

Minutes of a meeting of **Tower Hamlets Homes**  
Performance Management Committee  
Held on **Monday 4 October 2010** from **6.30pm – 7.35pm**  
at Toby Club, Vawdrey Close, London E1

**Members Present:**

- Abdool Kara (Chair) - Committee Member
- Shamsul Hoque - Committee Member
- Cllr Sirajul Islam - Committee Member (from 7pm)
- Cllr Denise Jones - Committee Member
- Iain Lawson - Committee Member

**Officers Present:**

- Barbara Brownlee - Director of Housing & Customer Services (DHC)
- Jamie Carswell - Director of Strategy & Performance (DSP)
- Sayeed Kadir - Director of Asset Management (DAM)
- Chris Smith - ICT Client Manager (ICM)
- Sesi Afewu - Committee Officer

Item No	Description	Action	Status
<b>1</b>	<b>Apologies for Absence</b>		
1.1	There were no apologies for absence.		
<b>2.</b>	<b>Minutes of the PMC meeting held on 6 September 2010</b>		
2.1	The Minutes of the PMC meeting held on 6 September 2010 were agreed as a true record and signed by the Chair.		
<b>3.</b>	<b>Matters Arising</b>		
3.1	<b>Minute 4.8: KLOE leads list:</b> it was noted that an updated list had been circulated via email to PMC members in September.		
3.2	<b>Minutes 4.5: Customer Hub:</b> it was noted this report would be provided to the November PMC.	DHC	Nov PMC
3.3	<b>Minute 4.9: Delegated Budget Forecast Outturn:</b> it was noted that the delegated budget forecast outturn would form part of the Management Accounts to go to October FAC.	DFR	Oct FAC
3.4	<b>Minute 5.4: Business Critical PI Targets:</b> DSP reported that these had been agreed with the client.		
3.5	<b>Minute 7.4: The Resident Engagement Agreement link:</b> it was noted that a web link to the Resident Engagement Agreement had yet to be emailed to Board members.	DSP	Oct
<b>4.</b>	<b>Performance Indicators Monitoring Report July 2010</b>		
4.1	PMC received a report on THH business critical indicators to August 2010.		

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4.2  4.3  4.4  4.5  4.6	<p>The Committee noted the four 'amber' indicators where performance is close to but below target, and the action taken to bring performance back on track. It was noted that performance on two of these indicators was moving in the right direction, and that in September 'gas servicing' reached 100% and 'telephone calls answered by Customer Contact Centres' reached 95%.</p> <p>The discussion focussed on two indicators that were missing their target more significantly:</p> <ul style="list-style-type: none"> <li>▪ percentage of rent collected, and</li> <li>▪ residents seen at THH offices within 10 minutes</li> </ul> <p>DHC reported on progress with resolving two late assignments and it was noted that one of these had been resolved in the organisation's favour and the other was still being considered by the client. It was hoped that rent issues would be fully resolved before the inspection start date.</p> <p>With regards to the 'residents seen at THH offices within 10 minutes' indicator, the Committee noted that performance was improving and it was expected to reach its monthly target soon.</p> <p>The Performance Indicators Monitoring Report to August 2010 was <b>noted</b>.</p>		
<b>5.</b>	<b>ICT Service Level Agreement (SLA) Performance and Roadmap</b>		
5.1  5.2  5.3  5.4	<p>The PMC received a report on the current performance of the SLA and the implications of current ICT arrangements on support for the organisation's longer term strategic objectives.</p> <p>The Committee received clarification regarding the scope of the services provided under the SLA. It also noted the reduction in SLA costs following a review in 2009/10 and that the roadmap would continue that journey.</p> <p>Considerable work had been carried out over the past year to address long-standing issues relating to leaseholders, and in particular challenges in respect of service charges work were noted. More effective communications with residents regarding their charges, and increased ease and accuracy of payments, were some of the positive outcomes of this work.</p> <p>The Committee reviewed the roadmap, noted its customer-focussed approach, and discussed the plans to improve ICT performance issues. It was</p>		

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5.5	<p>noted that ICT worked closely with THH Service Areas to identify their service requirements and develop appropriate plans. The ICT work plan initiatives are aligned with the THH Service Implementation Plan and individual team plans.</p> <p>Further discussion focussed on the need for compliance with processes in order to ensure provision of best service. Members also commented on the link between culture, behaviour and training, and their impact on service provision. It was suggested that future work should include delivery of business process changes, effective implementation of initiatives, and coordinated training across the organisation. Members took note that training needs had been identified, and emphasised the importance of making sure that staff were aware of and used the new IT systems and that any management issues would be addressed.</p>		
5.6	It was suggested that a paper on IT and organisational culture change would be provided to future ODC.	DFR	January ODC
5.7	PMC noted the report, particularly the customer-centric approach proposed by the ICT Roadmap for THH.		
<b>6.</b>	<b>Observation report from Campbell Tickell</b>		
6.1	The Committee received the observation report of the PMC meeting held on 6 April 2010.		
6.2	PMC noted the high scores achieved and reviewed each section of the report. The discussion focussed on how the Committee's performance could be improved and what should be done differently. Members thought it would be helpful to bring in new ideas from other organisations, eg from PMC equivalents in other ALMOs, which could be pursued after the inspection.		
6.3	It was suggested that the Campbell Tickell visits to Committees continue after the inspection to ensure the high standards are maintained.		
6.4	The report was <b>noted</b> .		
<b>7.</b>	<b>Performance Management Committee Forward Plan – November meeting</b>		
	<ul style="list-style-type: none"> <li>▪ Performance Indicators Monitoring Report September 2010</li> <li>▪ Customer Hub Update</li> </ul>	DSP DHC DSP	

Item No	Description	Action	Status
	<ul style="list-style-type: none"> <li>▪ Update on Status Survey</li> <li>▪ Update on Inspection Preparation</li> <li>▪ Rent update report to be provided to the next PMC meeting if the current performance has not improved.</li> </ul>	DSP	
8.	<b>Date, Time and venue of next meeting</b>		
	<p>It was noted that the next meeting of PMC would be held on Monday, 1 November 2010 from 6:30 pm, in <b>Toby Club</b>, Vawdrey Close, E1.</p> <p>The Chair thanked all present for their attendance and contributions and closed the meeting at 7.35pm.</p>		

**Abdool Kara**  
Chair

**Date**