show how customer feedback, in the form of complaints, has been used to shape and develop services to ensure they continue to meet the needs and expectations of customers. This report takes a backwards look at the customer complaints received during 2009/10. The report provides some examples of changes to services that have or are in the process of being implemented as a result of customer complaints.</p> <p>In addition the report includes some detailed analysis of complaints received during April 2010 under the revised management and monitoring arrangements put in place to improve performance.</p>			
Recommendation:			
<p>That the Board;</p> <p>i.) Notes the contents of this report; and</p> <p>ii.) Approves the style and content for a quarterly update going forward.</p>			
Financial implications:			
There are no financial implications arising from this report.			
Key risks:			
The performance report will monitor progress against customer service standards in respect of complaints. The involvement and leadership of the Board in monitoring what action has been taken as a result of customer complaints is crucial to LMH managing risk effectively.			
Material impact on Corporate Plan 'Focuses':			
Complaints performance reporting impacts on all focuses as it is essential that complaints are used to improve the standard and quality of customer service.			
Directorate: Corporate Services			
By: Cathy Abraham		Position: Head of Business Development	

1. Background

- 1.1. LMH places great value on customer feedback and actively encourages customers to provide this feedback in the form of complaints when customers feel that LMH is not providing the standard of service expected or promised. In addition to responding to complaints within the published timescales excellent organisations are able to show how customer feedback collated from complaints has been used to shape and develop services resulting in improvement for the customer. During 2009/10 the complaints management process has been radically reviewed both in response to customer feedback gathered at the Customer Access Away Day in November and the external review of customer access and services completed by Housing Quality Network in September 2009.
- 1.2. The complaints management process in LMH consisted of a basic manual system up until November 2009. The Resolve computerised system was launched in November 2009 to improve complaint management. As with all new systems there have been 'teething' problems which has resulted in further changes to the process which were put into place in April 2010 with a view to improving performance.
- 1.3. This report will look at two distinct areas:
 - A backward look at the numbers and trends of complaints received in 2009/10.
 - A detailed analysis of complaints received in April 2010 and performance for the first month under revised management arrangements (Appendix A)

2. Complaints 2009/10

A total of 143 complaints have received in the whole of last year which is lower than is expected in a relatively new housing association with a large number of properties where there is large scale investment taking place. A total of 113 complaints were captured on the manual system used up to November 2009. Performance in managing complaints ranged from 50%-100%, with a noticeable "dip" in performance when the new Resolve system was brought into use in November 2009. Performance prior to this had levelled around 100%, however, this was reported against the manual management system therefore it is more difficult to monitor accuracy against targets.



Complaints 2009/10 - Trend Analysis	
Repairs	<ul style="list-style-type: none"> • Damage to goods following repairs • Fencing • Outstanding Repairs • Contractor performance • Poor customer service
Communal Areas	<ul style="list-style-type: none"> • Poor condition of gardens • Poor condition of communal areas • Poor quality of caretaking service
Gas	<ul style="list-style-type: none"> • Missed appointments
Customer Service	<ul style="list-style-type: none"> • Customers not taken seriously • Poor customers service
Allocations / Property pool	<ul style="list-style-type: none"> • Length of time to find suitable property • Poor condition of properties offered for viewing • Disagreement on "banding"
Estate Management	<ul style="list-style-type: none"> • Fly tipping
Improvements	<ul style="list-style-type: none"> • Length of time until improvements arrive in a neighbourhood • Contractor performance

A number of service improvement measures have been/are being introduced as a result of customer consultation and analysis of complaints received. Examples of actions include:

- Improvement Programme – Household Attendance Forms have been introduced. Using a simple smiley face format the customer places a tick nearest to the face that most represents how they feel the days work has gone in their home. The quick and easy to use format also helps customers who may have literacy/language issues as they can use the images to tell us how they feel. They are also able to write comments. These forms are checked daily allowing for any issues raised to be quickly resolved.
- Improvement Programme - The improvement work pre-entry form allows LMH to formally record any support issues that may need to be taken into account. For example an elderly tenant living alone may need help preparing their home ahead of the improvement works starting. The form did not ask about cultural or faith issues. This resulted in an instance where we had not been aware that a customer was Muslim and had not taken this into account when visiting their home. The form has now been adapted to ensure any cultural or faith issue are highlighted.
- Customer Access – Following the status survey, HQN Customer Access Review and analysis of complaints received LMH identified that customers felt we were inconsistent in our approach when dealing with complaints. LMH have now centralised the complaints process with all complaints being managed via the Business Development Team.
- Customer Access – The status survey identified issues around customer contact. Customers stated that they sometimes found it difficult to contact us and that when they did we were not in a position to answer their queries. The HQN Access Review and analysis of complaints received supported this finding. As a result LMH have carried out wide consultation with customers about their telephone contact with LMH and will shortly be introducing a new Customer Contact Centre.
- Customer Service – LMH have carried out extensive customer service training with all staff. In addition a system called “First Adapt” has been installed that maps out all the stages in LMH key customer services, therefore ensuring that staff give customers consistent service.
- A Best Value Review of Environmental Services has taken place resulting in the issuing of a new Grounds Maintenance Contract.
- Contractor Performance is subject to much closer scrutiny following the introduction of daily performance monitoring reports.
- Customer Satisfaction with both the improvement programme and the repairs service is now monitored externally via a company using specialist software entitled “Rated by residents” with customer satisfaction data being available on a daily basis.

2.0 Complaints April 2010

Appendix 1 attached to this report shows the detailed performance report for complaints during April 2010. Under the new management arrangements there has been a significant increase in number of complaints; however, this should not be a cause for concern as the figures are more in line with what an organisation of this size should be receiving. A total of 54 complaints have been received during April, 52 have been closed and 2 cases remain open. As indicated on the Resolve system there were 7 “instances” of not responding or acknowledging within timescale. Upon further investigation there were 2 instances of genuinely late replies and 5 that were due to officers not updating the Resolve system in time prior to the process being managed centrally.

Not surprisingly the majority of complaints are relating to the Improvement programme and day to day repairs as these are the service areas that are most accessed by LMH customers. Issues raised in these areas include:

Complaints April 2010 – Trend Analysis	
Repairs	<ul style="list-style-type: none"> • Time taken to carry out repair • Outstanding repairs • Missed appointments
Improvements/Investment Works	<ul style="list-style-type: none"> • Mess left after work carried out • Time waiting for improvement programme to start in neighbourhood. • Missed appointments • Quality of workmanship – mainly around new windows
Housing Management	<ul style="list-style-type: none"> • Tenancy disputes • Length of time on property pool list

This report covers the first month of the reporting year. It is therefore too early in the reporting period to identify any other significant trends. However, an early action identified has been to review the “sub type” selection options for the detail of complaint on resolve. This should improve analysis and identification of the route cause of complaint.

2. Strategic Implications

3.1 Complaints performance management impacts on all focuses and is seen as an essential tool in aiding LMH to achieve corporate objectives. It is essential that LMH uses the feedback from complaints to improve services.

