

2010 ROTHERHAM LTD

MINUTES OF BOARD MEETING HELD ON 30th November 2005 AT THE BOARDROOM, EASTWOOD

Present:

Board of Directors:

Chair: <i>Clive Hartley</i>			
<i>Harry Tooley</i>	<i>Liz Booth</i>	<i>Anita Heaton</i>	<i>Keith Stringer</i>
<i>Cllr Jane Austen</i>	<i>Cllr Barry Dodson</i>	<i>Cllr Glyn Robinson</i>	<i>Cllr Neil License</i>
<i>Dr Giles Bloomer</i>	<i>Tony Billingham</i>	<i>Dr Heather Jones</i>	<i>Almas Abbasi</i>

In Attendance:

Int. Chief Exec - <i>Jim McAusland</i>	Executive Team – <i>Helen Bows</i>
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By invitation:

<i>Richard Walker – 2010</i>	<i>Mark Johnson - 2010</i>	<i>Phil Rees - 2010</i>
<i>Simon Bunker - RMBC</i>	<i>Ian Hillier - PWC</i>	<i>Debbie France - ODPM</i>
<i>Dale Heath - RBT</i>	<i>Aidan Cotterell – BT</i>	<i>Ian Coward - BT</i>

Minute No.		Action By	Target date
	A Governance		
101/05	Apologies for Absence • <i>Cllr Paddy Burke</i>		
102/05	Minutes of Previous Meetings – Minutes of 26 th October 2005 were considered and approved.		
103/05	Sub-Committee Minutes The Sub-Committee minutes were considered and approved. Business Development Board– 7/11/05 Community Development & Partnership Board– 21/10/05 Performance Board – 12/10/05 Matters arising It was proposed that Sub Committee Chair should formally present minutes and any other issues related to Sub Committee to each Board meeting. Decision It was agreed that this procedure would be implemented with immediate effect.		
104/05	Declaration of Interests None		

	<p>B Strategic Management</p>		
105/05	<p>Decent Homes Programme / Future Investment Profile</p> <p>A Business report was circulated to update the Board on progress on Procurement Process – Invitation to Tender, Refurbishment Programme and Investment Programme 2006-2010</p> <p>Details of the process were outlined Vis:-</p> <ul style="list-style-type: none"> • Invitation to tender advertised 29/11/05. • Tenders to be returned January 2006 • Evaluation / Interview of short listed contractors March / April 2006 • Final selection April 2006. <p>This information will be presented to the Liaison meeting at the next available opportunity.</p> <p>The work undertaken given the set timescale was praised by the Board</p> <p>Decision</p> <p>The Board endorsed the report, procurement process, Invitation To Tender and the action programme within the 2010 Investment Plan.</p>		
	<p>Emphasis was also placed on the proposed comprehensive consultation programme.</p> <p>The Board accepted the outline proposals and referred the revised Compact to the Performance and the Community and Development Sub Committees for detailed assessment.</p> <p>The interim Chief Exec was instructed to ensure that an appropriate action plan, consultation etc should be considered by the Neighbourhoods Programme area, and to report back to the January meeting of the 2010 Board.</p>		

	<p>Development of Tenants Federation</p> <p>A report was presented on the proposed development of a Federation of Tenants and Residents.</p> <p>The Board were advised that the Federation would have the status of a Company Limited by Guarantee of Charitable Status.</p> <p>It was also emphasised that the Federation would enter into a SLA with RMBC and 2010 RL to support the delivery of Tenant and Resident Involvement and Key Lines of Enquiry. The Federation would be expected to earn funding contributions made by RMBC and 2010 RL, e.g. supporting the growth of new TARA's, and community involvement, to engage the public in the development of services.</p> <p>Decision</p> <p>The Board noted the report and instructed the Interim Chief Exec to pursue formal Legal and other aspects to ensure the establishment of the Federation.</p> <p>Progress should be monitored through the Community Development and Partnership Sub Committee.</p>		
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	<p>C Resource Management</p>		
<p>107/05</p>	<p>Financial Management Position Statement (PwC)</p> <p>Financial Management information in the form of budget profiles was presented by Price Waterhouse Coopers.</p> <p>Housing Management Operation Budget Monitoring (for period ending October 2005)</p> <p><i>“The spend to date is lower than budget, with £3.5 million having been incurred by the cost centres of 2010 Rotherham Limited’s Housing Management operation, as compared to an apportioned budget at this stage of the year of £3.9., giving a positive variance of £0.4m. Once allowance for costs to be confirmed has been included in the year end forecasts, a surplus of £0.058 has been forecast. The major item spend to be processed relate to the confirmation of Service Level Agreement costs to be charged from RMBC.</i></p> <p><i>Within this budget overall expectation there are variations... the largest cost saving has been shown on the employee spend. This has primarily arisen through the Programme Management and the Business Unit not having a full establishment.</i></p> <p><i>Supplies and services spend shows an overall overspend which has arisen in the main from the projections on the Development Budget. A prudent view of this account has been taken where the actual spend on contracted services has been projected to the year end on the basis of the spend pattern and the expert fee budget has been shown as fully utilised. The Development cost centres will be a key area for review in ensuring year-end forecasts are robust. Work has been undertaken to ensure that legitimate costs have been included within this area. Further investigation of two charges totalling £0.013m to be undertaken.</i></p> <p><i>Specific meetings are to be undertaken with management to ensure that the plans of 2010 Rotherham Limited are reflected accurately within this exercise.”</i></p> <p>Property Services Budget Monitoring (for period ending October 2005)</p> <p><i>“In summary, the trading account is reporting a surplus of approximately £0.209m for the period to date, compared with a time-apportioned budgeted surplus of £0.138m. This result does however, represent a significant improvement on the previously reported position of (£1.3m), which is mainly attributable to an increase in recognised income of approximately £3.5m.</i></p> <p><i>The significant increase in reported income is in part due to operational performance in the previous month but is also as a result of more robust reporting systems and methodology. This enhanced methodology has enabled the recognition of a more accurate WIP figure, resulting in a significant increase in income.</i></p>		

