

**WIGAN AND LEIGH HOUSING COMPANY LIMITED**  
**BUSINESS, INVESTMENT AND PERFORMANCE COMMITTEE**

**MEETING AT WALH HQ, WIGAN**

**TUESDAY 16 FEBRUARY 2010**

**Present:**

**Members:**

Jo Bennett (Chair), Pat Riley, Myra Whiteside and Fred Walker.

**In Attendance:**

Janice Barton (Director of Strategy, Policy and Projects), Mike Sterlicchi (Director of Asset Management and Development), Steve Burns (Group Manager – Repairs and Servicing), Allan Waterworth (Group Manager – Business Management and Projects) and Edward Flanagan (Board Services and Finance Officer),

**104. APOLOGIES FOR ABSENCE:**

Apologies for absence were received from Jean Garlick, Geoff Roberts, John Carleton, Michael Winstanley and Marie Blundell.

**105. MINUTES:**

The minutes of the Committee meeting held on 15 December 2009 were accepted as a true and accurate record with no matters arising.

**Actions from the Minutes:**

The Director of Strategy, Policy and Projects advised that Committee Members' suggestion to include a commitment from tenants outlining what is expected of them under their tenancy in the new Regulatory Framework for Social Housing in England had been forwarded to the Tenant Services Authority.

The Director of Resources had provided a wider range of management information alongside absence data as per Members' request in the most recent Sickness Absence Monitoring report.

**106. URGENT BUSINESS:**

No urgent business was presented to the Committee.

**107. AGENDA ORDER:**

Committee agreed the order in which they would like to receive the reports on the agenda.

**108. DECLARATION OF INTERESTS:**

No declarations of interest were made.

**109. PROGRAMMED WORKS AND DAY TO DAY REPAIRS EXPENDITURE:**

The Director of Asset Management and Development presented a report to provide Committee Members with their regular update detailing progress against the main

expenditure headings of both Capital and Revenue Programmes and Day to Day Repairs budgets. The extreme adverse weather at the beginning of the year had delayed some of the external works programmes which may impact slightly on spend at year end.

Members noted that a new build update had been included in the report and would be in all subsequent reports. Any proposals for additional new schemes would be presented in separate reports.

**It was agreed:** To note the content of the report.

#### **110. GAS SAFETY REVIEW:**

The Group Manager Repairs and Servicing presented a report briefing Committee on the review of gas safety and the findings of an independent audit of our approach to gas safety. Performance in this area is in the bottom quartile with 1.33% of eligible homes without a current gas safety certificate. Members were informed that the problem is gaining access to these properties despite a range of measures including court action.

Members were very disappointed with performance in such an important area and sought an improvement. The Director of Asset Management and Development outlined a proposals to employ an Environmental Health Officer, using powers under Environmental Health legislation, to gain entry to properties where access has repeatedly been refused and cap off gas supplies. It was stressed that this would be a measure of last resort at the end of a very thorough process to gain access. Members were also advised that moving to a ten months cycle of gas servicing would be appropriate for tenancies where there had been access problems.

**It was agreed:**

- To note the findings of the CORGI report.
- To recommend to Board both the Gas Safety Policy and Action Plan.
- To agree to a 10 months cycle for high risk properties where there were access difficulties
- To support the appointment of an Environmental Health Officer to deal with the s.80 gas servicing work as well as anti – social behaviour noise nuisance.

#### **111. FUTURE PERFORMANCE INDICATORS AND TARGETS:**

The Group Manager – Business Management and Projects presented a report for Committee to make recommendations to Board on future performance indicators and targets and to agree an audit programme. Proposals were for 25 quarterly and 52 annual performance indicators to be measured. Some targets remained static as they were already very high and it was felt that to improve performance further may be difficult or not necessarily value for money. Members commented that they were pleased to see the new measure of right first time repairs and discussed how the new appointments system would work. Updates would be included in Programmed Works and Day to Day Repairs Expenditure update.

The Group Manager – Business Management and Projects discussed the rationale behind the proposed audits of performance indicators to be undertaken by Internal Audit during 2010/11 and it was noted that some of these would be for services performing very well along with some performing below average. In reply to a question raised, Members were informed that contractors are trained in safeguarding procedures for children and vulnerable adults. The Director of Asset Management and Development noted that when tenants are not accessing services such as the repairs service it could be an indication that they are a vulnerable adult and should be acted on. The numbers not accessing services are reported in equality and diversity reports.

- It was agreed:**
- To recommend the set of performance indicators and future performance targets as set out in the report.
  - To approve the proposed Audit programme for the Council’s Internal Audit section.

The Group Manager – Business Management and Projects left the meeting

**112. ABSENCE MANAGEMENT REPORT – QUARTER THREE:**

The Director of Resources presented a report providing an overview of Quarter Three’s performance for employee absence and attendance and to compare results to past performance. 63% of staff had 100% attendance in the quarter. Measures to help reduce potential cases of Swine Flu amongst staff were outlined. It was anticipated that the annual target of 9 days absence per employee may not be achieved. 9 days would remain the target for 2011/12.

- It was agreed:** To note the report and to endorse the actions proposed.

**113. DATE OF NEXT MEETING:** The next meeting will take place at 6.00pm on Tuesday 20 April 2010.

**CHAIR**

| Actions         |  |                                      |  |
|-----------------|--|--------------------------------------|--|
| Ref 1<br>Min 68 | An update and review report to be brought to the Committee on the success of dedicated office training time by January 2011.   | Director of<br>Housing<br>Management |  |
| Ref 2<br>Min 69 | Collate the number of complaints that could be classed as multiple types of behaviour with regard to neighbour nuisance complaints alongside those already measured. | Director of<br>Housing<br>Management |  |

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| Ref 3<br>Min 69   | Review the procedure for rehousing the victims or witnesses of anti-social behaviour to avoid rehousing them near relatives or associates of the perpetrator.   | Director of Housing Management               |   |
| Ref 4<br>Min 69   | Include the number of people excluded from the housing register in future anti-social behaviour reports.  | Director of Housing Management               |   |
| Ref 5<br>Min 84   | Committee Members requested an update in six months on how the review of the accreditation scheme is progressing.   | Director of Housing Needs                    |   |
| Ref 6<br>Min 87   | Measure and report back to the Committee how many neighbour nuisance complaints are lodged against introductory tenants compared to secure tenants and how many actions were taken in the first year after an introductory tenancy was made secure as part of the annual report on ASB. | Director of Housing Management               |   |
| Ref 7<br>Min 99   | To feedback to the TSA that the 'New Regulatory Framework for Social Housing in England' should include a commitment from Tenants outlining what is expected of them under their tenancy.   | Director of Strategy, Policy and Projects    | ✓ |
| Ref 8<br>Min 101  | Provide year on year comparisons with HouseMark benchmarking information.   | Director of Strategy, Policy and Projects    |   |
| Ref 9<br>Min 102  | Provide a more detailed report on stress related absence.   | Director of Resources                        |   |
| Ref 10<br>Min 103 | Provide a wider range of management information alongside absence data to the Committee to see the overall health of the organisation.  | Director of Resources                        | ✓ |
| Ref 11<br>Min 111 | Include updates on right first time performance in the Programmed Works and Day to Day Repairs Expenditure reports.   | Director of Asset Management and Development |   |