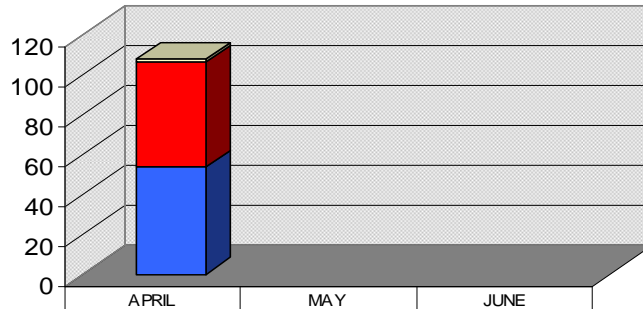
4. Risk Management

4.1 Failure to report on complaints performance would mean poor performance is not identified and acted upon in a timely manner. Failure to take corrective action to improve services where a failure has been identified would put LMH at risk of non compliance with TSA standards.

Appendix A

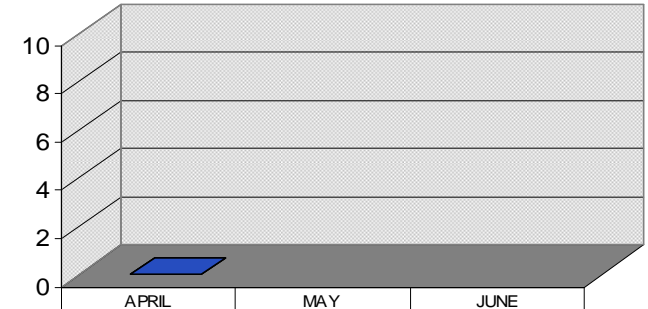
Number of Complaints Received and Resolved during period, broken down by Complaint Stage.

Stage 1 Complaints Open & Resolved Complaints



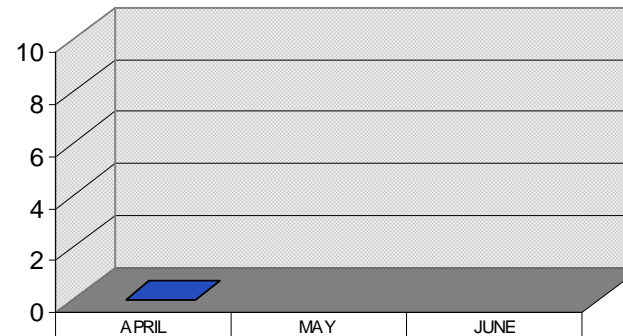
	APRIL	MAY	JUNE
□ Number Stage 1 Complaints Open	2		
■ Number of Stage 1 Complaints Resolved	52		
■ Number of Stage 1 Complaints Received	54		

Stage 2 Complaints Open & Resolved Complaints



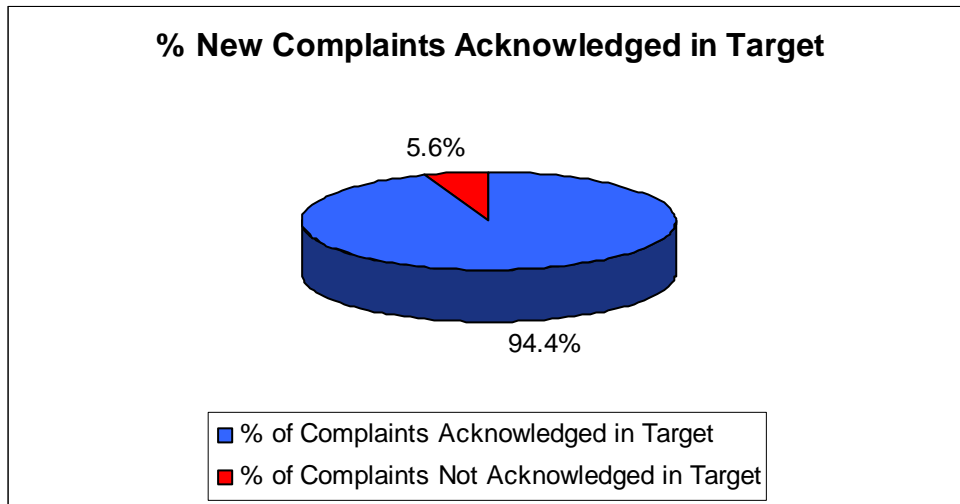
	APRIL	MAY	JUNE
□ Number Stage 2 Complaints Open	0		
■ Number of Stage 2 Complaints Resolved	0		
■ Number of Stage 2 Complaints Received	0		

Stage 3 Complaints Open & Resolved Complaints

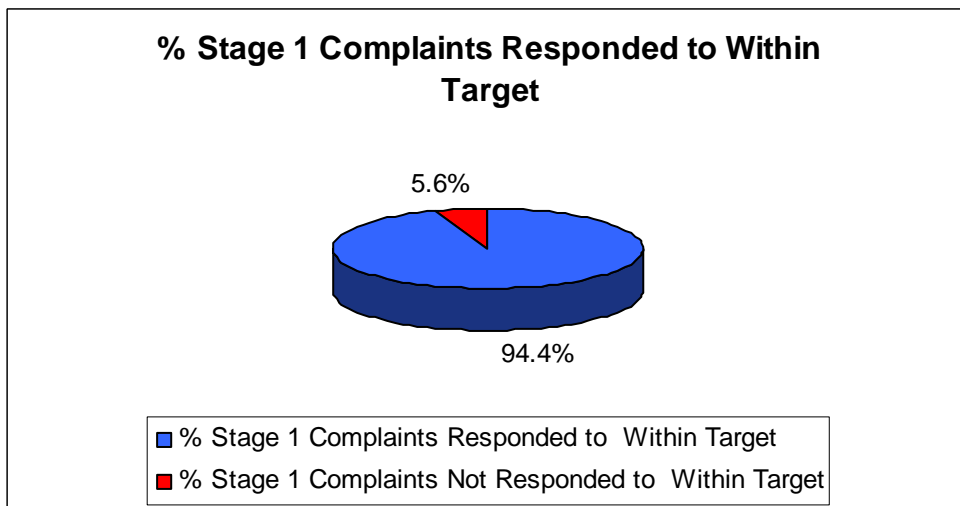


	APRIL	MAY	JUNE
□ Number Stage 3 Complaints Open	0		
■ Number of Stage 3 Complaints Resolved	0		
■ Number of Stage 3 Complaints Received	0		

