

FREEBRIDGE BOARD MINUTES AND ASSOCIATED REPORTS

5 SEPTEMBER 2011

FREEBRIDGE COMMUNITY HOUSING BOARD

**Minutes of a Meeting of the Board held on
Monday 5 September 2011 at 6.30pm in the
Conference Room, Juniper House,
Austin Street, King's Lynn**

PRESENT:

Ray Johnson (Chairman)
Lesley Bambridge
Matthew Brown
Sylvia Calver
Irene Gammon
Paul Leader
Ian Pinches
Colin Sampson

ALSO PRESENT:

Steve Clark (observer)

IN ATTENDANCE:

Tony Hall	-	Chief Executive
Sean Kent	-	Executive Director (Resources)
Abigail Ellis	-	Executive Director (Operations)
Simon Swanson	-	Business Assurance Manager (minute numbers 142/11 - 150/11)
Angus MacQueen	-	Company Secretary

142/11 APOLOGIES

Apologies for absence were received from Nigel Donohue, Bill Guyan and Michael Jervis.

143/11 MINUTES

The minutes of the ordinary meeting held on 25 July 2011 and of the special meeting held on 8 August 2011 were confirmed as correct records and signed by the Chairman.

144/11 MATTERS ARISING

(a) Notice of Variation to the Supporting People Contract (Minute Number 120/11)

The Chief Executive reported that letters had been sent to all sheltered scheme residents regarding the future of the service. The implications for staff were being managed very carefully, and staff were being kept informed of developments. There had been some press enquiries, which had been answered.

(b) Options Appraisal for Harpley Court Sheltered Scheme (Minute Number 121/11)

Confidential item

145/11 DECLARATIONS OF INTEREST

There were no declarations of interest.

146/11 CHAIRMAN'S UPDATE

The Chairman gave an update on his activities as Chairman since the last meeting.

As well as weekly meetings with the Chief Executive and Board/committee meetings, the Chairman had attended the following:

- The awards ceremony for the sheltered scheme garden competition, held on 28 July 2011 at Snettisham. This event had been very successful and attended by over 100 people.
- A meeting with Debby Ounsted of Campbell Tickell, on 3 August 2011, to prepare for this year's Board appraisal process.
- A meeting of the Hillington Square Steering Group, held on 8 August 2011, before the Special Board Meeting that evening.
- A meeting, on 11 August 2011, with the Borough Council's Cabinet Member for Environment and Community.
- A meeting of the e² Joint Members Group, to consider the Homes and Communities Agency's Framework Delivery Agreement for the Affordable Housing Programme 2011-2015.

The Chairman also advised of the following events that he would be attending during September 2011:

- The e² charity golf day, on 8 September.
- The National Housing Federation conference in Birmingham, on 12-13 September.
- The Leading Inclusive Housing Providers conference in Norwich, on 14 September.
- A meeting of the National Housing Federation's Planning Sub-Committee, on 15 September.
- A Housing Update conference in Cambridge, on 16 September.
- A meeting on 28 September with Tim Newenham, who would be speaking at the forthcoming Board away weekend.

147/11 CHIEF EXECUTIVE'S UPDATE

- **Freebridge Community Fund**

The Chief Executive reported that grants had recently been made to a number of local interest groups from the Freebridge Community Fund. The grants had

been presented at a special event attended by representatives of the groups. Each of the representatives had given a short talk on how they would use the money, and it had been interesting to hear how even a relatively small amount of funding could make a real difference to community groups. The event had received positive coverage in the press.

148/11 **COMMITTEE RECOMMENDATIONS** (report not available – confidential)

The Board received a report regarding recommendations from recent committee meetings.

The Board noted that the two recommendations from the Operations Committee meeting held on 3 August 2011 had been deferred, for reasons explained in the report.

