



**A1 HOUSING BASSETLAW LIMITED**

**BOARD MEETING**

**Tuesday 28 February 2012 at 6.30pm**

**Council Chamber, Retford Town Hall**

**Board Agenda**

**15 minutes open session to allow questions**

1. Apologies
2. Declarations of Interest
3. Minutes of Meeting held 31 January 2012 (pages 4-11)
4. Outstanding Minutes (page 12)
5. Forward Plan (pages 13-15)
6. Standing Items
  - a. Financial Update Revenue (pages 16-21)
  - b. Financial Update Capital Other than Decent Homes (pages 22-25)
  - c. Financial Update Capital Decent Homes (pages 26-29)
  - d. Managing Directors / Chairs Report (pages 30-36)

**KEY DECISIONS**

7. Draft Decent Homes and Capital Programme (pages 37-58)
8. Board Training Plan (pages 59-62)

**INFORMATION REPORTS**

9. Annual Anti-Social Behaviour and Diversionary Activities Report (pages 63-68)
10. Any Other Business

**CONFIDENTIAL ITEMS**

None

## **DECLARATION OF INTERESTS AT A1 BOARD MEETINGS**

Completion of this form is to aid the accurate recording of your interests at Board meetings. The signed form should be provided to the Minuting Clerk at the start of the meeting.

A nil return is not required.

It is still your responsibility to disclose any interests that you may have at the commencement of the meeting.

There are two types of Declaration of Interest:

Level 1 – Personal

Level 2 – Personal and Prejudicial

Full details can be found in A1's Board Members' Governance Handbook.

By looking at the Agenda you will no doubt know immediately which Agenda Items will require you to make a Declaration of Interest, please fill in the form overleaf if you have an interest to declare.

Advice regarding the Declaration of Interests is available from the Managing Director / Company Secretary (Tel: 01909 533433).

### **INTERESTS – Guidance Notes**

#### **Personal Interests**

May relate to employment or business interests  
May relate to property interests  
May relate to contents  
May relate to interests in other bodies

**OR** if a decision on the matter to be discussed might reasonably be regarded as affecting to a greater extent than other tenants or inhabitants of the organisation's area, the well-being or financial position of himself, a relative or a friend.

#### **Prejudicial Interests**

A Member with a personal interest ALSO has a prejudicial interest if a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Board Member's judgement of the public interest.

A Board Member may regard himself as not having a prejudicial interest in a matter if that matter relates to –

- (a) Another public organisation in which he holds a position of general control or management;
- (b) A body to which he has been appointed or nominated by the organisation as its representative;
- (c) Where a Board Member holds a tenancy or lease with a relevant organisation, provided that he does not have arrears of rent with that relevant organisation of more than two months, and provided that those functions do not relate particularly to the Board Member's tenancy or lease.

#### **Action to be Taken – Personal Interests**

Must disclose to the meeting  
- existence of the interest  
- the nature of the interest.

#### **Action to be Taken – Personal and Prejudicial Interests**

Must:  
- declare existence and nature  
- withdraw from the room  
- not seek improperly to influence a decision on the matter.

## DECLARATION OF INTEREST – BOARD

COMMITTEE DATE .....

NAME OF BOARD MEMBER: .....

### Levels of Interest

1. Personal
2. Personal and prejudicial

Agenda Item No.	REASON *	Level of Interest (1 or 2)
<b>Signed</b>		
<b>Dated</b>		

Please Note:

A nil return is not required.

It is still your responsibility to disclose any interests that you may have at the commencement of the meeting and at the commencement of the appropriate Agenda item.

Thank-you in anticipation of your co-operation.

*(Please see overleaf for guidance notes.)*



**Declaration of Board Members Interests as at November 2011**

<b>Board Member</b>	<b>Interests</b>
John Anderton	Councillor Labour Party Worksop East TRA member
Brian Bailey	Tenant – 8 Grange Drive Member - Retford Action Centre
Mike Bowskill	Trustee Retford Action Centre Member Retford Rotary Club
Barbara Boyfield	Tenant – 95 Valley Road Member – Balmoral TRA
Denise Colton	Employed - Finance Manager and Company Secretary Bassetlaw Action Centre Mother Council Tenant
Janet Coyne	Magistrate Worksop and Retford Bench Mother Council Tenant 1 Chambers Gardens
Roy Hewitt	Tenant – 2 Greenside Avenue Tenant Voice - Rampton
Caroline Mason	Seasonally Employed Hodsock Priory Gardens Member of Soroptimist International of the Dukeries Member of Dukeries Decorative and Fine Arts Society Volunteer at Worksop Child Contact Centre Member of Worksop Society of Artists Member of LSP Environment Sub-group Uncle Council Tenant
Heather McMillan	Employed – Bassetlaw Community Health Tenant - 91 Manton Villas
Josie Potts	Councillor Labour Party Chair BDC Licensing Committee Member BDC Scrutiny Panel for Civic Pride Daughter Council Tenant
Tina Rafferty	Councillor Labour Party Member BDC Overview and Scrutiny Committee Member Bassetlaw Enterprise Board Member Parish Councils Liaison Group Bassetlaw Homestart Management Committee
Annette Simpson	Member BDC Planning Committee Member BDC Overview and Scrutiny Member BDC Housing Options Group (Scrutiny Panel)
Anthony Tromans	Employed – Environment Agency Councillor Conservative Party Director Bassetlaw Town Centre Partnership Trust School Governor Carrhill Primary School Member – Bassetlaw Action Centre President – Retford Air Cadets
Richard Underwood	Tenant - 9 Sycamore Road Member of Carlton Gateway Centre Member of Carlton TRA Committee Member – Carlton Working Mans Club
Peter Wilson	Hayton Parish Councillor Member of Conservative Party

\*Not returned form

Company Number: 5233802  
A Company Limited by Guarantee  
Registered in England

**A1 HOUSING BASSETLAW LIMITED**

**Minutes of Meeting held on**

**31<sup>st</sup> January 2012**

**in the Ceres Suite, Worksop Town Hall**

**Present:** M Bowskill  
B Bailey  
J Anderton  
B Boyfield  
D Colton  
J Coyne  
R Hewitt  
C Mason  
J Potts  
T Rafferty  
A Simpson  
A Tromans  
R Underwood  
P Wilson

**Officers:** B Coleman, M Hardy, S Morris, N Priest, W Spence and D Spittlehouse.

**Guests:** Dick Dawson, Bryn Coleman – Nottinghamshire Fire & Rescue Service (NF&RS)

**1. Open Session**

A member of the public was present; Mr Dyas-Elliott. He asked whether there will be any public participation with Bassetlaw District Council and A1 Housing regarding proposals to bring more properties into the social housing sector within Bassetlaw. B Coleman informed Mr Dyas-Elliott that the decision regarding management of these properties will be made by private developers, and Bassetlaw District Council not A1 Housing.

Mr Dyas-Elliott remained to observe the remainder of the meeting.

**2. Presentation – Memorandum of Understanding (NF&RS)**

The Board received a presentation by D Dawson, Station Officer at Worksop Fire Station, regarding the Memorandum of Understanding between Nottinghamshire Fire & Rescue Service (NF&RS) and A1 Housing.

The presentation outlined details of the free Home Safety Check (HSC) available to A1 Housing tenants, details of statistics and the various responsibilities of NF&RS and A1 Housing.

Board Members asked various questions and these were addressed by NF&RS and B Coleman. The main points to highlight were that; last year there were 250 domestic fire incidents within Bassetlaw and NF&RS works with Nottinghamshire Probation Trust on a scheme called Fire Safe, which is a 12 week programme for offenders to complete successfully and includes A1 Housing tenants.

The Memorandum of Understanding was signed by A1 Housing and NF&RS.

**11/99 Agreed:**

- (i) That the Board approves the signing of the Memorandum of Understanding between A1 Housing and Nottinghamshire Fire & Rescue Service.

NF&RS and W Spence left the meeting.

**3. Apologies and Quorum**

Apologies were received from J Rennie (formerly J Richards).

The meeting was quorate.

The Chair welcomed A Simpson to the Board.

**4. Declarations of Interest**

None.

**5. Minutes of Meeting & AGM held on 29<sup>th</sup> November 2011**

The minutes were accepted as a true and accurate record.

**11/100 Agreed:**

- (i) That the Board approves the Minutes of the Board meeting held on 29<sup>th</sup> November 2011.

**6. Outstanding Minutes**

11/20 – A1 Housing is assessing the level of funding contribution that can be made / is required for flood prevention schemes in Claborough, North Leverton and Walkeringham. The outstanding item is not due until March 2012.

**11/101 Agreed:**

- (i) That the Board notes the Outstanding Minutes.

**7. Forward Plan**

B Coleman presented the Board with the Forward Plan up to February 2012 and the Annual Board Programme for approval and this was discussed.

**11/102 Agreed:**

- (i) That the Board approves the Forward Plan and Annual Board Programme.
- (ii) That Board Members forward any additional items to B Coleman.

**8. Standing Items**

(a) Financial Update

(Handouts of the presentation slides were circulated with the Agenda)

S Morris presented the Board with the budgetary information relating to A1 Housing's revenue and capital accounts 2011/12 and informed the Board of the status of non-rent income management, Capital Programme – Other than Decent Homes and Capital Programme – Decent Homes.

For Revenue, there is an overspend of expenditure amounting to £407,554, which is 4.2% of the year to date budget of £9.62m. There is also a surplus in actual income of £448,499, compared to a budget of £13.02m. Overall, there is a surplus (underspend) of £40,945.

For the period April 2011 to the end of December the budget is showing an underspend of £29k for Capital – Other than Decent Homes.

For the period April 2011 to the end of December the budget is showing an overspend of £2k for Capital – Decent Homes.

**11/103 Agreed:**

- (i) That the Board receives the financial outturn information as presented.
- (ii) That the Board approves the increase to budgets and the clearing of the anticipated deficit following the settlement with Lovell (regarding outstanding invoices with Connaught) as detailed at 2.5 of the report.

(b) Finance and Organisational Health Champions Group

The Board was presented with the draft Minutes of the Finance and Organisational Health Champions Group on 24<sup>th</sup> January 2012.