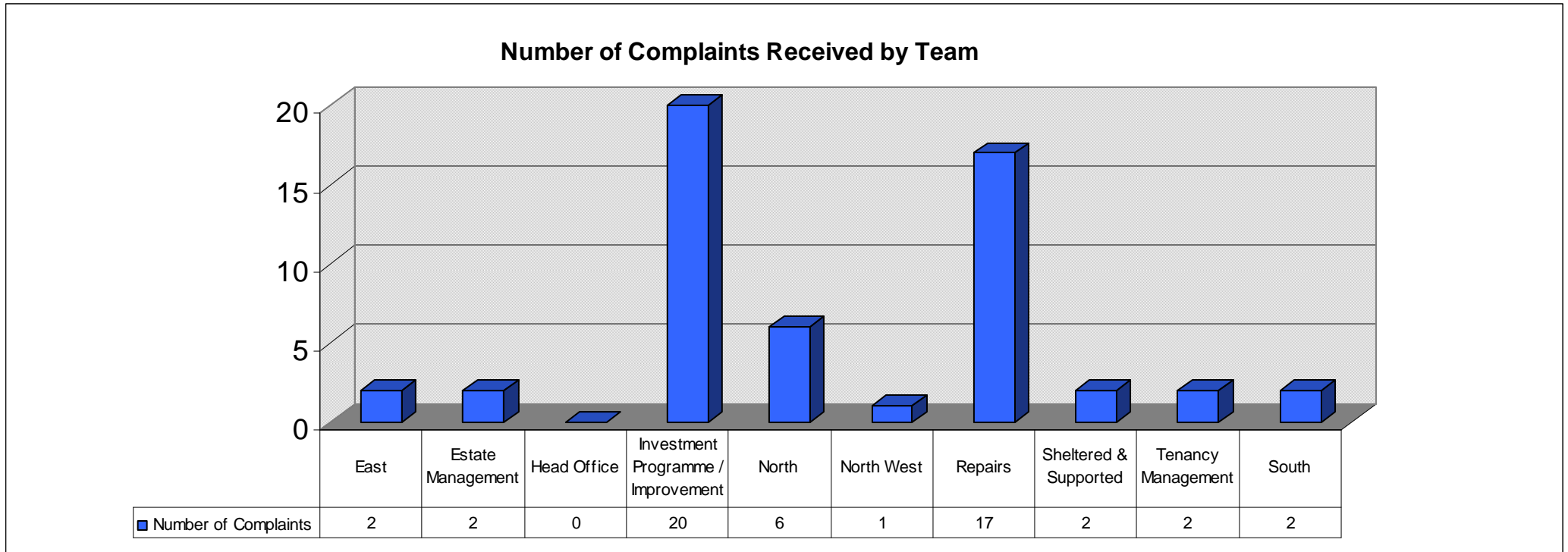
% Stage 1 Complaints Acknowledged in Target (2 working days)



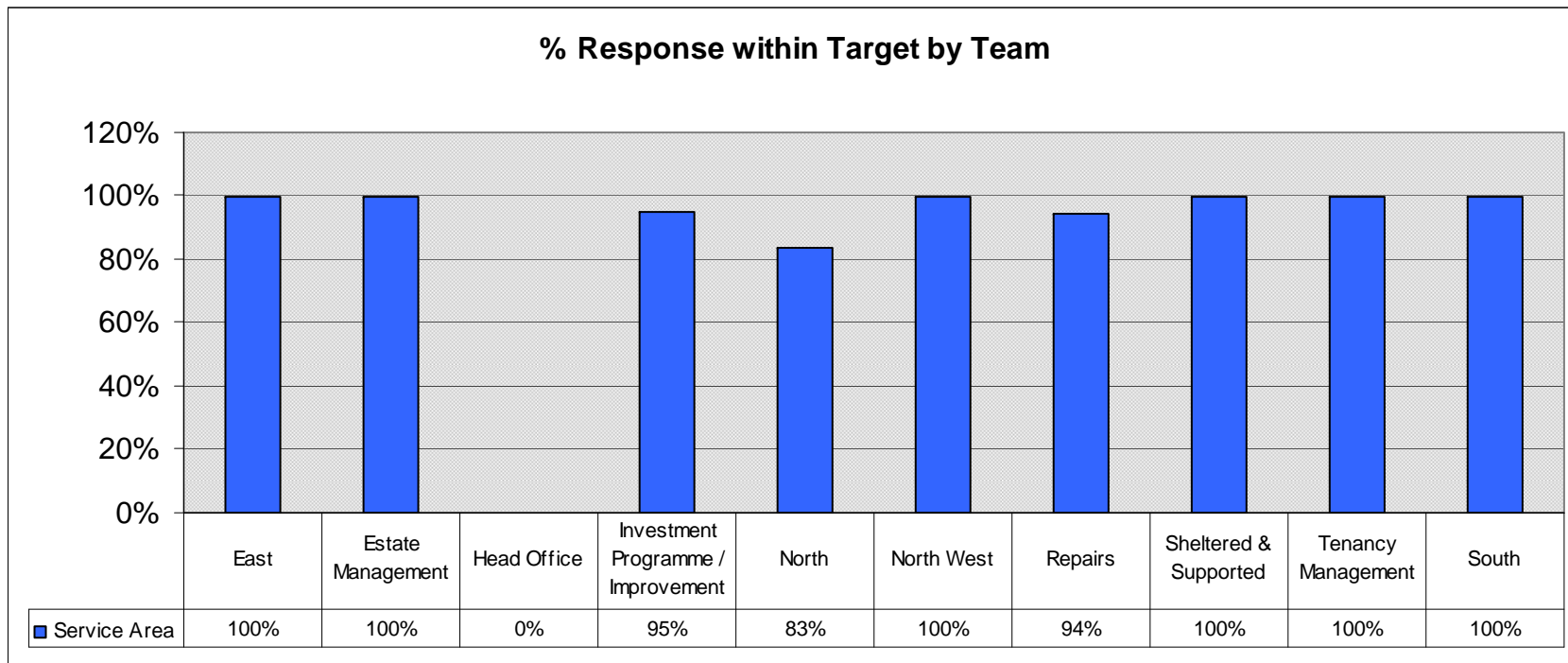
% Stage 1 Complaints Investigated and Responded to in Target (10 working days)



Number of Complaints received in period broken down by Team



% Complaints Investigated and Responded to within Target (10 working days)



Complaints Received broken down by Sub Type

	APRIL	MAY	JUNE
Improvement programme related	18		
Day to Day Repairs	15		
Tenancy Related	3		
Rents	2		
LDL Repairs Call Centre performance related	2		
No Sub Type Entered	2		
Property Pool/Allocations Related	2		
Gas Servicing	2		
Rubbish left on site	1		
Adaptations - Waiting Time	1		
Adaptations - OT	1		
Staffing	1		
Poor Workmanship	1		
Supported Housing	1		
Caretaking Service Related	1		
Leaseholders General	1		

ITEM 5C

**LIVERPOOL MUTUAL HOMES (LMH)
REGISTER NUMBER 29998R**



**MEETING OF THE SOUTH AREA BOARD
HELD ON MONDAY 12TH APRIL 2010**

PRESENT:

Will Roby	- Chair – LMH Board Member
Tony Barnes	- LMH Board Member
Monica Palfreyman	- Tenant Area Board Member
Cllr Peter Millea	- Council Area Board Member

OFFICERS IN ATTENDANCE:

Bob Siner	- Neighbourhood Housing Manager
Angela Forshaw	- Director of Housing & Neighbourhood Services
Andrew Oates	- Assistant Director Neighbourhood & Customer Services
Gerry Brennan	- Neighbourhood Services Manager
Jill Gardner	- Neighbourhood Officer
Katherine Lavelle	- PA to Director of Regeneration & Technical Services

ALSO IN ATTENDANCE:

Julie Gaudie	- HMC Manager, Plus Dane Group
Steve Clarke	- Investment Manager Plus Dane Group/LMH

APOLOGIES

Geoffrey Ash	- Tenant Area Board Member
Suzanne Masterson	- Tenant Area Board Member

(The meeting commenced at 5.25pm)

SO10/008 ITEM 1 – INTRODUCTION

Will Roby the Chair of the South Area Board opened the meeting by welcoming everybody, advising upon the format of the meeting, housekeeping, process of the meetings, formal introductions and requested any items of AOB to be considered at the end of the meeting.