The Board then considered the recommendations of the Resources and Risk Committee meeting held on 8 August 2011, and

RESOLVED:

- 1) Confidential
- 2) Confidential
- 3) That the ICT Security Policy, as presented to the Resources and Risk Committee, be approved.
- 4) That the Value for Money Policy, as presented to the Resources and Risk Committee, be approved.
- 5) That the amendments to the Employee Handbook, reflecting changes in the law to remove the default retirement age and extend rights to paternity leave, as presented to the Resources and Risk Committee, be approved.

149/11 **ANNUAL REPORT FOR TENANTS 2010/11** (report not available – final version of Annual Report is available elsewhere on the Freebridge website.)

The Chief Executive presented a report which introduced Freebridge's proposed Annual Report for Tenants 2010/11. He stressed that, whilst publication of the report was required by the Tenant Services Authority, Freebridge had embraced it as an opportunity to engage with tenants. A group of tenants had been involved in the production of the Annual Report, and it was intended that it would be a document that tenants would find useful and interesting.

The Business Assurance Manager tabled an updated version of the Annual Report. Other than layout and typographical amendments, the newer version was largely unchanged from the draft included with the agenda, although the

finance page had been completed. There had not been a finance page in last year's Annual Report, but the tenants' group had indicated that tenants would find it helpful, and so it had been included this year.

The Board thanked the Business Assurance Manager for the Annual Report, which was felt to be of a high quality and easy to read.

RESOLVED: That the Annual Report for Tenants 2010/11 be approved for publishing to Freebridge's tenants and the Tenant Services Authority.

150/11 TENANT PROMISES MATRIX (click here to go to report)

The Business Assurance Manager presented a report which introduced the Tenant Promises Matrix 2010-11. He advised that the Matrix had been signed by the Chair and Vice-Chair of the Tenants Of West Norfolk group.

The Board was pleased to note that all of the tenant promises had been completed or were on target to be completed within the specified timeframe.

The Board noted the report.

151/11 HOMES AND COMMUNITIES AGENCY FRAMEWORK DELIVERY AGREEMENT AND e² CONSORTIUM AGREEMENT (report not available – confidential)

The Chief Executive presented a report which:

- introduced the Homes and Communities Agency's (HCA) Framework Delivery Agreement for the 2011-15 Affordable Homes Programme;
- introduced the revised e² Consortium Agreement; and
- sought agreement to let the 34 properties currently being delivered within the 2008-11 Affordable Homes Programme at affordable rents.

It was noted that the Chairman, the Vice-Chairman and the Executive Director (Resources) had attended an e² meeting on 23 August 2011, to discuss the Framework Delivery Agreement. e² was working with the HCA to be an "early adopter" of the Agreement. The document would need to be executed under seal, rather than signed by the Chief Executive (as suggested in the recommendation).

In answer to questions regarding affordable rents, officers made the following points:

- Officers were satisfied that affordable rents could be charged without compromising Freebridge's charitable status or its exemption from Corporation Tax.

- Freebridge's stance was that affordable rents would equate to 80% of market rates.
- Whilst affordable rents were more expensive than social rents, Freebridge had to balance housing need and maximising rental income. Freebridge remained good value for money when compared to other associations.

It was noted that this agenda item had contained some large appendices. The Board requested that, in future, large, uncontroversial appendices were made available electronically only, rather than included in the agenda papers, with hard copies to be supplied on request.

RESOLVED:

- 1) That the terms and conditions contained within the HCA Framework Delivery Agreement be accepted, and that the document be executed under seal.
- 2) That the new e² Consortium Agreement be accepted, and authority be delegated to the Chief Executive to sign it; and
- 3) That the 34 properties currently being delivered within the 2008-2011 Programme be let at affordable rents.

152/11 **QUARTERLY PERFORMANCE MONITORING** (report not available – confidential)

The Executive Director (Resources) presented a report which provided quarterly performance information for the period to 30 June 2011.

The Board welcomed the performance figures, which were generally very positive. The Board was particularly pleased to note, in relation to gas servicing, that time clocks were being installed which, when a service was due, would require resetting every hour to enable the boiler to work. This should encourage those few tenants who refused to allow their boiler to be serviced to enable access.