The Group had discussed: HRA Business Plan, IT Update, iPads, Forward Plan, Risk Management, Financial Outturn 2011/12, Capital Programme Decent Homes and Other than Decent Homes, Annual Efficiency Statement, Finance Services Summary Report, Draft Business Plan and Financial Update.

**11/104 Agreed:**

- (i) That the Board notes the draft minutes.

(c) Managing Director's Report / Chairs Report

(Handouts of the presentation slides were circulated with the Agenda.)

B Coleman presented the Board with the progress of A1 in delivering the 2011/12 Service Objectives and the Board Governance Programme.

It was noted that as at 31<sup>st</sup> December 2011, 40 (60.61%) of the 66 Objectives and 8 (34.78%) of the Performance Indicators had been completed. In addition, 24 (36.36%) Objectives and 12 (52.18%) Performance Indicators were in progress.

Missed targets included: obtain Keep Britain Tidy Standard on Estate Services, obtain Housemark ASB accreditation, ensure vulnerable tenants receive all possible sources of support in paying their rent and rent arrears, review Partnership Strategy, re-tender Gas Contract, review of the Income Management Strategy, value for money in relation to Community Centres, Tenancy Agreement review; and these were discussed.

Performance exceptions were also highlighted; specifically, increase the number of residents receiving the outreach extra care service and number of households moved to smaller accommodation.

A Board Member queried the rise in the charge of the Wardens service and asked whether alternative, cheaper ways of delivering the service had been considered. B Coleman informed the Board that all options had been explored, including the purchase of equipment. Bassetlaw District Council wants to continue the service; therefore the increase in charge reflects the cost of the service without the funding. It was noted that some ALMOs have withdrawn the service completely.

**11/105 Agreed:**

- (i) That the Board notes the progress of A1 in delivering the 2011/12 Service Plan Objectives.
- (ii) That the Board notes the progress in delivering the 2011 Board Governance Improvement Plan.

**KEY DECISIONS**

**9. Performance Management**

**(a) Quarter 3 Performance Report 2011/12**

(The 2011/12 Quarter 3 Performance Report was circulated prior to the meeting.)

B Coleman presented to the Board the quarter 3 performance information on the key A1 Housing Signposts and the Balanced Scorecard, of which 14 Signposts (61%) were on or above target, 1 (4%) was just below target, 5 (22%) were below target, but above year end and 3 (13%) were below target and causing concern. In relation to the Balanced Scorecard, 40 (45.98%) of the objectives were successfully achieved, 25 (28.73%) were just below target, 17 (19.54%) were below target, but above year end and 5 (5.75%) were below target and causing concern.

Board Members asked questions regarding OT issues affecting the Adaptations service and these were addressed by B Coleman, D Spittlehouse and S Morris.

**11/106 Agreed:**

- (i) That the report accepts the report.
- (ii) That the Board refers any issues for further investigation to the Performance Service Champions.

(b) Quarter 3 Customer Insight Programme 2011/12

(The 2011/12 Quarter 3 Customer Insight Programme Signpost Report was circulated with the Agenda.)

B Coleman presented to the Board the Customer Insight Programme Signpost Report which detailed satisfaction levels for the 5 key drivers; Quality, Attitude, Information, Policy and Timeliness. It was noted that the results for quarter 3 of 2011/12 were good overall or improving for most areas. It was highlighted that many of the return rates are low and efforts to improve this are continuing. A performance clinic has been set up to assess all of the survey questions, with the aim of reducing this to 5 key questions across all the service areas.

It was also reported that in during quarter 3 of 2011/12, 13 complaints and 47 compliments were received. 50 potential complaints were successfully avoided.

**11/107 Agreed:**

- (i) That the Board accepts the report.
- (ii) That the Board refers any issues regarding the Customer Insight Programme to the Customer & Performance Champions.
- (iii) That the Performance Clinic reviews the reasons for the decrease in satisfaction with the Rents Service.

**10. Directors' Reports**

(a) Director of Technical and Housing Services

D Spittlehouse informed the Board of progress within the Technical and Housing Directorate, specifically: Employment and training opportunities within the Decent Homes programme, Decent Homes update, ECO and the Green Deal, Community Energy Saving Programme (CESP) and Photovoltaic (PV) panels, Air and ground source heating, Extra care facility, ASB and caretaking services.

It was noted that since writing the report, Bassetlaw District Council has signed the final documentation in relation to CESP and PV panels.

A Board Member asked questions regarding the secondment of Branching Out staff to caretaking services and these were addressed by D Spittlehouse.

**11/108 Agreed:**

- (i) That the Board notes the report.

(b) Director of Strategy and Change

B Coleman informed the Board of progress within the Strategy and Change Directorate, specifically: CIP, Golden Number and CRM System, Warden Services and appraisal training.

Board Members asked questions regarding how the new appraisal process will be monitored and the implications for staff requesting to work beyond retirement age and these were addressed by B Coleman.

**11/109 Agreed:**

- (i) That the Board notes the report.

(c) Head of Finance

S Morris informed the Board of progress within the Finance Directorate, specifically: Value for Money exercises, Inward Investment, Self Financing Model, Electronic Contracts Register, Finance Structure Review, 2012/13 budget saving meetings, Consilium Updates to Finance Ledger, work on 2012/13 Revenue and Capital Budgets, A1 Housing Business Plan 2012-15, Internal Audit Plan 2012/13, VAT inspection and actions completed in relation to the Bribery Act.

**11/110 Agreed:**

- (i) That the Board notes the report.

**11. Risk Management 2011/12**

S Morris presented the Board with a summary report of A1 Housing's risks. It was highlighted that there were no critical risks, 10 significant risks and 24 marginal risks. Two of the marginal risks were newly identified.

It was noted that all of the 34 risks will be assigned to each of the Champions Groups to monitor. The majority of the risks will fall under the responsibility of the Finance & Organisational Health Champions Group.

**11/111 Agreed:**

- (i) That the Board notes the report.
- (ii) That Board Members forward any additional items to S Morris for consideration at the Strategic Risk Management Group.

**12. Draft Service Delivery Plan / Business Plan**

B Coleman presented the Board with the draft Service Delivery Plan and this was discussed. It was noted that Bassetlaw District Council has recently made some alterations to the Corporate Plan, so the SDP is being assessed against this to establish whether all of Bassetlaw District Council's objectives are met by A1 Housing's and additional actions will be incorporated if necessary.

It was noted that A1 Housing is awaiting Bassetlaw District Council's response on 2012/13 budgets before the draft Business Plan can be presented. It is anticipated this will be available for the February or March Board meeting.

**11/112 Agreed:**

- (i) That the Board notes the draft Service Delivery Plan.
- (ii) That reference to CRM is included within the Service Delivery Plan.

**13. Corporate Diary 2012/13**

B Coleman presented the Board with the Corporate Diary 2012/13. It was highlighted that, due to previous discussion and recommendation, the winter Board meetings in October, November and January had been set with a start time of 4pm.

**11/113 Agreed:**

- (i) That the Board approves the 2012/13 Corporate Diary.
- (ii) That a correction be made to the Core Group meeting in May, from Monday 8<sup>th</sup> May to Tuesday 8<sup>th</sup> May.

**14. Board Member Attendance**

B Coleman presented the Board with information regarding the levels of Board member attendance at all of the relevant A1 Housing meetings and this was discussed.

**11/114 Agreed:**

- (i) That the Board notes the attendance rates and that they be placed on the A1 Housing Website.
- (ii) That the Board Governance Indicator targets be amended to make them more realistic and achievable.

**INFORMATION REPORTS**

**15. Health and Safety Update**

M Hardy updated the Board on the progress of A1 Housing's Safety, Health and Environmental issues, specifically: Audit and Inspections, Fire, Training, Incident Statistics, Capital Investment and Asbestos; and these were discussed.

Board Members asked questions regarding the level of reported incidents and lost working days and the Emergency Management Team and these were addressed by M Hardy.

**11/115 Agreed:**

- (i) That the Board notes the ongoing progress and commitment to Safety, Health and Environmental Management.
- (ii) That the Board give a vote of thanks to M Hardy for the achievements in relation to fire safety works.

**16. Any Other Business**

(a) Human Resources Manager

The Board was informed that Clare Wigg, HR Manager will be leaving A1 Housing on 9<sup>th</sup> March 2012.

(b) Housing Offer

The Board was informed that the Housing Offer has been submitted.

**11/116 Agreed:**

- (i) That the Board notes the information received.
- (ii) That Board Members receive a copy of the Housing Offer.

**CONFIDENTIAL ITEMS**

None.

**17. Date of Next Meeting**

Tuesday 28<sup>th</sup> February in the Council Chamber, Retford Town Hall commencing at 6.30pm.

Approved: ..... (Chair)

Date: .....

Witness: .....

**A1 HOUSING BASSETLAW LIMITED**

**BOARD MEETING**

**28 FEBRUARY 2012**

**REPORT OF MANAGING DIRECTOR**

**OUTSTANDING MINUTES**

<b>Board Date</b>	<b>Outstanding Minute</b>	<b>Officer Responsible/ Projected Date</b>
28 June 2011	11/20 – Officers to assess whether a funding contribution can be made to flood prevention schemes in Clarborough, North Leverton and Walkeringham.	Corporate Management March 2012

**Recommendation**

That the Board notes there are no Outstanding Minutes.