SO10/009 ITEM 2 – DECLARATIONS OF INTEREST

There were no Declarations of Interest

SO10/010 ITEM 3 – MINUTES OF PREVIOUS MEETINGS FOR APPROVAL

- a) The minutes of the meeting of the South Area Board held on 26th January 2010 were considered by the meeting.
- b) Matters arising from the minutes of the South Area Board meeting held on 26th January 2010.

SO10/006/Item 6C– Will Roby, asked if there was any update from Natalie Pryor in relation to matters covered at the previous meeting. It was noted that there was no further update provided for this meeting.

SO10/006/Item 6D – DHNS updated The South Area Board, that an internal group has been formed to gather profiling information with regard to vulnerable tenants. The information will then be used to produce an action plan in crisis situations. Thereafter the information will be cascaded to the Area Boards for their information and feedback.

SO10/006/Item 6D – A very lengthy discussion took place with regard to the Beechwood Road area and problems around that area namely ASB, security and safety.

Cllr. Millea updated that he is aware of Cllr. Richard Oglethorpe being involved in meetings with the community to try and address the situations. It was noted that Natalie Pryor, Customer Involvement Officer and Clare Hogan, Safer Estates Officer for the South Area attend those meetings.

Chair, Will Roby stated that he felt that we should endeavour to build relationships in the area and work together with other agencies to address issues.

Cllr. Millea feels that more focus should be placed on advertising the Beechwood Area and try and give it a more positive and attractive pitch when attracting new tenants.

It was resolved that the South Area Board :

- i) Noted the minutes
- ii) PADRTS to inform Natalie Pryor of the date of the next area board in order that she may provide a South Area update.
- iii) Business Continuity information be cascaded back to Area Boards for their information/feedback.
- iv) Bob Siner, to attend the next Community Matters meeting and update the South Area Board

SO10/011 ITEM 4 – ITEMS FOR DISCUSSION

a) Performance Monitoring Balance Scorecard

Bob Siner, South Neighbourhood Area Manager referred to the Balance Scorecards and updated the South Area Board with the progress and performance in the South Area.

Staff

Short Term Sickness – doing well below the sickness target. This has improved month on month.

Empty Properties

Number of Voids in period – Below target

Number of Lettings in period – Above target – great improvement

Tenancy Turnover – Below target

Average Time to let a property – well above target – doing really well.

DHNS wished to inform the South Area Board that the South Area are performing really well and are top quartile against the benchmarking. LMH target setting is higher and more stringent.

Following discussion Chair, Will Roby requested that the tenancy turnover figures are presented in “%” of the average housing stock to the South Area Board.

Customer Feedback

Complaints – below target.

Bob Siner, wished to update that the process and procedure of complaints management has been updated and it is envisaged that this will improve the all round performance.

Diversity

Appointments kept in regard to Hate Crime Investigation – 100% on target, no instances recorded.

Improvements & Repairs Performance

Improvements – Ahead of Programme above Target

Emergency Repairs –Below Target – improving month on month

Urgent Repairs – Below Target – improving month on month

Routine Repairs – Below Target – significant improvements in this area

Valid LGSR – 100% Exceeded Target – DHNS wished to update the South Area Board of the excellent work undertaken to achieve this

Steve Clarke, wished to update the South Area Board that approval has been received to commence the works in the Conservation Areas.

Rents

Rent collected against total rent due – below target

Current Tenant Arrears – below target

Rent Loss due to empty properties – exceeded target

It was resolved that the South Area Board :

- i) Noted the update
- ii) ADNCS tenancy turnover figures are presented in “%” of the average housing stock

b) Tenant Inspector/Mystery Shopping

NSM gave a presentation detailing the findings of the latest Tenant Inspection/Mystery Shopping exercise. During the exercise 36 calls were made to LMH staff in both the local offices and Head Office.

The Mystery Shoppers were asked questions surrounding the following service areas:-

- Improvement Programme
- Rent queries
- Property pool

- Allocations questions were answered in full at first contact
- Rent questions – DD payment option not always highlighted
- Improvements – inconsistency with calls staff did not have specific information or contact details in relation to completion of works or the schedule for the improvement programme.
- Calls to Head Office were mostly passed onto Area Offices

Following the Mystery Shopping Exercise a report detailing the findings and key areas of improvement will be presented to the Customer Involvement Steering Group on the 21 April 2010

Next Inspections/Mystery Shopping will look at Voids - a full days training will be held on 18 May for Tenant Inspectors.

It was resolved that the South Area Board :

- i) Noted the report

c) Customer Access Review Update

NSM presented a report detailing the findings and key recommendations following the Value For Money Review of Customer Access to Services conducted by HQN in the Autumn of 2009.

Following discussions the South Area Board requested that:-

- There be a push on internet/email communication to tenants
- Review leaflets available in the area offices

It was resolved that the South Area Board :

- i) Noted the report

SO10/012 ITEM 5 - ITEMS FOR INFORMATION

a) ASB

NSM presented a report that:

- Highlighted the types of ASB carried out in LMH Neighbourhoods
- LMH's approach to tackling ASB
- ASB success stories
- LMH's ASB Statement of Intent
- LMH's Service Improvement Plan

Following earlier discussions Cllr. Millea requested that all steps possible should be put in place to encourage reporting of any incidents of ASB throughout the neighbourhoods.

It was resolved that the South Area Board :

- i) Noted the report

b) Rewards Consultation

NSM presented a report that detailed LMH's proposal to introduce a reward scheme to benefit LMH customers i.e.:

- Discounts at major stores
- Support and guidance on consumer issues
- Rewarding customers who keep to their Tenancy Agreement
- Giving customers opportunities to access training and education
- Supporting community projects

Following discussions the South Area Board felt that tenants who gave something back to and went over and above i.e. keeping properties in good order gardens, communal areas etc. should be rewarded

It was resolved that the South Area Board :

- i) Noted the report
- ii) Requested a progress update from the Steering Group

c) Environmental Services

LMH had recently tended a contract for sheltered cleaning, grounds maintenance and block cleaning.