	<p><i>In general, costs are in line with budgeted expectations, although the need for some realignment with detailed budgetary headings has been noted.</i></p> <p><i>Overall, the substantive trading position represents a significant improvement on previous periods and one which is slightly ahead of budget. Although the total income of the DSO remains under budget, management control over costs has ensured that the budgeted surplus has been exceeded. To support the reported financial performance of the DSO we will continue to enhance the financial reporting processes going forward, providing both Management and Members with greater confidence in the financial data produced.”</i></p> <p>The Interim Chief Executive indicated that it was gratifying to note that the Board had now received Financial Management Information which could be utilised as a base to take the business in a forward and positive direction.</p> <p>He re-emphasised there had been comprehensive and robust discussions with RMBC Finance outlining the Boards concerns with regard to inadequacies of budgetary control arrangements etc.</p> <p>He indicated that whilst current information had been presented, detailed scrutiny of the figures would be undertaken by the Executive Management Team.</p> <p>Particular emphasis would be placed on the Development Budget, Trading Accounts and Business Planning UPVC Factory.</p> <p>Decision</p> <p>The Board accepted the financial profiles and the rationale projected by Price Waterhouse Coopers.</p> <p>The Board endorsed the action to date and future programming as outlined by the Interim Chief Executive.</p>		
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	D Performance Management		
108/05	<p>Performance Management Framework & Excellence Plan</p> <p>The Performance Management Framework / Excellence Plan and Key Performance Indicators for October 2005 were presented to the Board.</p> <p>It was noted that the only area below expected performance levels was that of BV 66b (% more than 36 days in arrears)</p> <p>The Interim Chief Exec indicated that a robust management audit review and appropriate performance clinics has been implemented.</p> <p>In addition there had been appropriate realignment of resources and formal action had been pursued in areas of non performance.</p> <p>The Excellence Plan was presented on an exception reporting basis and progress identified.</p> <p>Decision</p> <p>The Board accepted the performance profiles and endorsed the actions of the Interim Chief Exec.</p>		
109/05	<p>Charter Mark</p> <p>The Interim Chief Exec informed the Board that retained Housing Services of RMBC and 2010 Rotherham Ltd had been awarded the Charter Mark Standard for Quality and Customer Excellence.</p> <p>He indicated that the standard, revised by the Cabinet Office, was unique in that it focussed on the experience of customers and services received.</p> <p>The award endorsed the commitment of 2010 Rotherham Limited to the provision of high quality Customer Focussed Services.</p> <p>The Board noted the report and offered its congratulations to all concerned.</p>		