**A1 HOUSING BASSETLAW LIMITED**

**BOARD MEETING**

**28 FEBRUARY 2012**

**REPORT OF THE MANAGING DIRECTOR**

**3 MONTH FORWARD PLAN**

<b>Future Agenda</b>	<b>Lead Officer</b>	<b>Expected Board Date</b>
Draft Decent Homes Programme	Director of Housing and Technical	28 February 2012
Annual Anti-Social Behaviour and Diversionary Activities (inc Introductory Tenancies) Report	Director of Housing and Technical	28 February 2012
Board Training Plan	Managing Director	28 February 2012
Service Delivery Plan/Business Plan	Managing Director	27 March 2012
Best Value Improvement Plan	Managing Director	27 March 2012
Annual Budgets	Head of Finance	27 March 2012

**A1 Board Programme January – December**


<b>Board Date</b>	<b>Fixed Reports</b>	<b>Responsibility</b>
January	Board Members Attendance	Managing Director
	Performance Management	Managing Director
	Customer Insight Programme	Director of Strategy and Change
	Risk Management	Head of Finance
	Health and Safety	Director of Housing and Technical
	Directors Quarterly Reports	All
	Draft Service Delivery Plan/Business Plan	Managing Director
	Corporate Diary 2009/10	Managing Director
February	Draft Decent Homes Programme	Director of Housing and Technical
	Annual Anti-Social Behaviour and Diversionary Activities (inc Introductory Tenancies) Report	Director of Housing and Technical
	Board Training Plan	Managing Director
March	Service Delivery Plan/Business Plan	Managing Director
	Best Value Improvement Plan	Managing Director
	Annual Budgets	Head of Finance
May	Board Members Year-end Attendance and Governance PI's	Managing Director
	Risk Management	Head of Finance
	Health and Safety	Director of Housing and Technical
	Directors Quarterly Reports	All
	Year-end Performance Management Report	Managing Director
	Year-end Customer Insight Programme Report	Director of Strategy and Change
	Performance Targets for Year	Managing Director
	Annual Efficiency Statement Year Forward and Year-end	Head of Finance
	Annual Repairs and Maintenance (inc Planned Maintenance and Gas) Report	Director of Housing and Technical
	Annual Capital (including Decent Homes and Adaptations) Report	Director of Housing and Technical
June	Financial Year-end Out-Turn	Head of Finance
	Board Member Retirement/Vacancies	Managing Director
	Annual Board Governance Checklist	Managing Director
	Annual Champions Self-assessments	Managing Director
	Annual Complaints Report	Director of Strategy and Change
	Human Resources/Training	Director of Strategy and Change
	Annual CBL Report	Director of Strategy and

**Agenda Item: 5**

		Change
July	Board Members Attendance	Managing Director
	Performance Management	Managing Director
	Customer Insight Programme	Director of Strategy and Change
	Risk Management	Head of Finance
	Health and Safety	Director of Housing and Technical
	Directors Quarterly Reports	All
	Annual Resident Involvement Impact Report	Director of Strategy and Change
	Annual Estate Management (inc Caretakers and Grounds Maintenance) Report	Director of Housing and Technical
September	AGM	Managing Director
	Board Member Retirement/Vacancies	Managing Director
	Board Chair and Vice-Chair Election	Managing Director
	Board Governance Handbook	Managing Director
	Annual Warden Services Report	Director of Strategy and Change
	Annual Income Management Report	Head of Finance
	Annual Tenants Report	Managing Director
October	Board Members Attendance	Managing Director
	Performance Management	Managing Director
	Customer Insight Programme	Director of Strategy and Change
	Risk Management	Head of Finance
	Health and Safety	Director of Housing and Technical
	Directors Quarterly Reports	All
	Annual Efficiency Update	Head of Finance
	Ombudsman Annual Report	Director of Strategy and Change
	Annual Equality and Diversity Report	Director of Strategy and Change
November	Draft Objectives	Managing Director
	Decent Homes Update	Director of Housing and Technical
	Housemark Benchmarking Report	Head of Finance
	Best Value Improvement Plan Update	Managing Director
	Annual Branching Out Report	Director of Housing and Technical

**Recommendation**

That the Board approves the Forward Plan and the Annual Board Programme

	<b>REPORT TO:</b>	<b>AGENDA ITEM:</b>
	A1 Housing Bassetlaw Ltd Board Meeting 28 February 2012	<b>6a</b>

<b>TITLE:</b>	Financial Information, Budget v. Actual for 2011/12.		
<b>AUTHOR/POST:</b>	Head of Finance.	<b>CONTACT</b>	01909 534466
<b>CONFIDENTIAL:</b>	<b>Yes/ No</b>		
<b>FOR: (Please tick action required)</b>	<b>STANDING ITEM</b> ✓	<b>KEY DECISION</b>	<b>INFORMATION</b>

<b>PURPOSE OF THE REPORT</b>
<ol style="list-style-type: none"> <li>1. To review financial information relating to A1 Housing's revenue accounts (Appendix 1).</li> <li>2. To inform the Board of the status of non-rent income management (Appendix 2).</li> <li>3. To inform the Board of the desired virements as detailed in paragraphs 2.2, 2.3, 2.4, 2.5 and 2.6.</li> </ol>

<b>RECOMMENDATIONS</b>
<ol style="list-style-type: none"> <li>1. That the Board receives the financial out-turn information as presented in Appendix 1.</li> <li>2. That the Board receives the status of non-rent income as presented at Appendix 2.</li> <li>3. That the Board agrees to the virements detailed in paragraphs 2.2, 2.3, 2.4, 2.5 and 2.6.</li> </ol>

<b>IMPLICATIONS</b>	
<b>Value for Money</b>	Regular and accurate reporting of financial information is essential for the effective management of any organisation.  Value for money is a combination of costs and standard of service to customers. This report deals with top-level costs.
<b>Impact on Customers</b>	Funding and financial efficiency has a direct impact on the services delivered to customers.
<b>Equality/Diversity</b>	A specific budget for Diversity can be found within the 'Supervision and Management' section of Appendix 1.

<b>Risks</b>	Regular financial reporting is essential to control financial risk.
<b>Staffing</b>	Staff budgets are covered within the report.

## 1. Purpose of Report

- 1.1. To review financial information relating to A1 Housing's revenue accounts (Appendix 1).
- 1.2. To inform the Board of the status of non-rent income management (Appendix 2).
- 1.3. To inform the Board of the desired virements as detailed in paragraphs 2.2, 2.3, 2.4, 2.5 and 2.6.

## 2. Background

- 2.1. Appendix 1 provides a detailed comparison of actual expenditure against budget for the period April 2011 to January 2012. Table 1 below provides summary figures. The figures show that there is an under-spend of expenditure amounting to £175,848 which is 1.5% of the year to date budget of £11.54m.

There is also a surplus in actual income of £9,106 compared to a year to date budget of £11.73m.

**Table 1**

	Revised Budget for the Full Year	January Year to Date Budget	January Year to Date Actual	Variance January Year to Date	% Variance January Year to Date
Vacant Property Council Tax	18,970	15,808	15,221	588	3.7%
Repairs and Maintenance	5,472,890	4,521,667	4,425,824	95,843	2.1%
Services	2,132,280	1,789,334	1,675,259	114,075	6.4%
Supervision and Management	5,364,810	4,994,025	5,019,247	(25,222)	(0.5%)
Trading Concerns	30,000	194,000	203,435	(9,435)	(4.9%)
<b>Total Expenditure</b>	<b>13,018,950</b>	<b>11,514,834</b>	<b>11,338,986</b>	<b>175,848</b>	<b>1.5%</b>

- 2.2. **Voids.** The Voids budget is currently under-spent by £100,506 (10.4%). This reflects the fact that negotiated savings with A1 Housing’s partner are now feeding through. It is recommended to the Board that £75,000 is vired to the Responsive Repairs budget and £25,000 is vired to the Planned Repairs budget.
- 2.3. **Job Evaluation.** It is recommended to the Board that £20,000 is vired to the Improvement Plan budget to cover CRM costs and £20,000 is vired to the Corporate Services budget to cover the cost of a Complaints Officer.
- 2.4. **District Heating - Fuel.** The District Heating –Fuel budget is under-spent by £85,626. This reflects the conversion of properties away from District Heating Schemes to individual energy supply. As a result, it is recommended to the Board that £70,000 be vired to a new budget of “Decent Neighbourhoods”.
- 2.5. **‘Other Work for Bassetlaw DC’.** It is recommended to the Board that, due to additional work being performed on behalf of Bassetlaw DC, the Income budget and corresponding expenditure budget both be increased by £124,000.
- 2.6. **‘Other Income’.** For those categories detailed in Table 2 below, income is currently off-set against expenditure, thus showing the net position. It is recommended to the Board that the income on the budgets shown in the table is vired to ‘Other Income’ to avoid ‘netting-off’.

**Table 2**

<b>BUDGET</b>	<b>Amount to be vired</b>
Communal Areas	£30,000
Transport	£50,000
Decent Homes	£50,000
Corporate Finance	£20,000
Branching Out	£40,000
Bad Debts (re Voids)	£50,000
<b>TOTAL</b>	<b>£240,000</b>

- 2.7. **Debts owed directly to A1 Housing.** Non-rents debts are recovered under a joint working arrangement between A1 Housing and Bassetlaw District Council’s Debt Recovery Unit. This arrangement is covered by a Service Level Agreement.
- 2.8. For an aged analysis of debts owed directly to A1 Housing as at 4th January 2012 and a summary of bad debts written-off to date, see Appendix 2.
- 2.9. **Consultants.** To the end of January 2012, there has been no expenditure on Consultancy outside separate specific budgets.

### **3. Consultation**

3.1. None.

### **4. Options for Consideration**

4.1. A further report regarding the financial position of A1 Housing will be presented to the Finance and Organisational Health Champions Group on 20th March 2012.