However, upon receipt of the tenders the evaluation process found it would deliver an improved value for money to LMH for sheltered block cleaning if a direct call from the LMH repairs framework was followed. Accordingly, a contract was awarded to Kinetics and it was resolved to initiate a new tender for the block cleaning and grounds maintenance contract.

d) To consider the (non-confidential) minutes of the meeting of the Board held on Thursday 25th February 2010

The South Area Board noted the non-confidential minutes of the Board held on 25th February 2010

e) Neighbourhood Plans

The Neighbourhood Plans for the South Area were distributed to the South Area Board members for their consideration.

SO10/013 ITEM 6 - AOB

Following permission from the Chair the following items were discussed as Any Other Business

a) DHNS wished to update the South Area Board of recent successes

- Tenant Conference held at St Georges Hall on Friday 26th March 2010.
- Chartermark awarded for Customer Excellence

It was resolved that the South Area Board :

South Area Board noted the recent successes

DATE AND TIME OF NEXT MEETING

The next meeting of the South Area Board is due to be held on Monday 12th July 2010 at 5.30pm in the Bridge Chapel Centre.

Meeting concluded at 19:05 pm

**LIVERPOOL MUTUAL HOMES (LMH)
REGISTER NUMBER 29998R**



**MEETING OF THE WEST AREA BOARD
HELD ON TUESDAY 13TH APRIL 2010**

PRESENT:

- | | |
|------------------|----------------------------|
| Tommy Colleran | - Chair – LMH Board Member |
| Irene Hanratty | - Tenant Area Board Member |
| Phillipa Harrich | - Tenant Area Board Member |

OFFICERS IN ATTENDANCE:

- | | |
|-------------------|--|
| Angela Forshaw | - Director of Housing & Neighbourhood Services |
| Andrew Oates | - Assistant Director Neighbourhood & Customer Services |
| Joanne Campbell | - Assistant Neighbourhood Manager |
| Katherine Lavelle | - PA to Director of Regeneration & Technical Services |

ALSO IN ATTENDANCE:

- | | |
|--------------|--|
| Julie Gaudie | - HMC Manager, Plus Dane Group |
| Steve Clarke | - Investment Manager Plus Dane Group/LMH |

APOLOGIES

- | | |
|-------------------|--------------------------------|
| Cllr. Steve Munby | - Councillor Area Board Member |
| Viv Carlson | - Area Housing Manager |

(The meeting commenced at 5.30pm)

WE10/008 ITEM 1 – INTRODUCTION

Tommy Colleran, the Chair of the West Area Board opened the meeting by welcoming everybody, advising upon the format of the meeting, housekeeping, process of the meetings, formal introduction.

Tommy Colleran, Chair of the West Area Board wished to update the West Area Board on the recent success of David Pye, Customer Involvement Officer for being awarded Tenant Involvement Officer of the Year with TPAS. Also David is also in the running for a National Award with the TSA, it should be noted that the West Area Board, wish him well.

WE10/009 ITEM 2 – DECLARATIONS OF INTEREST

There were no Declarations of Interest

WE10/ 010 ITEM 3 – MINUTES OF PREVIOUS MEETINGS FOR APPROVAL

- a) The minutes of the meeting of the West Area Board held on 18th January 2010 were considered by the meeting.
- b) There were no matters arising.

It was resolved that the West Area Board :

- i) Noted the minutes

WE10/011 ITEM 4 – ITEMS FOR DISCUSSION

- a) Performance Monitoring Balance Scorecard

Steve Clarke, West Area Investment Manager, referred the West Area Board members to the progress and performance in the West Area.

Staff

Shot Term Sickness – on target

Empty Properties

Number of Voids in period – on target

Number of Lettings in period – below target – going in the right direction

Tenancy Turner – on target

Average Time to let a property –above target

Customer Feedback

Complaints – on track

Diversity

Appointments kept in regard to Hate Crime Investigation – below target.

Improvements & Repairs Performance

Improvements – below target. Steve Clarke updated a more up to date position in that target has now been hit and progressing well.

Emergency Repairs –Below Target – improving month on month

Urgent Repairs – Below Target – improving month on month

Routine Repairs – Below Target – improving

Valid LGSR – On target

Rents

Rent collected against total rent due – below target

Current Tenant Arrears – below target

Rent Loss due to empty properties – exceeded target

It was resolved that the West Area Board :

- i) Noted the update

b) Tenant Inspector/Mystery Shopping

ADNCS gave a presentation detailing the findings of the latest Tenant Inspection/Mystery Shopping exercise. During the exercise 36 calls were made to LMH staff in both the local offices and Head Office.

The Mystery Shoppers were asked questions surrounding the following service areas:-

- Improvement Programme
- Rent queries
- Property pool

- Allocations questions were answered in full at first contact
- Rent questions – DD payment option not always highlighted
- Improvements not answered at first contact
- Calls to Head Office were mostly passed onto Area Offices

Following the Mystery Shopping Exercise a report detailing the findings and key areas of improvement will be presented to the Customer Involvement Steering Group on the 21 April 2010

Next Inspections/Mystery Shopping will look at Voids - a full days training will be held on 18 May for Tenant Inspectors.

It was resolved that the West Area Board :

- i) Noted the report

WE10/012 c) Customer Access Review Update

ADNCS presented a report detailing the findings and key recommendations following the Value For Money Review of Customer Access to Services conducted by HQN in the Autumn of 2009.

Following discussions the West Area Board requested that:-

- There be a push on internet/email communication to tenants
- Review leaflets available in the area offices

It was resolved that the West Area Board :

- i) Noted the report

WE10/013 ITEM 5 - ITEMS FOR INFORMATION

a) ASB

ADNCS presented a report that:

- Highlighted the types of ASB carried out in LMH Neighbourhoods
- LMH's approach to tackling ASB
- ASB success stories
- LMH's ASB Statement of Intent
- LMH's Service Improvement Plan

It was resolved that the West Area Board :

i) Noted the report

b) Rewards Consultation

ADNCS presented a report that detailed LMH's proposal to introduce a reward scheme to benefit LMH customers i.e.:

- Discounts at major stores
- Support and guidance on consumer issues
- Rewarding customers who keep to their Tenancy Agreement
- Giving customers opportunities to access training and education
- Supporting community projects

Following discussions the West Area Board felt that tenants who gave something back to and went over and above i.e. keeping properties in good order gardens, communal areas etc. should be rewarded

It was resolved that the West Area Board :

i) Noted the report

c) Environmental Services

LMH had recently tended a contract for sheltered cleaning, grounds maintenance and block cleaning.

However, upon receipt of the tenders the evaluation process found it would deliver an improved value for money to LMH for sheltered block cleaning if a direct call from the LMH repairs framework was followed. Accordingly, a contract was awarded to Kinetics and it was resolved to initiate a new tender for the block cleaning and grounds maintenance contract.

