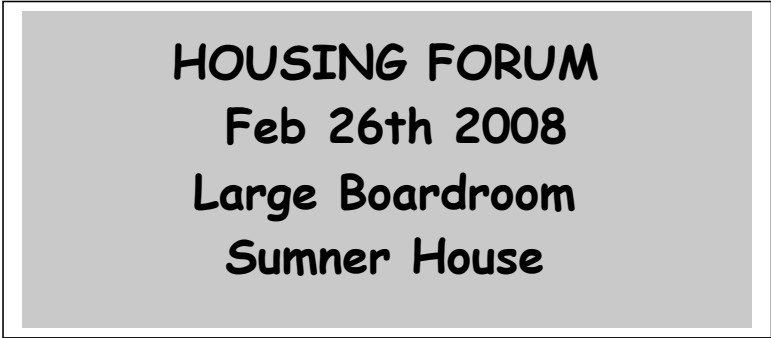


Residents Present:

John Harwood
Phyllis Whiteside
Don Smith
Patricia Henshaw
Sandra Wade
Frank McKenna (Chair)
Freda Smith
Edna Counce
John Bradley, Paul Fieldsend, Tom & Joan Moss, Tony Webster, Paul Attwood,
Carol Park, Mr & Mrs Cookson



Supported by: Steve O'Hagan, Gary Melia, Sarah Barnes & Cathy Lord

Apologies: Pat Hanslope, Beryl Cotton, Sandra Tonks, Mavis Bennett, Jean O'Neill & Christine Latus

Item		Action
1.	Notes from the Forum - 06.11.07	<p>Particularly as he noted the turnout to the meeting was good and there were a number of new faces around the table Frank asked for a general round of introductions.</p> <p>Those present duly obliged and were welcomed before Frank checked that all had a set of papers for the meeting and had taken the opportunity to have a look at the contents beforehand</p> <p>The enclosed notes of the November 6th meeting were agreed as a true record after Frank talked through them drawing particular attention to a number of matters: -</p> <ul style="list-style-type: none">• At item 4 - following an earlier introduction from Gary - Frank advised that Cathy's role was similar to that of Amanda Pyper previously with the added Group wide remit• Frank also added the congratulations of the Forum to those staff and teams who had won awards presented at the staff conference

2	NPHA performance report	<p>Sarah went through the performance review report relating to December 2007. Highlighting that three areas were below target; satisfaction with tenancy enforcement services; complaints and current tenant rent arrears.</p> <p>Sarah explained how the tenancy enforcement team are now looking at measuring satisfaction in a way that consistent with what other social landlords are doing through an Anti-social Behaviour benchmarking group.</p> <p>Sarah also drew the meetings attention to the fact that the performance information included in the papers was also being made available routinely via the Talk tenant magazine and talk2progress website.</p> <p>Sarah confirmed that she would continue to produce the report for Forum in the same way whilst she was considering a focus on particular service area for the commentary section each time.</p>	
3	Seminar and Events Update	<p>Steve drew the attention of the meeting to the report that briefly outlined the content of seminars since October 2007 and explained how issues arising would be progressed.</p> <p>He explained how the seminar programme was designed to ensure more informed discussion of related strategy and practice issues.</p> <p>Steve was asked to arrange a seminar on the subject of timebanking as part of the programme during July.</p>	SOH

4	<p>Key Performance Indicators</p>	<p>Gary explained that the single sheet table circulated at the meeting was an appendix to - and the key part of - a report going to NPHA's Board to set out targets over the next three years.</p> <p>He explained the significance of the column headings with particular regard to the role of the Housing Corporation, Housemark and appropriate aspiration to achieve performance in the "Top Quartile" i.e. consistent with the 25% of best performing Housing Associations.</p> <p>Gary invited comment and discussion. A number of observations were forthcoming: -</p> <ul style="list-style-type: none"> • Don queried the cell in the table indicating that the % of rent debit collected in December 2007 was 124% - Gary and Sarah explained how this figure is skewed by the effect of things like 4 weekly payment of Housing Benefit and of Direct debits and that an annualised collection figure would be the best to compare with the target of 99.9% • Following on from this Don also returned the issue of seminars/training with particular regard to how they can help to inform discussion about such matters of practice, performance & strategy. All agreed this was a good point to note with Steve reminding the meeting of some forthcoming events with this in mind - like the Decent Homes+ seminar on March 6th - as well as past emphasis on Choice Based Lettings, Welfare Rights & Rent Arrears Strategies and so on. • Following a query from Frank about the note relating to the definition of "cumulative turnover" Gary explained that NPHA was now using the sector standard definition as provided by Housemark so as to better compare performance with others. This definition excluded from the count things like death and succession. • Gary went on to draw attention to the connection with other strategic issues - 	
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Asset Management, for example - and the potentially contradictory nature of some targets. With turnover, for instance, a low figure suggests stability of neighbourhoods and popularity of our property but a zero figure would mean there was no access for those in housing need