### **5. Recommendations**

5.1. That the Board receives the financial out-turn information as presented in Appendix 1.

5.2. That the Board receives the Aged Debt Analysis as presented at Appendix 2.

5.3. That the Board agrees to the virements as detailed in paragraphs 2.2, 2.3, 2.4, 2.5 and 2.6.

## Agenda Item 6a, Appendix 1, A1 Housing, Revenue Budgets.

January 2012 Year To Date


	Description	Period		January YTD Budget	Actual January Year to Date	Variance January Year to Date	% Variance January Year to Date
		Initial Budget Full Year	Revised Budget Full Year				
<b>Income</b>	Management Fee	11,622,000	11,622,000	9,660,000	9,660,577	(577)	0.0%
	Technical & Design Fees	656,970	656,970	596,000	596,717	(717)	-0.1%
	Building Repair Service	445,480	445,480	407,000	407,147	(147)	0.0%
	Other Work for Bassetlaw DC	30,000	154,000	154,000	154,998	(998)	-0.6%
	Other	264,500	954,500	910,417	917,083	(6,667)	-0.7%
<b>TOTAL INCOME</b>	<b>TOTAL INCOME</b>	<b>13,018,950</b>	<b>13,832,950</b>	<b>11,727,417</b>	<b>11,736,522</b>	<b>(9,106)</b>	<b>-0.1%</b>
<b>Council Tax Charges</b>	Vacant Property Council Tax	18,970	18,970	15,808	15,221	588	3.7%
		<b>18,970</b>	<b>18,970</b>	<b>15,808</b>	<b>15,221</b>	<b>588</b>	<b>3.7%</b>
<b>Repairs and Maintenance</b>	Responsive Repairs	848,940	848,940	707,450	714,576	(7,126)	-1.0%
	Voids	1,263,380	1,163,380	969,483	868,977	100,506	10.4%
	Decoration Vouchers	46,550	46,550	38,792	23,875	14,917	38.5%
	Planned Maintenance	1,882,910	1,982,910	1,652,425	1,659,566	(7,141)	-0.4%
	Gas Servicing	733,050	733,050	610,875	618,188	(7,313)	-1.2%
	Solid Fuel Servicing	85,040	85,040	70,867	69,986	881	1.2%
	Painting Programme	212,390	212,390	155,000	155,730	(730)	-0.5%
	Asbestos Survey	20,500	20,500	0	0	0	0.0%
	District Heating Repairs	64,410	64,410	53,675	47,916	5,759	10.7%
	Repairs Contracts Administration	315,720	315,720	263,100	262,707	393	0.1%
		<b>5,472,890</b>	<b>5,421,890</b>	<b>4,521,667</b>	<b>4,421,520</b>	<b>100,146</b>	<b>2.2%</b>
<b>Services</b>	District Heating - Fuel	226,190	226,190	175,926	90,299	85,626	48.7%
	BDC Grounds Maintenance	244,050	244,050	203,375	205,344	(1,969)	-1.0%
	BDC Building Cleaning	161,960	161,960	134,967	133,352	1,615	1.2%
	Caretaking Service	176,300	176,300	146,917	147,174	(257)	-0.2%
	Communal Areas	160,050	190,050	158,375	161,204	(2,829)	-1.8%
	Estate Inspections	88,070	88,070	73,392	69,605	3,787	5.2%
	Other Services	30,390	30,390	25,325	27,770	(2,445)	-9.7%
	Wardens	561,280	561,280	467,733	460,063	7,670	1.6%
	Control Centre	232,470	232,470	193,725	187,066	6,659	3.4%
	Community Centres	171,280	171,280	142,733	134,547	8,186	5.7%
	Support to Tenants Organisations	80,240	80,240	66,867	58,835	8,032	12.0%
		<b>2,132,280</b>	<b>2,162,280</b>	<b>1,789,334</b>	<b>1,675,259</b>	<b>114,075</b>	<b>6.4%</b>
<b>Supervision and Management</b>	Management / Finance / H. Resources / IT / Health & Safety / Performance / Managing Attendance	1,031,560	1,051,560	876,300	875,084	1,216	0.1%
	Corporate Customer Services	250,020	250,020	208,350	222,791	(14,441)	-6.9%
	Corporate Diversity	21,010	21,010	17,508	17,022	486	2.8%
	Administration / Customer Services / Diversity	271,030	271,030	225,858	239,813	(13,955)	-6.2%
	Corporate Subscriptions & Affiliations	31,520	31,520	26,267	31,824	(5,557)	-21.2%
	Insurance via BDC	106,080	106,080	88,400	93,200	(4,800)	-5.4%
	Supplies & Services	105,680	105,680	88,067	85,767	2,299	2.6%
	Bad Debts / Rewards Scheme / Board Costs / Choice Based Lettings	140,190	190,190	135,508	131,512	3,996	2.9%
	Public Relations	5,260	5,260	4,383	1,150	3,233	73.8%
	Technical & Design Services	494,070	494,070	411,725	411,634	91	0.0%
	Decent Homes Cost	345,110	695,110	637,592	632,964	4,627	0.7%
	Housing Management	1,169,720	1,169,720	974,767	966,871	7,896	0.8%
	Rent Accounting	79,120	79,120	65,933	65,003	930	1.4%
	Call Centre	147,330	147,330	122,775	124,260	(1,485)	-1.2%
	Improvement Plan	74,000	74,000	74,000	84,556	(10,556)	-14.3%
	Job Evaluation	41,000	41,000	0	1,200	(1,200)	0.0%
	Managing Change	52,200	52,200	42,000	42,505	(505)	-1.2%
	External Audit Fee	12,300	12,300	10,250	14,645	(4,395)	0.0%
	Internal Audit Fee	40,000	40,000	28,000	31,319	(3,319)	-11.9%
	Training	45,050	45,050	37,542	36,274	1,268	3.4%
	BDC Transport	377,460	427,460	356,217	361,669	(5,452)	-1.5%
	BDC SLAs	946,130	946,130	788,442	786,358	2,084	0.3%
	Inflation Savings	350,000	350,000	0	0	0	0.0%
Efficiency Savings	(350,000)	(350,000)	0	1,639	(1,639)	0.0%	
Provision for future surplus	(150,000)	0	0	0	0	0.0%	
		<b>5,364,810</b>	<b>5,984,810</b>	<b>4,994,025</b>	<b>5,019,247</b>	<b>(25,222)</b>	<b>-0.5%</b>
	<b>Total Expenditure excluding BRS</b>	<b>12,988,950</b>	<b>13,638,950</b>	<b>11,320,834</b>	<b>11,131,247</b>	<b>189,587</b>	<b>1.7%</b>
<b>Building Repair Service</b>	Building Repairs Service	0	0	0	4,303	(4,303)	0.0%
	Training Centre		0	0	1,896	(1,896)	0.0%
	Other Work for Bassetlaw DC	30,000	154,000	154,000	154,998	(998)	-0.6%
	Branching Out		40,000	40,000	46,541	(6,541)	0.0%
<b>Trading Concerns</b>	<b>Total of Trading Concerns</b>	<b>30,000</b>	<b>194,000</b>	<b>194,000</b>	<b>203,435</b>	<b>(9,435)</b>	<b>-4.9%</b>
<b>TOTAL EXPENDITURE</b>	<b>TOTAL EXPENDITURE INCLUDING BRS</b>	<b>13,018,950</b>	<b>13,832,950</b>	<b>11,514,834</b>	<b>11,338,986</b>	<b>175,848</b>	<b>1.5%</b>

**AGED DEBT ANALYSIS BY DEPARTMENT AS AT 1st FEBRUARY 2012**

1st February 2012							4th Jan 2012
Department	Total £	Current £	30 - 59 days £	60 - 89 days £	90+ days £		90+ days £
A1BR Bassetlaw Recharges	733,233	733,233	0	0	0		0
A1BO Branching Out	2,309	147	0	561	1,601		1,451
A1LL Life Lines	6,126	1,052	3,672	0	1,402		1,059
A1RR Rechargeable Repairs	6,411	770	0	0	5,641		1,324
A1RV Rechargeable Repairs - Voids	99,785	28,931	8,166	1,179	61,510		40,701
A1SC Service Charges	3,480	0	0	0	3,480		3,450
ALMO Other A1 Debts	118,061	20,964	86,514	0	10,582		10,506
	<b>969,407</b>	<b>785,098</b>	<b>98,353</b>	<b>1,740</b>	<b>84,216</b>		<b>58,491</b>

**BAD DEBTS WRITE-OFF**

	<u>YTD 2011/12</u> As at <u>31st January 2012</u>	<u>Full Year</u> <u>2010/11</u>	<u>Full Year</u> <u>2009/10</u>
	£	£	£
Bad debts write-off year to date	47,328	112,124	83,249
Bad debts write-back year to date	-4,293	-39,963	-4,811
Re-claim VAT on Bad Debts	0	0	-5,732
	<u>43,035</u>	<u>72,160</u>	<u>72,706</u>
Increase / (Decrease) in Bad Debt Provision		10,800	-19,300
Overall bad debt write-off year to date	<u>43,035</u>	<u>82,960</u>	<u>53,406</u>

	<b>REPORT TO:</b> A1 Housing Bassetlaw Ltd Board Meeting 28 February 2012	<b>AGENDA ITEM:</b> <b>6b</b>
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<b>TITLE:</b>	Review of 2011-12 Capital Programme – Capital Works Other Than Decent Homes Homes.		
<b>AUTHOR/POST:</b>	Director of Housing and Technical Services. Head of Finance	<b>CONTACT</b>	01909 534533
<b>CONFIDENTIAL:</b>	<b>No</b>		
<b>FOR: (Please tick action required)</b>	<b>STANDING ITEM</b> ✓	<b>KEY DECISION</b>	<b>INFORMATION</b>

<b>PURPOSE OF THE REPORT</b>
<p>To review financial information relating to A1 Housing's 2011/12 Capital Programme – Capital Works Other Than Decent Homes Homes.</p>

<b>RECOMMENDATIONS</b>
<p>1. That the Board receive the progress on Capital spend to the end of January 2012 as presented in Appendix 1.</p>

<b>IMPLICATIONS</b>	
<b>Value for Money</b>	Regular and accurate reporting of financial information is essential for the effective management of the organisation
<b>Impact on Customers</b>	Funding and financial efficiency has a direct impact on the condition of the properties we manage
<b>Equality/Diversity</b>	Equality and Diversity issues are built into our tendering and construction processes
<b>Risks</b>	Regular financial monitoring and reporting is essential to control financial risk
<b>Staffing</b>	A1 receive a fee for managing the Capital Programme, this covers staff costs.

**1. Purpose of Report**

- 1.1 To review financial information relating to A1 Housing's 2011/12 Capital Programme – Capital Works other than Decent Homes.

**2. Background**

- 2.1 Appendices 1 and 2 show the budget v actual spend for end of January 2012.
- 2.2 The expenditure to the end of January shows an overspend of just £14k.
- 2.3 There was just one slight budget movement of £348 in January, this was from BRS heating adapts to DPC to cover the very slight overspend on DPC's.
- 2.4 A brief synopsis of the 2011/12 capital programme is shown in Appendix 1.

**3. Consultation**

- 3.1 None.

**4. Options for Consideration**

- 4.1 A further report regarding the financial position of the Capital Accounts will be presented to the next meeting.