It was resolved that the West Area Board :

i) Noted the report

d) To consider the (non-confidential) minutes of the meeting of the Board held on Thursday 25th February 2010

The West Area Board noted the non-confidential minutes of the Board held on 25th February 2010

e) Neighbourhood Plans

The Neighbourhood Plans for the West Area were distributed to the West Area Board members for their consideration.

WE10/014 ITEM 6 – AOB

There were no items of AOB for consideration.

DATE AND TIME OF NEXT MEETING

The next meeting of the West Area Board is due to be held on Monday 12th July 2010 at 5.30pm in the Bridge Chapel Centre.

Meeting concluded at 19:10 pm

**LIVERPOOL MUTUAL HOMES (LMH)
REGISTER NUMBER 29998R**



**MEETING OF THE EAST AREA BOARD
HELD ON THURSDAY 15TH APRIL 2010**

PRESENT:

- | | |
|---------------|-----------------------------|
| Ken Hughes | - Chair – LMH Board Member |
| Pearl Rigley | - Tenant Area Board Member |
| Thomas Hunt | - Tenant Area Board Member |
| Liam Robinson | - Council Area Board Member |

OFFICERS IN ATTENDANCE:

- | | |
|----------------|--|
| Ray Ellison | - Area Housing Manager (AHM) |
| Karen Cox | - Customer Involvement Officer (CIO) |
| Gerry Brennan | - Neighbourhood Services Manager (NSM) |
| Sharon Dalziel | PA |

ALSO IN ATTENDANCE:

- | | |
|------------|-----|
| Dave Kelly | HMC |
|------------|-----|

APOLOGIES

- | | |
|------------------|--|
| Lillian Brown | Tenant Area Board Member |
| Val Rogers | Tenant Area Board Member |
| Andrew Oates | Assistant Director Neighbourhoods and Customers (ADNC) |
| Garry Croll | Assistant Director Area Based Services (ADABS) |
| Steve Glazebrook | HMC |

(The meeting commenced at 2.30pm)

E10/008 ITEM 1 – INTRODUCTION

Ken Hughes the Chair of the East Area Board opened the meeting by welcoming everybody.

E10/009 ITEM 2 – DECLARATIONS OF INTEREST

There were no Declarations of Interest

E10/010 ITEM 3 – MINUTES OF PREVIOUS MEETINGS FOR APPROVAL

- a) The minutes of the meeting of the East Area Board held on 25th January 2010 were considered by the meeting.
- b) Matters arising from the minutes of the East Area Board meeting held on 25th January 2010
 - E10/004 PR asked for a breakdown of all complaints

It was resolved that the East Area Board :

Noted the minutes.

E10/011 ITEM 4 – ITEMS FOR DECISION

- a) AHM presented the Performance Update for Quarter 4 (January/February) and went on to update the East Area Board with the progress and performance in the East Area.
 - Almost all KPIs have shown an improvement
 - Reports of Hate Crime were down
 - Average time to let a property was the lowest across all 5 areas
 - Good progress was being made in Rock/Childers. A local lettings policy was in place and lots of applications for the properties were being received on Propertypool
 - Work has now started on Baden House and the properties will hopefully be finished by Winter 2010

It was resolved that the East Area Board :

- i) Noted the contents of the Performance Update
- b) Tenant Inspector/ Mystery Shopping Update.

NSM gave a presentation on the draft report findings and recommendations of the latest Tenant Inspection/Mystery Shopping exercise. During the exercise 36 calls were made to LMH staff in both the local offices and Head Office. The Mystery Shoppers asked questions re:

 - Improvement Programme
 - Rent queries
 - Propertypool

- Allocations questions were answered in full at first contact
- Rent questions – DD payment option not always highlighted
- Improvements not answered at first contact
- Calls to Head Office were mostly passed onto Area Offices

Following the Mystery Shopping Exercise a report detailing the findings and key areas of improvement will be presented to the Customer Involvement Steering Group on the 21 April 2010 for further comment and ratification prior to submission to the Board and EMT

Next Inspections/Mystery Shopping will look at Voids - a full days training will be held on 18 May for Tenant Inspectors

It was resolved that the East Area Board :

- i) Noted the report

- c) Customer Access Review Update

NSM presented a report detailing the findings and key recommendations following the Value For Money Review of Customer Access to Services conducted by HQN in the Autumn of 2009.

It was resolved that the East Area Board :

- i) Noted the report

E10/012 ITEM 5 - ITEMS FOR INFORMATION

- a) ASB Update

NSM presented a report that:

- Highlighted the types of ASB carried out in LMH Neighbourhoods
- LMH's approach to tackling ASB
- ASB success stories
- LMH's ASB Statement of Intent
- LMH's Service Improvement Plan

It was resolved that the East Area Board :

- i) Noted the report

- b) Rewards Consultation

NSM presented a report that detailed LMH's proposal to introduce a reward scheme to benefit LMH customers i.e:

- Discounts at major stores
- Support and guidance on consumer issues
- Rewarding customers who keep to their Tenancy Agreement
- Giving customers opportunities to access training and education
- Supporting community projects

The first rewards pilot will be introduced in September

It was resolved that the East Area Board :

- ii) Noted the report
- iii)
- c) Environmental Services Update

LMH had recently tendered a contract for sheltered cleaning, grounds maintenance and block cleaning.

However, upon receipt of the tenders the evaluation process found it would deliver an improved value for money to LMH for sheltered block cleaning if a direct call from the LMH repairs framework was followed. Accordingly, a contract was awarded to Kinetics and it was resolved to initiate a new tender for the block cleaning and grounds maintenance contract.

It was resolved that the East Area Board :

- iv) Noted the report
- d) The non confidential minutes of the Board held on Thursday 25 February 2010 were considered by the Area Board.

It was resolved that the Area Board :

- i) Noted the non confidential minutes of the Board held on Thursday 25 February 2010

E10/006 ITEM 11 AOB

Neighbourhood Plan Packs for the East area were distributed.

E10/007 DATE AND TIME OF NEXT MEETING

The next meeting of the East Area Board is due to be held on Thursday 15th July 2010 at 2.30pm in the East Area Office, Park Road, Montrose Business Park, Edge Lane, Liverpool

(The meeting concluded at 4.00pm.)