<p>110/05</p>	<p>Investors in People</p> <p>The Interim Chief Exec announced that 2010 RL had been awarded Investors in People.</p> <p>He indicated that this programme had been undertaken within an extremely short time scale.</p> <p>The assessment report identified considerable strengths within the organisation including:</p> <p><i>“The total commitment of management to training, utilising the SMART approach, an ethos of support for development, effective teamwork, effective away days, one-to-one performance clinics with the Interim Chief Exec, a positive performance management approach, effective focus groups, diversity training, levels of understanding, a comprehensive PDR system, commitment to continuous improvement, a nationally recognised Excellence Plan, supportive further education and management development, and a strong leadership style committed to the development of individuals and teams to improve performance.”</i></p> <p>The Board congratulated the Interim Chief Executive and staff for their achievement</p>		
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	<p>E Business Development</p>		
<p>111/05</p>	<p>Partnership Development RBT</p> <p>ICT Review</p> <p>Aidan Cotterell of RBT presented a detailed analysis of progress in partnership development with RBT.</p> <p>The presentation identified ICT today in 2010 RL, encompassing analysis of the utilisation of Anite, Rocc...</p> <p>It was emphasised that in developing a forward strategy for ICT that a radical review of existing practices within 2010 had been essential... and it was apparent that there were professional inadequacies within 2010 to develop effective ICT underpinned by VFM</p> <p>The review to date under the instructions of the Interim Chief Executive had incorporated the following:</p> <ul style="list-style-type: none"> • The issue of Laptops refresh programme... £12k • Development of Oaks Lane Training Room... £9k • The development of the CAD Service ... £19k • Flexible working from home programme... £5k • Initial development of handheld technology..£35k <i>(Cost covered within development budget)</i> • An evaluation on cost benefit analysis and VFM recommended that the ICT service should be handled solely by RBT on behalf of 2010 with appropriate transfer of resources etc. <i>(Initial savings £50k per annum, contract period 10 years...Further cost evaluation ongoing</i> £500k <p>Hand Held Technology</p> <p>A detailed presentation on the development of handheld technology was outlined by Ian Coward.</p> <p>He emphasised that the purpose of the potential development of Hand Held Technologies would address 2010's Strategic Objective 4:</p> <ul style="list-style-type: none"> • <i>Externally recognised VFM and high performing Repairs and Maintenance Service by 2007</i> <p>To achieve that outcome it was imperative that outmoded work processes and administrative systems which reflected on service efficiency would be redressed</p>		

	<p>through streamlined work scheduling and monitoring arrangements.</p> <p>There would be positive outcomes in terms of repairs, stores and procurement, transport etc.</p> <p>Decision</p> <p>The Board endorsed the actions of the Interim Chief Exec in implementing the existing review.</p> <p>The Board agreed to implement the development of a five year ICT strategic plan £10k</p> <p>The Board agreed to the roll out of phase 2 of the Pathfinder Programme... £55k</p> <p>The Board agreed to develop Business objective software... £62k</p> <p>Whilst accepting in principle the potential transfer of the management of ICT to RBT the Board instructed the Interim Chief Exec to implement further evaluation, including further potential cost savings and client management arrangements... and to report his findings to the Board for further consideration.</p>		
<p>112/05</p>	<p>Service Level Agreements</p> <p>The Interim Chief Executive presented details of the completed programme of reviews of SLA's.</p> <p>He indicated whilst original SLA's had been presented to the Board on 24th March 2005, it had been understood that a robust review of these would be completed with the first 12 months of the establishment of 2010 RL.</p> <p>He stated that he had set timescales for the completion of the first formal review by the end of November 2005, prior to the Audit Commission Inspection</p> <p>The review encompassing potential financial savings, increased services, improved quality of service etc had been underpinned by the principles of Best Value and VFM.</p>		

	Summary	Potential savings (full Year)	
	<ul style="list-style-type: none"> • Chief Exec Department Nil <i>(Improved service, no financial savings)</i> • Asset Management EDS £96k <i>(Transport Management transferred to EDS)</i> <i>(Ongoing over 5 years... £350k)</i> <i>(Other Savings)</i> • Finance £50k <i>(realignment of resources)</i> • Neighbourhood Development £158k <i>(Review of time allocation)</i> • Neighbourhood Services Nil • Streetpride Nil • Resources (Inl. RBT) £95k <i>(Reduction in Legal Fees, HR*)</i> <p style="text-align: right;">Total £399k</p> <p>Decision</p> <p>Having considered the Interim Chief Executives detailed review and the views and concerns of the Client Representative, the Board approved:</p> <ul style="list-style-type: none"> • The service improvements and savings identified for each SLA. • The transfer of the management of the transport service to EDS with immediate effect • The implementation of the first process leading to Termination Circumstances within part (Payroll / HR Operational Services of Resources (RBT)SLA)* • That the Chief Executive be instructed to implement an ongoing programme of continuous improvement through SLA's encompassing financial savings, improved service, improved quality underpinned by VFM. 		
113/05	<p>Manager and employee of the month. A presentation of a plaque and a £50 cheque was made by the Chair of the Board to Craig Goulty and Paul Battersby (Employees of the Month). The manager of the Month was Steve Arrowsmith. Congratulations were expressed by the Board for the hard work and dedication of these employees.</p>		
	<p>Date and time of next meeting:- 21st December 2005 - Eastwood Board Room</p>		

2010
ROTHERHAM LTD

TURNING HOUSES INTO HOMES