**5. Recommendations**

- 5.1 That the Board receive the financial out-turn information as presented in Appendix 1.

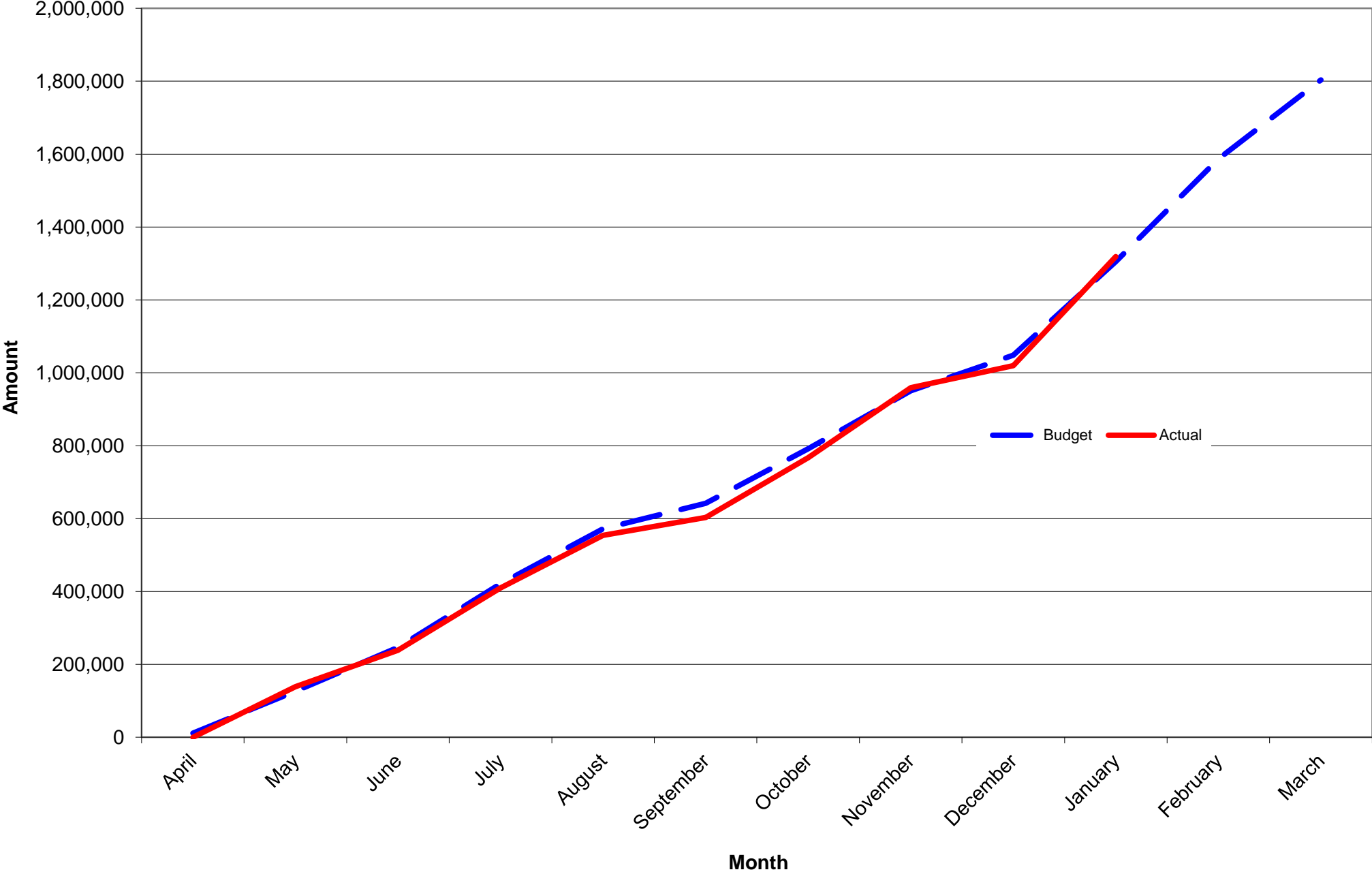
TECHNICAL and HOUSING SERVICES




CAPITAL WORKS OTHER THAN DECENT HOMES POSITION STATEMENT - JANUARY 2012

Cost Centre	SCHEME	Original Budget	Revised Budget	Budget to date	Spend to Date - end January 12.	% of Revised Budget Spent	Contractor	Comments
9463	Adaptations - Minor / Major	700,000	643,000	498,666	558,320	87%	Bullock	Slightly ahead of budget; on target for full year end spend.
7238	Starlift installations		50,000	39,500	43,480	87%	Obam	Referral rate increased, considerable number of (expensive) curved stairlifts imminent; possibility of exceeding budget
7239	BRS Heating Adaptations		15,646	10,431	7,227	46%	BRS	On target
9466	Crime and Community Safety	45,000	45,000	45,000	44,939	100%	Garndene	Completed
9428	Damp Proof Course's	60,000	60,348	60,348	60,348	100%	Hornes	Completed
7245	Swallow Court	-	153,867	153,867	147,544	96%	Bullock	Works complete - awaiting Final Acc.
9468	Conway Gardens - Individual heatings	-	125,680	114,181	114,205	91%	Matthews and Tannert	Awaiting commissioning
7250	Fire Risk Assessment Works	275,000	402,040	125,511	122,824	31%	Hornes / Lambert Electrical	£45k carry forward approved for Armstrong Road bin storage; Additional £64k removed from budget due to scheme review on community centres in July.
7251	Structural Works	75,000	75,000	68,250	51,903	69%	Hornes	Two properties completed; surveys undertaken; high demand may put strain on budget.
9340	Hard To Let Accommodation	30,000	31,139	28,544	28,855	93%	Bullock	On target
9447	Abbey Grove (District Heating) & Demolition of Chimney	100,000	25,911	16,968	5,835	23%	BRS DC Steeplejacks	Removal of boiler plant and demolition of chimney completed
7241	DDA works		6,500	-	3,500	54%	N&C	On target
9448	Contingency	47,000	32,500	29,300	15,661	48%		£15k spent on final phase of snow damage roofing works
9439	Fees	137,000	137,000	114,167	114,167	83%		On target
	<b>Totals</b>	<b>1,469,000</b>	<b>1,803,631</b>	<b>1,304,731</b>	<b>1,318,806</b>	<b>73%</b>		

Capital Works other than Decent Homes 2010-11



	<b>REPORT TO:</b> A1 Housing Bassetlaw Ltd Board Meeting 28 February 2012	<b>AGENDA ITEM:</b>  <b>6c</b>
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<b>TITLE:</b>	Review of 2011-12 Capital Programme – Decent Homes.		
<b>AUTHOR/POST:</b>	Directors of Technical and Housing Services, Head of Finance	<b>CONTACT</b>	01909 534533
<b>CONFIDENTIAL:</b>	<b>No</b>		
<b>FOR: (Please tick action required)</b>	<b>STANDING ITEM</b> ✓	<b>KEY DECISION</b>	<b>INFORMATION</b>

<b>PURPOSE OF THE REPORT</b>
<p>To review financial information relating to A1 Housing's 2011/12 Capital Programme – Decent Homes in Appendix 1.</p>

<b>RECOMMENDATIONS</b>
<p>1. That the Board receive the financial information for Capital – Decent Homes.</p>

<b>IMPLICATIONS</b>	
<b>Value for Money</b>	Regular and accurate reporting of financial information is essential for the effective management of the organisation
<b>Impact on Customers</b>	Funding and financial efficiency has a direct impact on the condition of the properties we manage
<b>Equality/Diversity</b>	Equality and Diversity issues are built into our tendering and construction processes
<b>Risks</b>	Regular financial monitoring and reporting is essential to control financial risk
<b>Staffing</b>	A1 receive a fee for managing the Capital programme, this covers staff costs.

## **1. Purpose of Report**

1.1 To review financial information relating to A1 Housing's Capital accounts.

## **2. Background**

2.1 Appendices 1 and 2 show the budget v actual spend to end of January 2012. For this period the actual expenditure is just £25k over spent.

2.2 To manage expenditure for the remainder of the Decent Homes Programme, following the government's spending review and the introduction of 'backlog funding' A1 Housing is in the process of creating a revised financial model known as the Affordability Model.

2.3 The Affordability Model will cover the period April 2011 to the end of 2013/14. It will show the plan of work, associated costs and expected funding under the Decent Homes programme. Due to specification alterations the draft Affordability Model predicts that A1 Housing has sufficient funds to achieve the Government's Decent Homes Standard.

2.4 For this period, compared to the Affordability Model, the programme is running at an overspend of £81k.

2.5 The Capital Investment Champions Group receive a monthly report comparing actual expenditure to the cost prediction and the programme of work as stated in the April 2009 Affordability Model.