Gary thanked people for their comments and indicated he would make the Board aware of them following Frank's confirmation that no more matters were to be raised.

GM

Post-meeting note

Tony Webster of Wade Hall queried some of the targets via an email after he had the time to reflect on the report.

In particular Tony suggested more challenging targets regarding average void property turnaround times and % of allocations to BME applicants. In relation to the % of allocations to applicants from a BME background, Gary had the opportunity to speak to Tony at the start of the ASB seminar on 28/02/08 and explained how this target had been arrived at (using indicators such as the % of the local population and % of applicants on the waiting list from a BME background) and it would be reviewed regularly. Gary duly took Tony's other observations to the NPHA Board meeting along with the Forum's general comments. The Board discussed the proposals from Tony at length but in the end decided that the original targets should be kept to although they were pleased to have Tony's input. Gary to asked to thank Tony.

5	Managing Directors Report	<p>Gary passed on apologies from Managing Director, Bernie Keenan and explained how he had forwarded a copy of his draft report for Gary to table. As some parts of the report are confidential it was not circulated to attendees.</p> <p>Gary explained that as of the end of March NPHA would no longer be managing the properties of a small local Housing association - Fairhaven - on an agency basis. This was through mutual agreement between the two companies and he went on to explain that the lost income to NPHA was likely to be more than made up by expansion in Chorley of the Housing Association Leasing Scheme(HALS).</p> <p>HALS involves those in housing need referred by the local authority living in homes that are privately owned but managed by NPHA on behalf of their owners.</p> <p>Gary was pleased to announce that NPHA had achieved runner-up status in a local competition relating to problem orientated policing due to good partnership working with the police.</p> <p>NPHA would now go forward to regional and possibly national level and Gary agreed to update further on the upshot. The meeting praised efforts on Anti-Social Behaviour (ASB) and crime generally by NPHA and noted the deserved recognition.</p> <p>Gary referred to the seminar programme making specific reference to the fact that Board Members are now routinely invited along with customers and staff in an effort to enhance learning as widely as possible. He went on to detail some of the regulatory and legislative background to the seminar on ASB issues scheduled for 28.02.08.</p> <p>Gary reminded people of some recent appointments alluding again to the role of Cathy Lord as Policy Manager for the Progress Group whilst line-managed by Bernie Keenan the NPHA</p>	GM
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		<p>Managing Director.</p> <p>Since the appointment of Sandra Crook as Customer Services development Manager, Gary explained, there is now emphasis on growing NPHA business in the care and support of people in their existing homes through lifeline services and the like.</p> <p>Over 40,000 leaflets will be delivered with Council Tax literature in the near future, for instance.</p> <p>This lead to a discussion of the telecare technology on show at the "smarthome" at Greenwood Court that Gary advised was amazing. Steve was asked to arrange a seminar on this area of service later in the year to include a smarthome site visit.</p> <p>Don asked about the expansion of the Property Services Division (PSD) into the private homes market and Gary was able to confirm that everything was going well on marketing and winning business with regard to domestic gas heating servicing.</p> <p>Following a question from Carol Gary advised that the service is very competitively priced (he is a customer himself, he mentioned!)</p> <p>Freda advised that she understood that electrical work was the next likely business stream to be looked into by PSD.</p> <p>With all attendees happy with the issues discussed, Gary thanked them for their views and advised he would pass them on to the board.</p>	SOH
	<p>Date, Time & Venue for next meeting</p>	<p>Tuesday 20th May 2008, 6pm Boardroom, Sumner House</p>	