

Minutes of a meeting of the **Tower Hamlets Homes Board**
Held on **Wednesday 20 November 2013** from **6.30 pm – 7.10 pm**
Room MP702, Mulberry Place, 5 Clove Crescent, London E14 2EB

Present:

Ann Lucas	-	Chair, Independent Board Member
Cllr Kabir Ahmed	-	Vice Chair, Council Board Member
Cllr Alibor Choudhury	-	Council Board Member
Shamsul Hoque	-	Tenant Board Member
Cllr Gulam Robbani	-	Council Board Member
Claire Tuffin	-	Leaseholder Board Member
Gavin Cansfield	-	Chief Executive (CE)
Jamie Carswell	-	Director of Investment Services (DIS)
Kevin Jones	-	Interim Director of Neighbourhood Services (DNS)
Les Warren	-	Director of Finance & Customer Services (DFC), Company Secretary (CS)
Stephen Mutton	-	Head of Communications & Governance (HCG)
Jackie Odunoye	-	Council Representative (CR)
Sesi Afewu	-	Partnership & Governance Officer

Item No	Description	Action
1.	Governance Update – Company Secretary	
1.1	<p>The Company Secretary confirmed the resignation of Barry Simons, the Chair of the Board, and Neil Litherland and drew the Board's attention to the following provisions of the Articles of Association:</p> <ul style="list-style-type: none"> • Article 31(1) says the "the Executive of the council shall nominate an independent Board Member as Chair of the Board to hold office until the next annual general meeting. Only an Independent Board Member may act as Chair of the Board. • Article 31(2), Chair is expected to preside over each Board meeting but where there is no Board member holding that office... The Board Member present may appoint one of their number to be Chair of the meeting. • Article 31(3) the Board may appoint a voice or deputy Chair to act in the absence of the Chair on such terms as the Board shall think fit. 	
1.2	Cllr Ahmed and Cllr Choudhury proposed and the Board agreed that the meeting be chaired by the Independent Board Member, Ann Lucas.	
2.	Apologies for Absence	
	Apologies were received from Cllr Lutfu Begum	
3.	Declarations of Interest	
	Claire Tuffin's personal interest in that she was a leaseholder of a property managed by Tower Hamlets Homes was noted.	

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4.	Questions from Members of the Public	
	None received.	
5.	Minutes of the meetings of the Board held on 4 September 2013	
5.1	The minutes of the meeting held on 4 September were agreed.	
6.	Matters Arising	
	Minute 6.5 Resident Engagement Scrutiny Summary report. It was noted that recommendations would be discussed under agenda item 7.	
7.	Resident Engagement: Response to Resident Panel Scrutiny Review and Proposed Delivery Model	
7.1	The Board received the Resident Engagement: Response to Resident Panel Scrutiny Review and proposed Delivery Model report. The report provided the management response to the Scrutiny Panel recommendations received at the September Board and included an outline delivery plan.	
7.2	It also explored the reasons for and principles of effective resident engagement and proposed a future delivery model for this area of service. The new model incorporated many of the recommendations arising from the scrutiny review.	
7.3	The model engagement structure proposed to simplify formal engagement routes for those who wished to work with THH was noted. It comprised of 3 forums each with a right to make recommendations to the THH Board. These proposals would be provided to the Project Steering Group (PSG).	
7.4	The issues discussed included proposals to engage with residents at a block level, the balance between resident and leaseholder engagement, and the Key Leaseholder Scheme. With regards to the scheme some members commented that the number of people in the scheme was static and thought this should be looked into. They also thought that guidance on what leaseholders needed to do with estimates would be helpful. As to the balance between residents and leaseholders and block engagement, it was noted that these issues would be reflected on in further conversations with residents.	
7.5	Some members commented on the PSG's role in this work and noted that any changes with regards to its involvement would need to be made by the Council.	
7.6	The Board: <ul style="list-style-type: none"> i) agreed the delivery plan and the timelines attached with this report. ii) agreed the key principles of a future delivery model for the resident engagement service. 	
8.	Performance Indicator Monitoring Report September 2013	

Item No	Description	Action
8.1	The Board received the Performance Indicator Monitoring report to the end of September. The report updated on the performance on its monthly and quarterly business critical indicators, and set out remedial action where applicable.	
8.2	The discussion focussed on indicators that did not meet target: <i>Illegally occupied homes recovered, Service charge collection, Percentage satisfaction with outcome of ASB</i> , and two 'amber' indicators indicating performance close to target: <i>Repairs right first time, Percentage of leaseholders rating the overall service as excellent/good</i> . It was noted that performance on both <i>Repairs right first time</i> and <i>Leasehold service charge collection</i> for October had improved. With regards to ASB issues a Board member noted that a member of call centre staff did not know who Tower Hamlets Enforcement Officers (THEOs) were. In this context it was noted that the organisation was often blamed for things that were a responsibility of other statutory bodies. It was suggested that a list of what THH was responsible for be compiled and made available to residents.	
8.3	A member commented that although performance on <i>Homes Recovered</i> indicator had improved the target was not met. It was agreed that more information on any underlying problems regarding this area would be provided in the next Board Performance report.	DNS
8.4	In response to a member's question, it was noted that the KPIs were agreed with the Council/Client department, incorporated in the THH Business Plan and included Decent Homes indicators. Members requested that it be made clearer which indicators were DH related.	DIS
8.5	The Board noted and commented on the Lessons Learned report which provided detailed information on what went well and where the organisation needed to improve when dealing with emergency incidents. It was noted that the document would be reviewed by officers including SMT and the Heads of Service.	
8.6	The CR's comment on the need for more accurate information regarding the investigation which followed the Genoa House incident was noted.	
8.7	A member commended caretakers and the Neighbourhood team for their dedication working on the weekend to support residents affected by the emergency incidents.	
8.8	The Board noted the performance of Tower Hamlets Homes on the 2013-14 monthly and quarterly business critical indicators to the end of September and the exception analysis on the indicators not meeting target.	
9.	Investment Services Update November 2013	
9.1	The Board received the Investment Services November 2013 report which updated on: <ul style="list-style-type: none"> • Decent Homes Programme delivery 	

Item No	Description	Action
9.2	<ul style="list-style-type: none"> • New Council Homes • Energy Company Obligation (ECO) <p>It was noted that as of 1 November 2013 the Decent Homes programme had achieved 98% of its scheduled completions and 96% of its scheduled openings. Achieving the DH March target was an absolute priority and the DIS gave reassurances that the target would be met.</p>	
9.3	<p>The Board noted that preparatory work was well underway to deliver the 65 new council homes that had been partly funded by the GLA. Initial designs suggested that 25% of the units could meet the wheelchair accessible requirement far exceeding the GLA requirement of 10%.</p>	
9.4	<p>The discussion focussed on contractors who performed below target and the numbers of apprentices. With regards to the former it noted that the deadline for the next milestone fell before Christmas and it had been made clear that all contractors would need to have caught up by then. The contractors' local deliverables performance including the number of apprentices was noted. Members requested a break down of apprentice numbers by contractor.</p>	DIS
9.5	<p>The Board noted the report.</p>	

Chair

Date