## **3. Consultation**

3.1 None.

## **4. Options for Consideration/ Reasons for Recommendation**

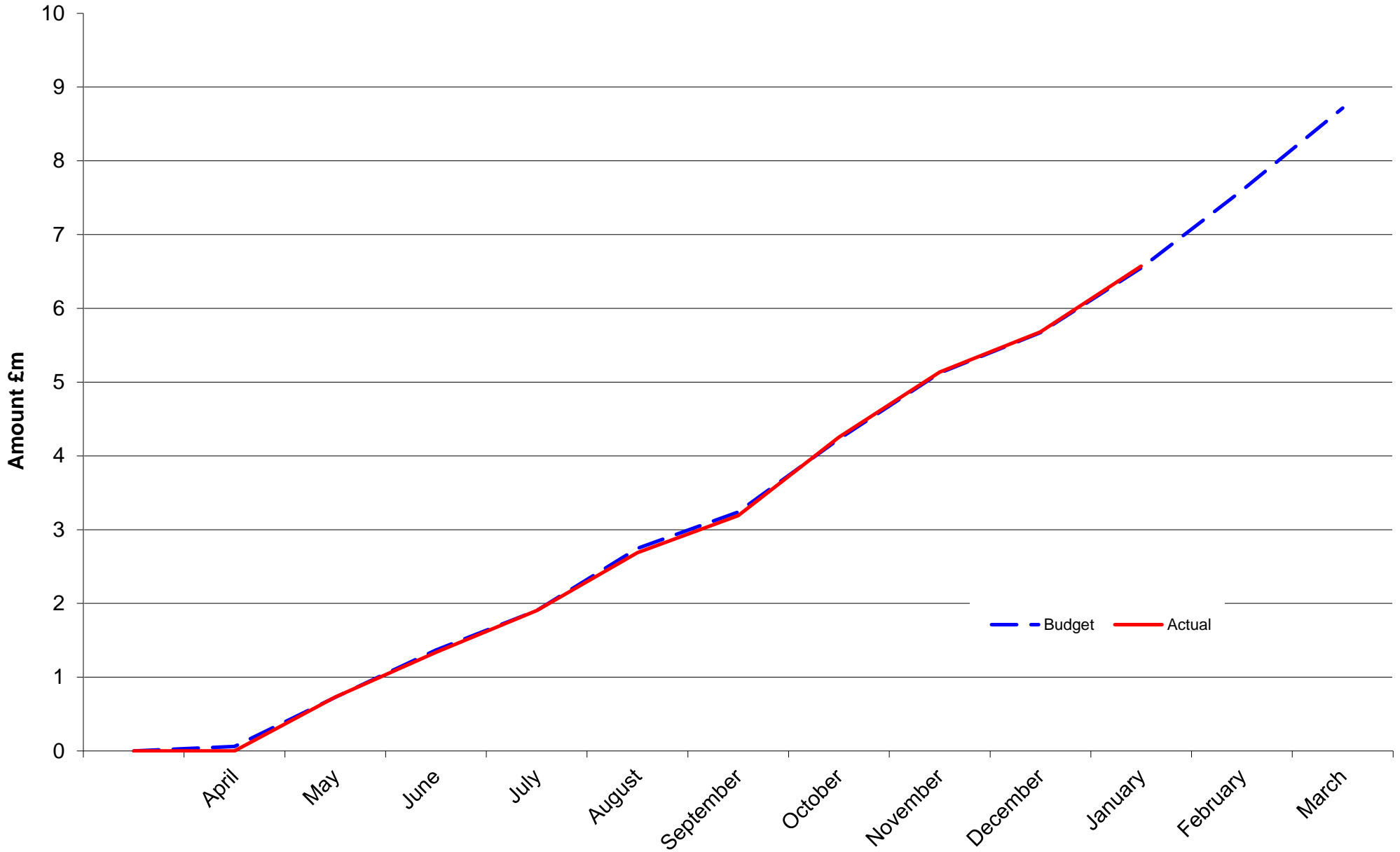
4.1 A further report regarding the financial position of the Capital Accounts will be presented to the March Board meeting. The March Capital Investment Champions Group will receive 2011/12 year to date expenditure in relation to the work and costs originally predicted in the April 2009 Affordability Model.


## **5. Recommendations**

5.1 That the Board receive the financial information for Capital – Decent Homes.

TECHNICAL and HOUSING SERVICES								
DECENT HOMES CAPITAL POSITION STATEMENT - JANUARY 2012								
Cost Centre	SCHEME	Original Budget	Revised Budget	Budget to Date	Spend to Date - end January 12.	% of Revised Budget Spent	Contractor	Comment
9422	Partner works	5,660,000	5,944,926	4,597,000	4,677,909	79%	Bullock	Includes £62k for BRS works; Currently working in areas C,E,F,J,K & P. Running on target
9487	Supply Extractor Fans	40,000	60,000	33,667	52,066	87%	A1 Housing	On target
9444	Decent Homes Works in Void properties	200,000	200,000	169,298	149,926	75%	Bullock	On target
9405	Boiler Replacement & Affordable Warmth	110,000	265,000	195,834	217,421	82%	BRS	Above target due to installation of ASHP's and replacement boilers to Gommersall Close; £75k transferred from DH's budget, £50k transferred from estate planned maintenance budget
9488	Asbestos Removal	23,617	23,617	18,777	15,000	64%	Tersus	Surveys commenced 11th July
9490	PME's & Isolators	60,000	40,000	23,333	25,038	63%	Eon, Metering Services, Npower	On target
9491	Decoration Allowances	50,000	25,000	14,583	11,739	47%	Wilkinsons, Top deck,	Budget reduced to £25k as actual expenditure not as high as initially predicted
9492	Estate Planned Maintenance	175,000	415,000	152,917	144,866	35%		St Michaels Green car park completed. Environmental improvement works at Thoresby Close nearing completion
	Thoresby Close Regeneration		86,775		75,720		Quantum	Works complete - on target
	Furnival Street Driveways		75,000					Works commence in February
	St Michaels Green Car Park		27,372		26,866		Workshop Tarmacadam	Works complete - on target
	Carlton Wimpey Estate Improvements		75,000					Works commence in February
	Harworth Wimpey Estate Improvements		75,000					Works commence in February
	Harworth Dropped Kerbs		2,000					Contribution to scheme, awaiting invoice
	The Mews		50,000		19,728		Branching Out	Ph1 complete, Ph 2 to commence in January, on target
Hannah Park View Floor		2,324					Works on hold	
Misc / Minor Building Work		21,529			22,552		Various	Complete
9434	Decent Homes Contingency	15,000	54,167	27,553	18,603	34%		On target
9494	Swallow Court Remodelling - DH's Element	0	271,067	271,067	271,068	100%	Bullock	Complete
9489	Larwood Individual Heatings	200,000	170,000	99,000	105,219	62%	BRS	Works to bungalows nearing completion, design and works to Centre to predominantly be in 2012/13 FY
9449	Electrical Remedial Works	0	35,000	29,368	17,434	50%	N Shacklock BRS	On target
9476	Heating only contract	0	2,766	2,766	2,766	100%		Works completed
9495	Installation of ASHP's in villages		525,000	392,233	336,245	64%	BRS	46 of 61nr properties complete. Scheme to be completed by end Feb.
9496	Refurbishment works to 65 and 67 Northumberland Ave. Carlton in Lindrick		16,000	16,000	15,267	95%	Hornes	Work completed to 67 Northumberland Ave; works at 65 to commence in 2012/13 FY
9436	Fees	539,383	613,457	511,214	511,214	83%		On target
	<b>TOTALS</b>	<b>7,073,000</b>	<b>8,661,000</b>	<b>6,554,610</b>	<b>6,571,780</b>	<b>76%</b>		

Decent Homes Capital Works 2011-12



	<b>REPORT TO:</b> A1 Housing Bassetlaw Ltd Board Meeting 28 February 2012	<b>AGENDA ITEM:</b> <h1 style="text-align: center;">6d</h1>
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<b>TITLE:</b>	<b>MANAGING DIRECTORS REPORT</b>		
<b>AUTHOR/POST:</b>	<b>B COLEMAN MANAGING DIRECTOR</b>	<b>CONTACT</b>	<b>01909 533433</b>
<b>CONFIDENTIAL:</b>	<b>Yes/No</b>		
<b>FOR: (Please tick action required)</b>	<b>STANDING ITEM</b> √	<b>KEY DECISION</b>	<b>INFORMATION</b>

<b>PURPOSE OF THE REPORT</b>
To inform Board Members of the progress in delivering the organisational objectives, the best value improvements and the Board Governance Programme

<b>RECOMMENDATIONS</b>
<ol style="list-style-type: none"> <li>1. That the Board notes the progress in delivering the 2011/12 Service Plan Objectives and targets.</li> <li>2. That the Board notes the progress in delivering the 2011 Board Governance Programme.</li> </ol>

<b>IMPLICATIONS</b>	
<b>Value for Money</b>	The Best Value Improvement Plan and the Service Objectives actions will help the organisation deliver efficiencies and value for money services
<b>Impact on Customers</b>	The BV Improvement Plan and Service Objectives will deliver improved services for our customers and are based on previous consultations
<b>Equality/Diversity</b>	The delivery of our improvement plans and service objectives will improve the delivery of services to all client groups.
<b>Risks</b>	Failure to deliver either the BV Improvement Plan or the Service Objectives are identified in the risk register at R-017
<b>Staffing</b>	The delivery of the improvement plans to achieve 2 Stars is key to A1 securing its long-term future and determining staffing levels.

**1. Purpose of Report**

1.1 To inform Board Members of the progress in delivering the organisational objectives, the best value improvements and the Board Governance Programme

**2. Background**

2.1 Consultants employed

- None

2.2 Service Plan Objectives/ BV Improvement Plan 2011/12

- The Service Plan objectives and BV Improvements are on target (Appendix 1)

The following table shows the position as at the 31 January 2012

Objectives	Number / %	Key Targets	Number / %
Completed	45/68.18	Completed / Above Target	8/34.78
Partly	18/27.27	Partly	12/52.18
No / Outstanding	3/ 4.55	No / Below Target	0/0.00
Deferred	0/0.00	Annual	3/13.04
<b>Total</b>	<b>66/100</b>	<b>Total</b>	<b>23/100</b>

2.3 Board Governance Improvement Plan 2011

- The Board Governance Improvement Plan (Appendix 2)

Improvements	Number / %
Completed	11/87.50
Partly	1/6.25
No/Not Started	1/6.25
<b>Total</b>	<b>16/100</b>

**3. Consultation**

3.1 None required

**4. Options for Consideration**

4.1 That the Board Members note the progress and identify any areas where they require further information.

**5. Recommendations**

- 5.1 That the Board notes the progress in delivering the 2011/12 Service Plan Objectives and targets.
- 5.2 That the Board notes the progress in delivering the 2011 Board Governance Improvement Plan.

