

Residents' Conference



Historically, the Board Strategic Weekend takes place in November. The practice has been for the Board to go away for 2 nights. The Board Strategic Weekend is an important part of the annual Board calendar as it provides an opportunity to reflect on the previous year and to consider the priorities of the next year.

This year, the company has had to make some very difficult choices and part of those has been to make a number of staff redundant, as well as to restrict Budgets across the organisation. Bearing this in mind, Board discussed and agreed the proposal that this year, they instead attend a single day residential event. From the monies saved, the company will hold a Residents' Conference in early October to consult with residents about their priorities for Ascham Homes in the coming year.

Leaseholders

Proposal for ways in which leaseholders could spread payments for major works to the Council were discussed and will be discussed with leaseholders at the next Leaseholder Forum.

Ascham Homes Performance, May 2010



Ascham Homes advised Board that 17 of the 28 Key Performance Indicators [KPIs] met target in May. Service areas that are showing relatively good performance against target this month included repairs and rents. In particular:

- Satisfaction with day-to-day repairs is good at 96.42% against a target of 90%;
- Rent collection for May was 98.41% an increase from April's figure of 98.23%.

Service areas where performance did not meet target included general customer services and estate services. In particular:

- The percentage of letters from the public responded to within 10 working days was 96.8% against a target of 100%;
Actions taken: Managers chasing up staff to improve the speed in which responses are made.
- The average time taken to answer calls in Ascham Direct was 25 seconds, which is still off the target time of 20 seconds;
Actions taken: Looking to make improvements in the telephone technology and is regularly reviewing telephone call time reports by officer
- The percentage of actions taken to address failed Estate Inspections was 86%. While this month shows an improvement from the previous month of about 10%, this is still short of the 100% target.
Actions taken: A new management system to be introduced at the end of June to ensure failed inspections are remedied and detected before the next inspection.

Tenant Services Authority Standards



Board was updated on the work the company is doing with the Council and residents on producing the annual report and local offer as expected by the TSA. The company held a consultation week with residents in June to get feedback on what should be included in the local offer. The feedback will be incorporated in the response to the TSA.

Board agreed that the widest possible engagement with residents should be undertaken in developing the local offer and that a draft report is presented to their September Board meeting. Board also agreed to receiving final local standards at their February 2011 Board meeting.

Governance

The Board agreed to update its procedures for the election of Resident Board Members, the selection of Independent Board Members and the job description of Board Members. Now all Ascham Homes Board Members will be working to the same job description. Importantly, the restriction on Resident Board Members holding posts in tenant or leaseholder groups was removed.

Finance



The Board agreed the budget of £6,740,000 for capital expenditure on Non-Decent Homes work and noted the approval by the Chair and Chair of Resources Committee (under delegated authority) of the repairs budget.