In answer to a question, the Executive Director (Resources) explained that the Borough Council was experiencing difficulties in establishing the residency of some Housing Benefit claimants, owing to delays at the Government office responsible. The Council would not pay the Benefit until it had established that an applicant met residency criteria. The Council also had some staffing problems, and officers were considering whether it would be in Freebridge's interests to offer to second a member of staff to the Council, to help them with their backlog.

In response to a question, the Chief Executive said that, of those staff who had resigned during the quarter, none was considered to be key and difficult to replace.

The Board noted the report.

153/11 **APPOINTMENT OF SHAREHOLDERS** (report not available – confidential)

The Company Secretary presented a report which requested the Board to consider applications for tenant shareholding. He explained that, since the agenda had been issued, one further application had been made. He tabled the list of applications which had been updated to include this.

A board member expressed concern that one of the applicants might have recently faced action from Freebridge in relation to anti-social behaviour. The Board, therefore, decided to defer approval of this application and asked that more details be presented to the next meeting.

RESOLVED: That the following three applications for tenant shareholding, contained in the tabled list, be approved: Mrs A F, Mr L F and Miss V A.

154/11 **TENANT PANEL WORK PROGRAMME (click here to go to report)**

The Executive Director (Resources) presented a report which introduced the Tenant Panel work programme for 2011-12.

The Executive Director (Resources) highlighted that it was intended that issues raised by the Panel would be considered by Management Team in the first instance. This was because it was expected that most points raised by the Panel would be able to be dealt with at an operational level. The Board would be kept informed of these issues, and anything strategic would be referred to the Board and/or appropriate committee for consideration.

The Board commended the Panel on the production of the work programme and asked that its thanks be passed on to the Panel.

The Board noted the report.

155/11 **PRE-AGM BRIEFING**

The Chief Executive set out the arrangements for this year's Annual General Meeting, being held on Tuesday 20 September.

The Chief Executive highlighted that the Borough Council's Cabinet Member for Environment and Community would be attending the AGM to vote on behalf of the Borough Council. Council-nominated board members did not have a vote at the AGM; in this way, they avoided any potential conflict of interest between their roles as Council representatives and as board members. The Cabinet Member had already discussed the AGM with the Chairman and the Chief Executive, and had been offered a further briefing session .

The Board noted the briefing.

156/11 **WORK UPDATE** (report not available – confidential)

The Company Secretary presented the work update, which included the following:

- Action Sheet
- Future Work Programme of the Board.

The Board noted the update.

157/11 **COMMITTEE MINUTES** (Committee minutes not available – confidential)

Colin Sampson, a member of the Operations Committee, presented the minutes of the Committee's meeting held on 3 August 2011.

Ian Pinches, a member of the Resources and Risk Committee, presented the minutes of the Committee's meeting held on 8 August 2011. He highlighted, in particular, that Freebridge's loan covenants would move from a cumulative to an annual deficit basis with effect from 1 April 2012, resulting in less headroom (minute number R53/11(f) refers).

158/11 **ANY OTHER BUSINESS**

- **Jo Whaley**

The Chief Executive reported that Jo Whaley, the Assistant Director of Human Resources and Governance, would be leaving Freebridge at the end of September 2011, to take up a post in the Midlands, a part of the country that she had been keen to relocate to. The Board asked that its thanks be passed on to her for her hard work during her time with Freebridge, and wished her well for the future.

159/11 **NEXT MEETING**

The Board noted that its next meeting was scheduled for Monday 17 October 2011 at 6.30pm.

The meeting closed at 7.30pm.