Appendix 1

Ref No	Details	Improvement Action	Evidence Summary	Resident Benefit	Impact	Progress	End Date	Lead Officer	EIA Comments
10029	Review Contact Centre to ensure it meets current demands	Review Contact Centre completed	Contact Centre reviewed	Improved services offered by contact centre	Improved contact with A1	Complete	31/01/2012	Customer Services Manager	Service delivery of contact centre improved
10035	Externally validate quality of Estate Services	Obtain Keep Britain Tidy Standard on Estate Services	Achievement of standard	Improved environment	Increase customer awareness of estate standards	Outstanding	31/01/2012	Peter Exley	Improved environment benefits all tenants
10261	Scheduled Service Reviews 2011/12	Review Capital and Planned Works	Programme reviewed	Cost effective service delivering capital programme	The current Service arrangements for Capital and Planned works are scheduled for review	Complete	31/01/2012	Andy Davenport	All tenants benefit from cost effective services
10275	Scheduled Service Reviews 2011/12	Review Housing Management	Review report approved	Improved Housing Management Service	The current Service arrangements for Housing Management are scheduled for review	Complete	31/01/2012	Service Manager – Housing	Review impacts on staff improvements in service delivery will benefit all tenants
10279	A1 Housing provides an ASB service which is benchmarked with Housemark but not yet accredited.	To obtain Housemark ASB Accreditation	Housemark Accreditation documents	Improved and effective ASB Service	Customers receive an ASB service and accreditation would ensure that it is recognised as meeting national standards.	Outstanding	31/01/2012	Anthony Protano	Ensures fair treatment to all victims and perpetrators of ASB

**Agenda Item: 6d**

10296	Scheduled Service Reviews 2011/12	Review Finance Services	Service review produced and implemented	Support services being able to evidence VFM and meet customer expectations will help deliver excellent front line services	The current Service arrangements for Finance Services are scheduled for review	Complete	31/01/2012	Greg Hyde	Support services being able to evidence VFM and meet customer expectations will help deliver excellent front line services
10297	Financial Governance Pack reviewed	Financial Governance Pack reviewed	Financial Governance Pack produced	The governance pack should reflect the current economic and financial circumstances so that A1 can meet customer expectations	The governance pack should reflect the current economic and financial circumstances	Complete	31/01/2012	Greg Hyde	The governance pack should reflect the current economic and financial circumstances so that A1 can meet customer expectations
10322	Scheduled Service Reviews 2011/12	Review Architectural Services	Programme reviewed	Cost effective service delivering capital programme	The current Service arrangements for Architectural Services are scheduled for review	Complete	31/01/2012	T&D Manager	All tenants benefit from cost effective services

**Service Objective Targets 2011-12 - Exceptions**

Targets to Achieve 2011/12 Objectives	Target	Progress	Comment
Increase number of residents receiving the outreach extra care service	10	Q3 - 1	Cuts to Supporting People are impacting on our performance
Number of A1 households moved to smaller accommodation	30	Q3 - 14	This is a tenant led process changes to improve the scheme have been passed to BDC for approval.

## Appendix 2

## A1 BOARD GOVERNANCE IMPROVEMENT PLAN 2011-12

Task	Start Date	Target/ Completed	Decision Maker	Officer Responsible
<b>1. Board meetings</b>				
1.1 Review Annual Board Diary	Feb 11	Apr 11	Board	Managing Director
1.2 Review board agendas and forward plan	Mar 11	Apr 11	Board	Managing Director
<b>2. Board development and succession planning</b>				
2.1 Implement and monitor Board training plan	Feb 11	Dec 11	HR Champions	Managing Director
2.2 Revise the appraisal system more focussed and relate to individual training needs	Mar 11	Sept 11	Chair / HR Champion	Managing Director
2.3 Produce leaflet on the role of a Councillor Board Member	Mar 11	May 11	Policy Champions	Managing Director
2.4 Run a training session for Tenant Reps on the role of a Tenant Board Member	Apr 11	May 11	Chair	Managing Director
<b>3. Policies and procedures</b>				
3.1 Place article on the Board in the winter edition of In Touch and key decisions made in the previous quarter to be placed in each edition of In Touch	Feb 11	Dec 11	Policy Champions	Director Strategy and Change
3.2 Review Memorandum and Articles of Association and make recommendations to the AGM	July 11	Sept 11	Board	Managing Director
3.3 Review the Governance Handbook (to include attendance at all Board events)	July 11	Sept 11	Board	Managing Director
<b>4. Role of Champions and Sub-committees</b>				
4.1 Meet the Team event to include some Board members	Jan 11	Feb 11	Board	Director Strategy and Change
4.2 Annual Tenants Conference to include a presentation on the Board	Feb 11	Mar 11	Board	Director Strategy and Change

structure.				
4.3 Officers and Board Members of each Champions Group should confidentially comment on whether they feel there are so many meetings little work gets done and question to be included in future Board Champions annual assessment.	Mar 11	June 11	Board	Managing Director
4.4 Managing Director and Chair to attend Annual Tenants Conference and A1 Hundred Club annually and answer previously submitted written questions	Feb 11	Dec 11	Chair	Managing Director
4.5 Review the role of Board Champions	July 11	Sept 11	Board	Managing Director
4.6 Review membership of all Board Champions and Finance Sub-committee	July 11	Sept 11	Board	Managing Director
<b>5. Performance and Risk Management</b>				
5.1 Benchmark PIs for Board governance	Jan 11	Nov 11	Board	Managing Director

**A1 HOUSING BASSETLAW LIMITED**

**BOARD MEETING**

**FEBRUARY 2012**

**REPORT OF THE DIRECTOR OF TECHNICAL & HOUSING SERVICES**

**DECENT HOMES AND CAPITAL PROGRAMME 2012/13**

**1. Purpose of the Report**

To inform Board Members of the Decent Homes and Capital Investment Programme for the financial year 2012/13.

**2. Background**

2.1 In February 2011, A1 Housing was informed by the Homes and Community Agency (HCA) that we were successful in securing future funding to complete the remaining Decent Homes Programme. However, we were not given the full allocation and we received £11,795,000 spread over the next three years, which commenced on 1<sup>st</sup> April 2011, out of a total bid of £20.5m.

In October 2011, confirmation was received from the HCA to bring an additional £1m funding forward from 2012/13 to be invested in the 2011/12 Decent Homes Programme. This funding does not include any Major Repairs Allowance and is to be allocated annually as detailed below:

2011/12	£4.795m (includes £1m bought forward from 2012/13)
2012/13	£3.5m (after £1m carry forward to 2011/12)
2013/14	£3.5m

The funding allocation does not include non-traditional stock as an independent bid was submitted to the HCA for their consideration.

2.2 The 2011/12 Decent Homes Programme has provisionally generated in excess of £800k in efficiencies. This has been achieved by reviewing the full Decent Homes Specification and Scope of Works and re-negotiating our Constructor Partners' (Bullock) management fee. We have also been successful in securing grant funding of £175k from the Energy Saving Trust towards the installation of renewable energy heating systems.

The funding bought forward and the above efficiencies and grant funding has been re-invested back into the 2011/12 Decent Homes Programme. This has enabled 60 Air Source Heat Pump heating systems (ASHP) to be installed and a programme of works in both the East and West of the District to replace existing UPVc single glazed windows and doors with double glazed units. In volume terms, we have made 73 additional homes decent over and above our original target for 2011/12 of 520.

- 2.3 The Government's financial allocation for the funding of the Decent Homes Programme 2012/13 is £3.5m. This will be enhanced by a contribution of £2.7m from the Major Repairs Allowance and £1.5m from the Community Energy Saving Programme (CESP), giving a total budget of £7.7m. The proposed Capital Investment Programme and Decent Homes scope of works is attached as appendices 1 and 2.
- 2.4 A provision has been made within the proposed 2012/13 Decent Homes Programme and funding allocation to continue with the installation of ASHP renewable energy heating systems in the outline villages.

### 3. **Consultation**

- 3.1 The original theme of affordable energy, disability and crime and community safety from the initial consultation process will continue to run through all future programmes. In addition to this and as a result of more recent tenant consultation, we will also be making provision for the replacement of existing UPVC single glazed windows and doors with double glazed units in future programmes.

### 4. **Financial Implications**

- 4.1 Value for money continues to be central to all activities that are undertaken by A1 Housing and the continued reduction in Capital funding for 2012/13 needs to be carefully managed through the Capital investment Programme.
- 4.2 As a direct result of these reductions and in conjunction with the revision of the full Decent Homes Specification and Scope of Works, we have re-profiled the remaining Decent Homes Programme across the District of Bassetlaw. Our Constructor Partner has also restructured and downsized their existing management team and workforce to meet the revised funding and work programmes to maximise future efficiency saving across the programme.

### 5. **Future programmes**

- 5.1 Using property and survey information from the Keystone Asset Management System, we are currently working in Partnership with Bullock Construction to develop the final years Decent homes Programme for 2013/14 which will be completed by April. However, the HCA have yet to approve funding for the final years Decent Homes Programme. Subject to the final years funding being approved, the remaining renewable energy heating systems will be built into the final years programme.

### 6. **Recommendation**

- 6.1 That the Board notes and approves the Decent Homes and Capital Investment Programme 2012/13.

<b>HOUSING CAPITAL INVESTMENT PROGRAMME</b>	
<b>2012/13</b>	
<b>Scheme</b>	<b>Budget (£)</b>
Decent Homes (Including Fee)	6,180,000
Fuel Poverty Works (inc renewable heating, increased insulation, solar PV's and new doors and windows)	1,151,020
Adaptations	807,256
Ashford Court District Heating	226,757
Flat to Pitch Roof Conversions of Flats	136,055
Larwood Sheltered Scheme	126,984
Other Crime & Community Safety Works	68,028
Fire Risk Assessment Works	861,678
Structural Works	317,460
Fees (Other Capital Works)	378,762
<b>Non Housing Capital Investment</b>	
Vehicle Fleet	1,125,000
<b>TOTAL</b>	<b>£ 11,379,000</b>

Funded by:-	MRA	5,000,000
	Decent Homes Funding	3,500,000
	Revenue Contributions	1,308,000
	Capital Receipts	71,000
	Total Non Loan Funding	<u>9,879,000</u>
	Loan Finance - Counting Against The Borrowing Limit	<u>1,500,000</u>
	Total	<u><u>11,379,000</u></u>

Detailed programmes are to be submitted to Capital Investment Champions Group

## Bullock - Scope &amp; Count of Work, 2012 - 2013

Street	Data	Total
Abbey Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Aegir View	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	2
	Count of External Wall Insulation	0
Armstrong Road	Count of Kitchen	1
	Count of Bathroom	8
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Arum Croft	Count of Kitchen	1
	Count of Bathroom	4
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Ash Croft	Count of Kitchen	0
	Count of Bathroom	2
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Ashford Court	Count of Kitchen	3
	Count of Bathroom	5
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Beckett Avenue	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Beech Grove	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	14
	Count of External Doors	0
	Count of External Wall Insulation	0