**LIVERPOOL MUTUAL HOMES (LMH)
REGISTER NUMBER 29998R**



**MEETING OF THE NORTH WEST AREA BOARD
HELD ON TUESDAY 20th APRIL 2010**

PRESENT:

- | | |
|---------------|----------------------------|
| Paul Rigby | - Chair – LMH Board Member |
| Janet Bell | - Tenant Area Board Member |
| Peter McKenna | - LMH Board Member |
| Ted Higham | - Tenant Area Board Member |

OFFICERS IN ATTENDANCE:

- | | |
|----------------|---|
| Angela Forshaw | - Director of Housing and Neighbourhood Services (DHNS) |
| Garry Croll | - Assistant Director Area Based Services (ADABS) |
| Mike McDonnell | - Area Housing Manager (AHM) |
| Denise Hair | - Assistant Manager |
| Sharon Dalziel | - PA |

ALSO IN ATTENDANCE:

- | | |
|-------------|-------------|
| Alan Rogers | - LHT (HMC) |
|-------------|-------------|

APOLOGIES

- | | |
|--------------|---|
| Marie Walsh | - Tenant Area Board Member |
| Mary Sheils | - Tenant Area Board Member |
| Andrew Oates | - Assistant Director Neighbourhoods and Customers |

(The meeting commenced at 2.30pm)

NW10/008 ITEM 1 – INTRODUCTION

Paul Rigby the Chair of the North West Area Board opened the meeting by asking for a minutes reflection for North West Area Board Member Kay Kelly who had recently passed away

NW10/009 ITEM 2 – DECLARATIONS OF INTEREST

There were no Declarations of Interest

NW10/010 ITEM 3 – MINUTES OF PREVIOUS MEETINGS FOR APPROVAL

- a) The minutes of the meeting of the North West Area Board held on 19th January 2010 were considered by the meeting.
- b) Matters arising from the minutes of the North West Area Board meeting held on 19th January 2010.

None

It was resolved that the North West Area Board :

Noted the minutes

NW10/011 ITEM 4 – ITEMS FOR DECISION

- a) AHM presented the Performance Update for Quarter 4 (January/February) and went on to update the North West Area Board with the progress and performance in the North West Area.
 - North West are improving on their targets
 - More properties had been let than had become vacant
 - Average time to let a property appeared high in comparison to the other areas but this was down to the numbers of long term voids that were brought back into use.

JB noted that the number of LMH properties on Propertypool had gone down and that this was a good thing

HMC stated that LMH properties are now the property of choice for applicants as they are improved homes, in improved and safer environments.

It was resolved that the North West Area Board :

- i) Noted the contents of the Performance Update
- b) Tenant Inspector/ Mystery Shopping Update.

DHNS detailed the findings of the latest Tenant Inspection/Mystery Shopping exercise. During the exercise 36 calls were made to LMH staff in both the local offices and Head Office. The Mystery Shoppers asked questions re:

 - Improvement Programme
 - Rent queries
 - Propertypool

The findings were as follows:

- Allocations questions were answered in full at first contact
- Rent questions – DD payment option not always highlighted
- Improvements not answered at first contact
- Calls to Head Office were mostly passed onto Area Offices

Following the Mystery Shopping Exercise a report detailing the findings and key areas of improvement will be presented to the Customer Involvement Steering Group on the 21 April 2010

Next Inspections/Mystery Shopping will look at Voids - a full days training will be held on 18 May for Tenant Inspectors

First Adapt was launched on the 19 April 2010 and this should improve staff knowledge and assist them to answer tenant queries better and more quickly

It was resolved that the North West Area Board :

- i) Noted the report
- c) Customer Access Review Update

DHNS presented a report detailing the findings and key recommendations following the Value For Money Review of Customer Access to Services conducted by HQN in the Autumn of 2009.

DHNS stated that a result of the Review was that Housing and Neighbourhood Services would be restructured. The restructure would improve services and access for LMH customers and was all about putting the right staff in the right places.

DHNS went on to say that :

- The mini call centres would close and a Customer Service Centre would be set up that would deal with calls into LMH
- There were no plans to close Area Offices
- There would be no reduction in overall staffing numbers

It was resolved that the North West Area Board :

- i) Noted the report

ITEM 5 - ITEMS FOR INFORMATION

a) ASB Update

DHNS presented a report that:

- Highlighted the types of ASB carried out in LMH Neighbourhoods
- LMH's approach to tackling ASB
- ASB success stories
- LMH's ASB Statement of Intent
- LMH's Service Improvement Plan

JB asked that Safer Estates Officer Tracey Lowe be thanked for all her hard work tackling ASB within the North West Area

It was resolved that the North West Area Board :

- i) Noted the report

b) Rewards Consultation

DHNS presented a report that detailed LMH's proposal to introduce a pilot reward scheme to benefit LMH customers which may include:

- Discounts at major stores
- Support and guidance on consumer issues
- Rewarding customers who keep to their Tenancy Agreement
- Giving customers opportunities to access training and education
- Supporting community projects

ADABS stated that anything that promotes co-operation between tenants and LMH is worthwhile and rewarding good behaviour will motivate LMH Tenants and potentially save money.

JB and TH stated that they did not think tenants should be rewarded just for keeping to their tenancy agreements and definitely not rewarded for allowing gas safety checks

Following discussions the North West Area Board felt that Tenants who:

- keep gardens in good order,
- communal areas and outside areas clean and tidy
- have HB paid directly to LMH

would be the type to benefit from rewards.

The first rewards pilot will be introduced in September and evaluated after six months.

c) ***It was resolved that the North West Area Board :***

- ii) Noted the report

Environmental Services Update

LMH had recently tendered a contract for sheltered cleaning, grounds maintenance and block cleaning.

However, upon receipt of the tenders the evaluation process found it would deliver an improved value for money to LMH for sheltered block cleaning if a direct call from the LMH repairs framework was followed. Accordingly, a contract was awarded to Kinetics and it was resolved to initiate a new tender for the block cleaning and grounds maintenance contract.

d) ***It was resolved that the North West Area Board :***

- iii) Noted the report

The non confidential minutes of the Board Meeting held on Thursday 25 February 2010 were considered by the Area Board .

It was resolved that the Area Board :

- i) Noted the non confidential minutes of the Board held on Thursday 25 February 2010

ITEM 11 AOB

Neighbourhood Plan Packs for the North West Area were distributed.

NW10/012 DATE AND TIME OF NEXT MEETING

The next meeting of the North West Area Board is due to be held on Tuesday 20th July 2010 at 2.30pm in the North West Area Office, Mark Street, Liverpool

ITEM 5G

**LIVERPOOL MUTUAL HOMES (LMH)
REGISTER NUMBER 29998R**



**MEETING OF THE NORTH AREA BOARD
HELD ON WEDNESDAY 21st APRIL 2010**

PRESENT:

Bryan McAvoy	Chair – LMH Board Member
Olive Edmondson	Tenant Area Board Member
Eric Hamblett	Tenant Area Board Member

OFFICERS IN ATTENDANCE:

Jan Calland	Area Housing Manager
Gerry Brennan	Neighbourhood Services Manager
Sallyann Conlan	PA to Director of Corporate Services

ALSO IN ATTENDANCE:

Alan Rogers	- HMC LHT
-------------	-----------

APOLOGIES

Andrew Oates	Assistant Director - Neighbourhood & Customers
Garry Croll	Assistant Director Area Based Services
Richie Donohue	Tenant Area Board Member
Steve Radford	Council Area Board Member
Angela Forshaw	Director of Housing and Neighbourhood Services
Shirley Gales	Customer Involvement Officer

(The meeting commenced at 2.35pm)

NO10/008 ITEM 1 – INTRODUCTION

Bryan McAvoy The Chair of the North Area Board opened the meeting by welcoming everybody, advising upon the format, housekeeping, process of the meetings and formal introductions.