CHAIRMAN

Freebridge Community Housing

Report to the Board

Author	Simon J Swanson Business Assurance Manager	Report Type	Impact		
Related Work Ref.		For Decision		High	Medium
		For Information	√		√
Consultation	Management Team				

Meeting Date: 5th September 2011

Report Title: Tenant Promises Matrix

Purpose: To allow the Board sight of Freebridge Community Housing's Tenant Promises Matrix.
Policy/Strategy Implications: None.
Finance and VFM Implications: None.
Customer Care/Equality and Diversity Implications: None.
Risk Assessment (cross-reference with Freebridge Risk Map): None.
Recommendations: It is recommended that the Board : (i) Note the contents of the Tenant Promises Matrix (attached at Appendix 1).

STOCK TRANSFER MONITORING – Promises Tracking 2010-11

RSL Name	Freebridge Community Housing		
RSL Number	L4463	Date	Year 5 (2010-2011)

Theme One : Delivery of home re-improvements

Promise number and Consultation Doc. Page ref.		Nature of Work	Progress to date / further work planned	Status
1	5 & 32-57	Decent Homes (+) Programme	<p>Ongoing Decent Homes Improvement Programme for housing stock throughout 2010 -2011, with volumes:</p> <ul style="list-style-type: none"> • 745 kitchens • 548 bathrooms • 506 rewires • 634 central heating systems • 1052 window installations (i.e. properties) • 349 doors <p>Total monthly spend throughout 10/11 averages £0.94m</p> <p>Overall DHS non-compliance figure for housing stock reduced from 28% in 2010 to 20.2% on 31st March 2011.</p> <p>Ongoing customer satisfaction monitoring of DHS Programme delivery (with 96.0% satisfaction ratings for 10/11)</p>	
2	15 & 34-57	Sheltered Housing Improvements	Phase 1 and 2 now complete with Freebridge Haven being completed in February 2011. Further assessments of the remaining schemes to be undertaken during 2011 / 2012.	

Theme Two : Service Improvement

Promise number and Consultation Doc. Page ref.		Nature of Work	Progress to date / further work planned	Status
1	14	Improved Repairs Performance	<p>Significantly reduced operating financial loss of for 10/11 (reduced from for 09/10) for Property Services DLO.</p> <p>By category, performance levels were: Emergency repairs 99.4% (99.3% in 08/09) Urgent repairs 99.0% (95.2% in 08/09) Routine repairs 98.4% (93.5% in 08/09)</p> <p>Increase in performance due to the more efficient working and better planning.</p> <p>Continued improvements cost control and operating efficiency producing a reduced average job cost (across all categories) for Property Services DLO of £105 in 10/11 – reduced from £113 in 09/10.</p> <p>Continued work following the DLO Action Plan last year has resulted in a further reduction in the average re-let time at the end of 09/10 of just 12 days.</p> <p>Tenant Satisfaction data with repairs service : 85% satisfied, 40% very and 45% fairly gathered in March 2011, compared to 78% satisfied, 33% and 44% fairly in 2010 (via STATUS).</p>	
2	6 & 35	Aids and Adaptations – clear pre-transfer backlog and meeting future need.	<p>Aids & Adaptations 08/09 :</p> <p>The backlog from pre-transfer has now been completed. We are continuing to work in partnership with the Borough Council and Social Services to make better use of resources.</p> <p>Recommendations from the Adult Social Services received :</p>	

