

**Minutes of the Meeting of the Tenant Services Management Board held on 15 August 2016 at 6pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.**

**Present:** Mr R Balman (Chairman)  
Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr A Akhigbemen, Mr I Hussey, and  
Councillor Bowrah.

**Officers:** Terry May (Interim Assistant Director – Property and Development), Simon Lewis (Assistant Director – Housing and Community Development), Martin Price (Tenant Empowerment Manager), Rachel Searle (Housing Development Project Lead), Julie-Ann Gordon (Housing Development Project Officer) and Emma Hill (Democratic Services Officer).

(The meeting commenced at 6.00pm)

**1. Apologies**

Mr K Hellier, Councillor Booth and Councillor Beale

**2. Minutes**

The Minutes of the meeting of the Tenant Services Management Board held on 25 July 2016 were taken as read and were signed.

**3. Public Question Time**

No questions received for Public Question Time.

**4. Declarations of Interests**

Mr R Balman, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr I Hussey, Mr A Akhigbemen declared personal interests as Taunton Deane Borough Council Housing Tenants.

**5. Report on Performance Indicators Quarter One 2016-17**

Members considered the Performance Scorecard Summary previously circulated, concerning the Housing and Communities Quarter Three performance Scorecard and a verbal update on the performance of the Repairs Service.

Looking at each section of the performance scorecard for Quarter Three, the figures and percentages as follows:

- Managing Finances (housing) - There were 1 measure of which 100% were Green, 0% were Amber, 0% were Red and 0% were N/A.
- Service Delivery (Satisfaction) – There were 4 measures of which 75% were Green, 0% were Amber, 0% were Red and 25% were N/A.
- Service Delivery (Decent Homes) – There were 1 measure of which 0% Green, 100% Amber, 0% Red and 0% were N/A.
- Service Delivery (Operational Delivery) – There were 6 measures of which

33.3% were Green, 33.3% were Amber, 33.3% were Red and 0% were N/A.

Below was a summary of the main points from the update provided on the Quarter Three Performance Scorecard:

- Submitted to the Board Members was a revised and refined performance scorecard for Housing and Communities.
- The responsibility of the individual Corporate Aim/Priority was split between the Assistant Director for Housing and Community Development and Interim Assistant Director for Property and Development.
- Generally, there had been good performance on HRA Income Collection as well as some of Satisfaction measures.
- Looking at HC4.4 Service Measures for Disabled Facility Grants (DFG), the information provided was incorrect and related to the General Fund. The HRA data was better and the service was delivering installation within 31 weeks.
- To improve this delivery time for wet room installation for DFG, the HRA were intending to tender for fixed price contracts to cover all installations, rather than tendering for each individual installation. This would take six weeks of the process.
- Looking at HC4.1 Service Measure for Housing Stock, there had been issues capturing data for relets time. The data was collected the staff who entered the properties once void and improvement were being made to VOIDS service. The Assistant Director responsible had completed a service reshuffle and with the new structure there would hopefully, would allow Board Members to see a truer service performance.

During the discussion of this item the following points were made:-

- In response to a question asking why was the data from quarter three of Corporate Aim HC2.7 was missing, the Board Members were informed that had been reported to the Board at the time but the Office could not remember the precise reasons. It had something to do with performance data being corrupted during that quarter.

**Resolved** that the officer's report be noted.

## **6. Verbal Update on New Top Ten Performance Indicators**

The Tenant Empowerment Manager gave a verbal update concerning the revising of the Top Ten Performance Indicator Summary presented to the Board Members following every quarter.

Historically, the Board had reviewed and revised the summary list presented to them ever so often. The Chairman and Tenant Empowerment Manager felt, it was time to complete a review of the summary.

The Board Members were requested to review the full list of performance indicators on the scorecard for Housing and Communities and to check if there any changes that they felt were needed as the Housing and Communities Performance Indicators had been revised and reduced so Members might wish to do the same.

The summary of indicators was the selection of areas which the Board felt were most important or of interest to tenants.

The indicators were published in the newsletters and on the Council's website to report the services performance at the end of each quarter.

During the discussion of this item the following points were made:-

- The Board reviewed and had a brief discussion regarding the current summary of performance indicators. They decided that there were no changes required at the moment and the current list should stand unchanged.

**Resolved** that:-

1. The Officer's report be noted.
2. The Top Ten Performance Indicators should remain unchanged.

## **7. Exclusion of Press and Public**

**Resolved** that the press and public be excluded from the meeting for the following item because of the likelihood that exempt information would otherwise be disclosed relating to Clause 2 of Schedule 12A to the Local Government Act, 1972 and the public interest in withholding the information outweighed the public interest in disclosing the information to the public.

## **8. Confidential Report on Development Update**

The Board considered a previously circulated confidential report from the Housing Development Project Lead, concerning the performance of current Housing Development Projects. The report identified the progress of the Key Project Activities for two Housing Development projects within Taunton Deane.

**Resolved** that the Officer's confidential report be noted.

## **9. Confidential Report on New Scheme Proposals.**

The Board considered a previously circulated confidential report from the Housing Development Project Lead, concerning the new development schemes within Taunton Deane. The report identified and detailed potential new Development Schemes for Council Housing within Taunton Deane.

**Resolved** that the Officer's confidential report be noted.

(The meeting ended at 6.35pm)