NO10/009 ITEM 2 – DECLARATIONS OF INTEREST

There were no Declarations of Interest

NO10/010 ITEM 3 – MINUTES OF PREVIOUS MEETINGS FOR APPROVAL

- a) The minutes of the meeting of the North Area Board held on 20th January 2010 were considered by the meeting.
- b) Matters arising from the minutes of the North Area Board meeting held on 20th January 2010

Olive Edmundson highlighted item 6 and stressed her reasons for raising her concerns in relation to contractors.

The Chair praised the North Area Office for the excellent progress made in achieving 100% with Gas Safety Inspections.

It was resolved that the Area Board :

Noted and agreed the minutes

NO10/011 ITEM 4 – ITEMS FOR DISCUSSION

a) Performance Monitoring Quarter 4

JC (AHM) gave an overview of the North Areas Quarter 4 performance and highlighted the following:

Sickness – on target but will still continue to monitor and manage through LMH processes, which are in place.

Voids - In terms of new voids we are currently within target. Jan Calland highlighted that continuous improvements have been made throughout the year and day-to-day voids are now down to 13. The Area Board agreed that performance in this area is excellent.

Eric Hamblett highlighted the drop in January, Jan Calland advised that as we are still dealing with long-term voids this will have an impact on the figures and advised that the full quarter figures have not been captured which will also affect the overall figures.

Average Let times – Jan Calland advised that improvement is required. She also reassured members that this is a priority area, which will continue to be targeted and advised she was confident that improvements would be made.

Tenancy turnover – currently within target but expect improvements to continue.

Complaints – within target

Hate Crime – issues identified with reporting cases onto system. If cases are not actioned on time, this effects performance figures.

Rent Collection – pleased with progress and will continue to improve

Rent Loss – improvements are being made

Eric Hamblett highlighted the good progress made on performance, in light of the current economic climate.

Alan Rogers also highlighted the steady rise in performance and advised that we will continue to focus on this area and improve collection rate.

Jan Calland also advised that All Pay (a new direct debit payment system) will be implemented which will make paying via direct debit more flexible for customers.

Improvements – 116% above target

Gas Safety – 100% achieved, excellent progress made

A discussion took place in relation to performance in other areas.

The Chair raised concerns around a recent article published in relation to high number of voids within the North Area, and highlighted the significant progress, which has been made.

Alan Rogers highlighted that measures have been taken in all areas and the challenge will be maintaining the good progress and high standards already achieved.

Gerry Brennan highlighted that other area board members suggested the report should contain an additional column showing the North West RSL benchmark standard.

It was resolved that the North Area Board :

Noted the report and the progress made in the North Area Office.

b) Tenant Inspection and Mystery Shopping Update

Gerry Brennan presented the findings of the latest Tenant Inspection/Mystery Shopping exercise to the North Area Board.

Overall issues around LMH's telephony services were highlighted.

During the exercise 36 calls were made to LMH staff in both the Area offices and Head Office the following questions were raised by the Mystery Shoppers:

- Improvement Programme
 - Rent queries
 - Property pool
-
- Allocations questions were answered in full at first contact
 - Rent questions – DD payment option not always highlighted
 - Improvements – inconsistency with calls staff did not have specific information or contact details in relation to completion of works or the schedule for the improvement programme.
 - Calls to Head Office were mostly passed onto Area Offices

A discussion took place around communication with customers and The Chair highlighted that a regular newsletter is a good way of providing the customer with regular updates which would also assist in reducing the number of incoming calls as information would be readily available.

The website was also highlighted as a useful customer access tool. Regular updating would be required. It was suggested that a champion from each service area should be responsible for regularly updating the website with updated information on their service area.

It was resolved that the North Area Board :

Noted the report

c) Customer Access Services

Gerry Brennan presented a report detailing the findings and key recommendations following the Value For Money Review of Customer Access to Services undertaken by HQN in the Autumn of 2009.

The review consisted of a 2 day on-site assessment of frontline customer service and the following areas were part of the assessment:

- Website testing
- Document review; complaint files, information leaflets, corporate plan
- Reality checks; mystery shopping, visits to call centre, housing offices and head office.
- Group facilitation i.e. staff focus groups and customer focus groups

Following on from the review key areas of improvement were identified and the recommendations will be implemented.

It was resolved that the North Area Board :

Noted the report

NO10/012 ITEM 5 – ITEMS FOR INFORMATION

a) ASB Update (Presentation)

Gerry Brennan carried out a presentation and updated the Area Board of the progress so far:

The following was highlighted:

- Highlighted the types of ASB carried out in LMH Neighbourhoods
- LMH's approach to tackling ASB
- ASB success stories
- LMH's ASB Statement of Intent
- LMH's Service Improvement Plan

A discussion took place around different aspects and approaches towards ASB and Gerry Brennan advised he would send out copies of the ASB toolkit to Eric Hamblett and Olive Edmundson.

The Area Board agreed that if we publicised more success stories and make customers more aware of the progress being made more cases might be reported.

It was resolved that the North Area Board :

Noted the report

b) Rewards Consultation

Gerry Brennan presented a report outlining LMH's proposals to introduce a new reward scheme to benefit LMH customers.

The following incentives were suggested:

- Discounts at major stores
- Support and guidance on consumer issues
- Rewarding customers who keep to their Tenancy Agreement
- Giving customers opportunities to access training and education
- Supporting community projects

A pilot exercise will be implemented on the 1st September 2010.

The Chair raised concerns with some incentives and highlighted that some areas should not require incentives as customers should already adhere to terms and conditions of their tenancy.

Alan Rogers highlighted that incentives are a good way of improving relations and building loyalty with tenants and encourage more customer participation. In addition, this could also show LMH as a landlord of choice.

It was also suggested that implementing a scheme offering discounts on white goods could tie in with the improvement programme.

It was resolved that the Area Board :

Noted the report

- c) Environmental Service Update (presentation)

LMH had recently tended a contract for sheltered cleaning, grounds maintenance and block cleaning.

However, upon receipt of the tenders the evaluation process found it would deliver an improved value for money to LMH for sheltered block cleaning if a direct call from the LMH repairs framework was followed. Accordingly, a contract was awarded to Kinetics and it was resolved to initiate a new tender for the block cleaning and grounds maintenance contract.

It was resolved that the Area Board :

Noted the report and support the recommendations

- d) To consider the (non-confidential) Board minutes held on Thursday 25th February 2010

It was resolved that the Area Board :

Noted the non confidential minutes of the Board held on 25th February 2010

- e) Neighbourhood Plans

Neighbourhood plans were distributed to members

NO10/013 ITEM 6 – ANY OTHER URGENT BUSINESS
No items raised

NO10/014 DATE AND TIME OF NEXT MEETING

The next meeting of the North Area Board is due to be held on Wednesday
21st July @ 2.30pm

(The meeting concluded at 16.00pm)