			<p>April 06 to March 07 = 275 April 07 to March 08 = 148 April 08 to March 09 = 123 April 09 to March 10 = 135 April 10 to March 11 = 129</p> <p>FCH have progressed the following cases :</p> <table> <thead> <tr> <th>Completed</th> <th>Work in Progress <i>Pending Action</i></th> <th>Cases cancelled (Due to various reasons such as move / transfer other funding source or bereavement)</th> </tr> </thead> <tbody> <tr> <td>06/07 162</td> <td>06/07 0</td> <td>06/07 112</td> </tr> <tr> <td>07/08 80</td> <td>07/08 0</td> <td>07/08 68</td> </tr> <tr> <td>08/09 49</td> <td>08/09 26</td> <td>08/09 49</td> </tr> <tr> <td>09/10 24 (09/10 cases now with care and repair = 52)</td> <td>09/10 36</td> <td>09/10 23</td> </tr> <tr> <td>10/11 53 (10/11 cases now with care and repair = 46)</td> <td>10/11 7</td> <td>10/11 29</td> </tr> </tbody> </table> <p>Scheme Improvement Programme : Phase 1 and 2 now complete with Freebridge Haven being completed in February 2011. Further assessments of the remaining schemes to be undertaken during 2011 / 2012.</p>	Completed	Work in Progress <i>Pending Action</i>	Cases cancelled (Due to various reasons such as move / transfer other funding source or bereavement)	06/07 162	06/07 0	06/07 112	07/08 80	07/08 0	07/08 68	08/09 49	08/09 26	08/09 49	09/10 24 (09/10 cases now with care and repair = 52)	09/10 36	09/10 23	10/11 53 (10/11 cases now with care and repair = 46)	10/11 7	10/11 29		
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3a	13 & 19	<p>New Posts : (a) Tenant Welfare (b) Caretakers (c) Empowerment Officers</p>	All posts staffed. 08/09 saw us “rebrand” the caretakers as Estate Improvement Officers. Additionally we now have a Neighbourhood Warden as part of that team. Dedicated rural presence now in place.																				
3b	13	<p>New Posts : ASB Officer</p>	Post continues to be deferred by agreement of tenants.																				

4	6 & 13	Assisted Gardening Scheme	Continued budget commitment to scheme, responsibility now with Assets.		
5	12 & 64-67	'Firm but Fair' policy on rent arrears	Rent arrears performance for 10/11 were maintained at the same level as last year, 1.5% (net) - compared to 1.4% (net) in March 2009. Evictions decreased, with a total of 14 for non-payment of rent compared to 17 in 09/10.		
6	12	Home Contents Insurance availability	Scheme continues to be available – 738 tenants signed up to scheme to date.		
7	16 – 18 & 27	Tenant Satisfaction	Satisfaction rose from 84% in 2010 to 88.2% in March 2010 (via STATUS Survey). The TSA's National Service standards have now been introduced as well as our own Local Standards.		
8	27 – 61	Complaints Procedure	Simplified, time limited three stage complaints process in use from Jan 09. Recording and monitoring system in place and reporting of trends, numbers and lessons learnt now in place.		
9	13 & 24	Starter Tenancies	Assured Shorthold Starter Tenancy (ASST) regime in operation since Housing Stock Transfer April 2006 ASST Policy document approved by Board June 2007, amended August 2007 re introduction of new Housing Management Appeals Process to include termination decisions re ASSTs.		

Theme Three : Affordable Rents

Promise number and Consultation Doc. Page ref.		Nature of Work		Status
1	3, 5 & 10-11	Delivery of transferring organisation's rent promises as outlined in offer document – 5 year Rent Guarantee.	Full convergence will occur in 15/16 – due to rent guarantee and amended target rents - within Business Plan agreed at Transfer. Monitored by Finance Committee and Board.	

Theme Four : Tenant involvement in decision making

Promise number and Consultation Doc. Page ref.		Nature of Work	Progress to date / further work planned	Status
1	6, 16 & 18	Do you have tenant board members ?	In January 2011, all tenants were consulted on a proposal to reduce the size of the Board to a total of 12 members, in line with a requirement of the National Housing Federation's Code of Governance, which the Board has adopted. This proposal would involve reducing the number of tenants on the Board from 7 to 5. No objections were received. TOWN was also consulted on the proposal and raised no objections. The proposal is being taken forward during 2011/12, subject to consultation with other stakeholders.	
2	18 & 25	Are they elected or have they been appointed ?	In December 2010, the Board withdrew the Tenant Board Member Succession Policy and incorporated tenant board member recruitment into the Board Membership, Recruitment and Succession Policy. Under the new Policy, all tenant board member vacancies are advertised to all tenants. Those applicants who successfully complete a shortlisting and interview process are put forward for election to the Board by all tenants. The Board believed that this was closer to the spirit of the Consultation Document, which referred to <u>open</u> tenant elections, rather than candidates being selected from within the membership of TOWN (as occurred under the old Policy).	

3	5, 6 & 16-19	Empowerment Strategy (Funding) :	Maintained budget provision for 09/10 in excess of Offer Document commitment.		
4	5, 6 & 16-19	Freebridge Compact :	Tenant Compact reviewed and republished June 09		
5	17 & 18	Tenant Shareholding Policy :	Tenant Shareholding programme rolled out. At 10/11 year end we had over 120 tenant shareholders.		
6	18 & 19	Area Forums :	Re-launch of Area Forums took place August 08 and further work on them was temporarily subsumed into the Let's Talk Roadshow events.		
7	25	Tenant Board member Succession / Election Policy and Framework :	See above items at 1 & 2.		
8	33	Tenant Involvement in DHS Contractor Selection :	<p>Full tenant involvement in initial contractor selection and appointment pre transfer April 2006</p> <p>Ongoing tenant involvement in monitoring of customer satisfaction with DHS contractor performance via both TOWN group and tenant Board Members on Operations Committee.</p>		
9	6, 17, 33 & 35	Tenant Involvement in identifying priorities re spend on Environmental Improvements :	See above item at 6.		
10	19	Tenant involvement in recruitment & selection of new posts promised in offer doc.	<p>Standing commitment for re-involvement of tenants in recruitment and selection in the event of any further staff turnover / additional posts re Tenant Welfare Officer and Tenant Empowerment Team.</p> <p>Tenant representatives involved in the recruitment process for the Operations Director.</p>		

11	16 – 19	TOGether Development Group	<p>No TOGS occurred in 09/10 due to the Let's Talk Roadshow events throughout the year.</p> <p>No further TOGs occurred in 10/11 due to the development of the Tenant Panel.</p>		

Theme Five : Regeneration

Promise number and Consultation Doc. Page ref.	Nature of Work	Progress to date / further work planned	Status
1 6, 17	Rural Empowerment	<p>Continued engagement with Monks Close community representatives and partner agencies.</p> <p>Refurbishment of Community Centre completed. New social club in place. Independent children nursery now operating from the centre.</p>	
2 3, 6, 7, 17 & 19	Nar-Ouse Regeneration partnership (NORA)	Phase one of the project has been completed. The Council has discontinued the Steering Group structure however Freebridge continue to work with the Council, Morston Assets and other key stakeholders to ensure there are continued opportunities for our tenants in the management of the existing development and options on further new affordable housing.	
3 3, 7 & 16-19	Development Strategy and membership of e ² development consortium	<p>The board approved a development programme to deliver 228 homes within the financial plan. In 2011 / 2012 34 new homes will be built with HCA funding. A small number of additional properties have been acquired, predominantly in relation to the Hillington Square regeneration project.</p> <p>The governments funding strategy has now changed, Freebridge has made a bid for 72 new house under the 'Fairer Futures' programme. Other opportunities are being employed to manager</p>	

			a wider range of housing.		
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Theme Six : Delivering sustainable communities

Promise number and Consultation Doc. Page ref.		Nature of Work	Progress to date / further work planned	Status
1	3, 7, 13 & 16-19	NORA Millennium Community	<p>Community engagement and development strategy commenced in 2007/08, through 2008/09 and into 2009/10 within wider South Lynn area – includes a programme of doorstep visits by Tenant Empowerment Team, the opening of an estate office / community house facility to act as a focal point for engagement and integration of ‘old’ social housing stock with new NORA development. Community house now used by a number of agencies.</p> <p>Community house now closed due to lack of interest shown by community in respect of it’s wider use.</p>	
2	3, 8, 13, 17 & 19	Safer, Stronger Communities	<p>Since the end of the Safer Stronger Communities Funding Freebridge have continued to work with Neighbourhood Board.</p> <p>Freebridge continue lead role and participation upon Local Action Groups (LAGs) and Community Action Groups (CAGs) re local, ‘on the ground’ crime and disorder issues, plus representation on county-wide strategic (Partnership Tasking Group) police crime and disorder prevention forum.</p>	
3	3, 8, 13, 17 & 19	West Norfolk Partnership (LSP)	<p>Freebridge have continued to maintain their representation upon Borough Council LSP at both Board (AD Housing) and Management Group (Housing Director) level to ensure Freebridge – and wider social housing – agenda considered within wider strategic planning and initiatives.</p>	

4	7 & 8	LA relationship	Excellent operational relationships maintained with Borough Council re homelessness, meeting housing need, combating and preventing ASB, disabled adaptations		
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KEY

Green	The RSL stock transfer is on target to deliver on promises / has delivered on promises.
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Amber	The RSL stock transfer is unlikely to meet the target at the current level of progress. However, by taking remedial action, has the capacity to hit the target.
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Red	The promises will not be delivered on target, even by taking remedial action.
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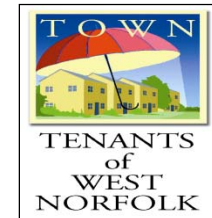
**Freebridge Community Housing - Tenant Promises Monitoring Matrix
- approved by TOWN (Tenants of West Norfolk)**

Name Position

Signed Date

Name Position

Signed Date



Freebridge Community Housing

Report to the Board

Author	Michelle Playford	Report Type		Impact		
Related Work Ref.		For Decision		High	Medium	Low
		For Information	√		√	
Consultation	Tenant Panel					

Meeting Date: 5th September 2011

Report Title: Tenant Panel Work Programme

<p>Purpose: To present the proposed work programme for the Tenant Panel for 2011-2012, attached at Appendix 1.</p>
<p>Policy/Strategy Implications: The Tenant Panel is a key aspect of the organisation's Customer Engagement Policy and Strategy.</p>
<p>Finance and VFM Implications: This work programme means we will be able to focus the support from the external resource (the Tenant Panel mentor) appropriately and thus achieve value for money.</p>
<p>Customer Care/Equality and Diversity Implications: The Tenant Panel is concerned with the continuous improvement of Freebridge, and the outcomes of its work will have a positive impact on the service which is delivered to customers.</p>
<p>Risk Assessment (cross-reference with the Freebridge Risk Map): 7.1 Failure in tenant communication – Critical Impact, Significant Likelihood 7.4 Failure to achieve tenant empowerment – Critical Impact, Low Likelihood 12.0 Failure to address Equality and Diversity issues effectively – Marginal Impact, Significant Likelihood</p>
<p>Recommendations: It is recommended that the Board:</p> <p>(i) Notes the Tenant Panel work programme 2011-2012.</p>

Development

- 1.1 The Tenant Panel was set up in early 2011 following a customer consultation process, on the terms of reference, and an independent recruitment process.
- 1.2 The Panel currently has 10 members with the maximum membership to not exceed 12. There is an opportunity for a leaseholder to join the Panel but to date this vacancy has not been successfully filled.

- 1.3 The Tenant Panel met for the first time in June 2011. This was an opportunity to understand the purpose of the Panel, and to agree the terms of reference and the code of conduct.
- 1.4 In August, the Tenant Panel met and reviewed a number of documents including the Business Plan, the Board and Operations Committee work programmes, the service area operational plans, the self assurance statement and, performance reports. The Panel members were also provided with a strategic overview by the Chief Executive.
- 1.5 Based on this information, the Panel agreed a work programme of areas they would like to look at over the next 18 months.
- 1.6 The Tenant Panel would like to retain some flexibility in the programme and if particular issues arise – such as trends in the complaints – they would like to restructure their programme accordingly to take themes into account.
- 1.7 The Tenant Panel will be fully supported throughout their work programme. Freebridge will provide information, as requested and key staff will provide presentations. The Tenant Panel mentor will provide support throughout the work programme to ensure appropriate outcomes are delivered.
- 1.8 The outcomes of all the reviews delivered throughout this work programme will be taken to the Management Team for action.

TENANT PANEL WORKPLAN

Timeline	Subject Area	Reference Documents
Sept – Oct 2011	Local Offers <ul style="list-style-type: none"> - What is the background to local offers? - How did the existing offers come about? - Who was involved in putting them together? - What consultation with tenants took place? - Access levels of understanding of a local offer amongst staff, tenants and stakeholders - How are they promoted? 	<ul style="list-style-type: none"> - 1.2.2 Communications & Customer Engagement Operational Plan 2011/12 - 1.2.2 Property Services Operational Plan 2011/12 - 1.2.2 Housing management Operational Plan 2011/12
Nov – Dec 2011	Complaint <ul style="list-style-type: none"> - Look at complaints process - Look at trends in complaints - Look at numbers of complaints reaching 	<ul style="list-style-type: none"> - 1.3.1 Communications & Customer Engagement Operational Plan 2011/12 - 1.3.1 Housing management Operational Plan 2011/12 - 1.3.1 HR & Governance Operational Plan 2011/12 - 1.3.1 ICT & Facilities Operational Plan 2011/12 - 1.3.1 Property Services Operational Plan 2011/12

	<p>formal stage</p> <ul style="list-style-type: none"> - How are complaints monitored? - Are tenants involved in monitoring complaints? - 	
Jan – March 2012	<p>Voids</p> <ul style="list-style-type: none"> - Look at performance information relating to void times - Look at benchmarking performance - Look at the Voids Service Standard - Look at processes and procedures - Look at examples of Void Service Standards from other organisations - Site visit to void properties when they become empty - Site visits to void properties just before they are re-let 	<ul style="list-style-type: none"> - PWC Report May 2011
April – May 2012	<p>Procurement Strategy</p> <ul style="list-style-type: none"> - Look at Procurement process - Look at Tenant 	<ul style="list-style-type: none"> - 2.2.2 Housing management Operational Plan 2011/12 - 2.2.2 HR & Governance Operational Plan 2011/12 - 2.2.2 Property Service Operational Plan 2011/12

	<p>involvement in procurement process</p> <ul style="list-style-type: none"> - Look at numbers of local suppliers - Look at number of jobs supported by local procurement - Look at value of goods procured locally 	
June – July 2012	<p>Gas Servicing</p> <ul style="list-style-type: none"> - Look at Gas Servicing Process - Look at reasons for Refusals 	<ul style="list-style-type: none"> - Performance Information June 2011
August – Sept 2012	<p>Look at the impact of Mary Gober training</p> <ul style="list-style-type: none"> - Undertake induction session to gain understanding - Look at what difference the training has it made? 	<ul style="list-style-type: none"> - 1.1.2 Communications & Customer Engagement Operational Plan 2011/12 - 1.1.2 Finance Operations Plan 2011/12 - 1.1.2 HR & Governance Operational Plan 2011/12 - 1.1.2 ICT & Facilities Operational Plan 2011/12 - 1.1.2 Property Services Operational Plan 2011/12
Oct – Nov 2012	<p>Support to local charities</p> <ul style="list-style-type: none"> - Look at how many charities are being supported. - What do they do? 	<ul style="list-style-type: none"> - 2.4.2 Communications & Customer Engagement Operational Plan 2011/12 - 2.4.2 Finance Operational Plan 2011/12 - 2.4.2 Housing Management Operational Plan 2011/12

	<ul style="list-style-type: none">- How are they supported?- How were they chosen?- Look at efficiency savings through these partnerships	<ul style="list-style-type: none">- 2.4.2 HR & Governance Operational Plan 2011/12- 2.4.2 ICT & Facilities Operational Plan 2011/12
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