Beechcroft	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Beechways	Count of Kitchen	4
	Count of Bathroom	2
	Count of Heating (including upgrade)	1
	Count of Windows	5
	Count of External Doors	0
	Count of External Wall Insulation	0
Bells Court	Count of Kitchen	1
	Count of Bathroom	5
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	6
	Count of External Wall Insulation	0
Bescoby Street	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Beverley Walk	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	11
	Count of External Doors	0
	Count of External Wall Insulation	0
Birch Close	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Blandford Drive	Count of Kitchen	0
	Count of Bathroom	2
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Bolham Lane	Count of Kitchen	2
	Count of Bathroom	4
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Brecks Road	Count of Kitchen	2
	Count of Bathroom	2
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Briar Lea	Count of Kitchen	2
	Count of Bathroom	2
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Broadleigh Court	Count of Kitchen	5
	Count of Bathroom	8
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Canterbury Walk	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	2
	Count of External Doors	0
	Count of External Wall Insulation	0
Chestnut Avenue	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	1
	Count of Windows	4
	Count of External Doors	0
	Count of External Wall Insulation	0
Cheviot Court	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	2
	Count of External Doors	0
	Count of External Wall Insulation	0
Cheyne Walk	Count of Kitchen	0
	Count of Bathroom	6
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Chichester Walk	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	14
	Count of External Doors	0
	Count of External Wall Insulation	0
Chidmere	Count of Kitchen	0
	Count of Bathroom	4
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Chiltern Way	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	11
	Count of External Doors	0
	Count of External Wall Insulation	0

Church Close	Count of Kitchen	0
	Count of Bathroom	2
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Claters Close	Count of Kitchen	6
	Count of Bathroom	5
	Count of Heating (including upgrade)	7
	Count of Windows	43
	Count of External Doors	0
	Count of External Wall Insulation	0
Clinton Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	3
	Count of Windows	9
	Count of External Doors	0
	Count of External Wall Insulation	0
Collins Walk	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Coronation Avenue	Count of Kitchen	2
	Count of Bathroom	7
	Count of Heating (including upgrade)	7
	Count of Windows	0
	Count of External Doors	9
	Count of External Wall Insulation	0
Cotswold Court	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	7
	Count of External Doors	0
	Count of External Wall Insulation	0
Coventry Drive	Count of Kitchen	10
	Count of Bathroom	13
	Count of Heating (including upgrade)	10
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Crossways	Count of Kitchen	0
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Cumbria Road	Count of Kitchen	2
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Dadley Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	9
	Count of External Doors	0
	Count of External Wall Insulation	2
Eagle Place	Count of Kitchen	1
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Ely Close	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	9
	Count of External Doors	0
	Count of External Wall Insulation	0
Fairway	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Farfield	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	4
	Count of External Doors	0
	Count of External Wall Insulation	0
Featherstone Avenue	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	2
	Count of Windows	20
	Count of External Doors	0
	Count of External Wall Insulation	0
Forest View	Count of Kitchen	2
	Count of Bathroom	10
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Foxglove Close	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	9
	Count of External Doors	0
	Count of External Wall Insulation	0
Furnival Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	5
	Count of Windows	22
	Count of External Doors	0
	Count of External Wall Insulation	0

Glover Close	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Gomersall Close	Count of Kitchen	0
	Count of Bathroom	4
	Count of Heating (including upgrade)	10
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Grange Close	Count of Kitchen	1
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	2
	Count of External Wall Insulation	0
Grange Road	Count of Kitchen	2
	Count of Bathroom	4
	Count of Heating (including upgrade)	1
	Count of Windows	15
	Count of External Doors	0
	Count of External Wall Insulation	0
Grange Walk	Count of Kitchen	1
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Greenacre Road	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	5
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Greenside Avenue	Count of Kitchen	2
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Greenway	Count of Kitchen	1
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Grove Street	Count of Kitchen	4
	Count of Bathroom	4
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Grovewood Road	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Hambleton Court	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	8
	Count of External Doors	0
	Count of External Wall Insulation	0
Hardwick Crescent	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	4
	Count of Windows	13
	Count of External Doors	0
	Count of External Wall Insulation	0
Hardwick Road East	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	13
	Count of Windows	43
	Count of External Doors	0
	Count of External Wall Insulation	0
Hardwick Road West	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	4
	Count of Windows	33
	Count of External Doors	0
	Count of External Wall Insulation	0
Hawthorn Way	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	3
	Count of Windows	28
	Count of External Doors	0
	Count of External Wall Insulation	0
Hawthorne Close	Count of Kitchen	1
	Count of Bathroom	8
	Count of Heating (including upgrade)	0
	Count of Windows	18
	Count of External Doors	17
	Count of External Wall Insulation	0
Helens Rise	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
High Street	Count of Kitchen	0
	Count of Bathroom	3
	Count of Heating (including upgrade)	5
	Count of Windows	4
	Count of External Doors	4
	Count of External Wall Insulation	0

Hillcrest Mews	Count of Kitchen	2
	Count of Bathroom	8
	Count of Heating (including upgrade)	0
	Count of Windows	6
	Count of External Doors	0
	Count of External Wall Insulation	0
Hillsyde Avenue	Count of Kitchen	1
	Count of Bathroom	3
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	1
	Count of External Wall Insulation	0
Hirst Road	Count of Kitchen	5
	Count of Bathroom	6
	Count of Heating (including upgrade)	5
	Count of Windows	12
	Count of External Doors	0
	Count of External Wall Insulation	22
Holmes Road	Count of Kitchen	8
	Count of Bathroom	10
	Count of Heating (including upgrade)	4
	Count of Windows	32
	Count of External Doors	0
	Count of External Wall Insulation	53
Howard Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	3
	Count of Windows	21
	Count of External Doors	0
	Count of External Wall Insulation	0
Hunters Drive	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	3
	Count of External Wall Insulation	0
Ings Lane	Count of Kitchen	2
	Count of Bathroom	2
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	1
	Count of External Wall Insulation	0
Jubilee Close	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	4
	Count of Windows	0
	Count of External Doors	3
	Count of External Wall Insulation	0
Keeton Way	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Kent Close	Count of Kitchen	3
	Count of Bathroom	12
	Count of Heating (including upgrade)	7
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Kirke Street	Count of Kitchen	0
	Count of Bathroom	2
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Knaton Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	2
	Count of External Doors	0
	Count of External Wall Insulation	0
Lancastrian Way	Count of Kitchen	6
	Count of Bathroom	6
	Count of Heating (including upgrade)	5
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Lansdowne Court	Count of Kitchen	14
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Lavenham Mews	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	2
	Count of External Doors	0
	Count of External Wall Insulation	0
Lawn Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	4
	Count of External Doors	0
	Count of External Wall Insulation	0
Laycock Avenue	Count of Kitchen	0
	Count of Bathroom	5
	Count of Heating (including upgrade)	8
	Count of Windows	0
	Count of External Doors	3
	Count of External Wall Insulation	0
Le Brun Square	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	4
	Count of Windows	15
	Count of External Doors	0
	Count of External Wall Insulation	0

Leverton Road	Count of Kitchen	3
	Count of Bathroom	2
	Count of Heating (including upgrade)	0
	Count of Windows	18
	Count of External Doors	0
	Count of External Wall Insulation	0
Lichfield Walk	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	9
	Count of External Doors	0
	Count of External Wall Insulation	0
Lidget Lane	Count of Kitchen	2
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	3
	Count of External Doors	0
	Count of External Wall Insulation	1
Lilac Tree Grove	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	6
	Count of External Doors	0
	Count of External Wall Insulation	0
Lime Tree Avenue	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	7
	Count of Windows	22
	Count of External Doors	0
	Count of External Wall Insulation	0
Lincoln Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	16
	Count of Windows	39
	Count of External Doors	0
	Count of External Wall Insulation	9
Lincoln View	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	2
	Count of Windows	9
	Count of External Doors	0
	Count of External Wall Insulation	0
Ling Beeches	Count of Kitchen	0
	Count of Bathroom	4
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Lockwood Drive	Count of Kitchen	4
	Count of Bathroom	8
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Lowtown Close	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	3
	Count of External Doors	0
	Count of External Wall Insulation	0
Lowtown Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	4
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Lowtown View	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Lyncombe Court	Count of Kitchen	2
	Count of Bathroom	13
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Manton Villas	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	34
	Count of External Doors	0
	Count of External Wall Insulation	0
Marsh Lane	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Melrose Walk	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Mendip Court	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	3
	Count of Windows	6
	Count of External Doors	0
	Count of External Wall Insulation	0
Mercia Close	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Millfield Close	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	7
	Count of External Doors	0
	Count of External Wall Insulation	0
Monmouth Road	Count of Kitchen	1
	Count of Bathroom	1
	Count of Heating (including upgrade)	3
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Moorland Avenue	Count of Kitchen	2
	Count of Bathroom	7
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Moorland Close	Count of Kitchen	1
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Newgate Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	2
	Count of External Doors	0
	Count of External Wall Insulation	0
Newlands	Count of Kitchen	4
	Count of Bathroom	11
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
North Street	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Northumberland Avenue	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	11
	Count of External Doors	0
	Count of External Wall Insulation	0
Northumbria Close	Count of Kitchen	6
	Count of Bathroom	7
	Count of Heating (including upgrade)	7
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Northwood	Count of Kitchen	4
	Count of Bathroom	3
	Count of Heating (including upgrade)	4
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Ollerton Road	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	2
	Count of Windows	11
	Count of External Doors	0
	Count of External Wall Insulation	0
Orchard Bungalows	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	5
	Count of External Wall Insulation	0
Orchard Leigh	Count of Kitchen	3
	Count of Bathroom	6
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Oxford Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	8
	Count of Windows	12
	Count of External Doors	0
	Count of External Wall Insulation	7
Pelham Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Pentland Drive	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	4
	Count of External Doors	0
	Count of External Wall Insulation	0
Potter Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Primrose Way	Count of Kitchen	1
	Count of Bathroom	2
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Radford Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	5
	Count of Windows	9
	Count of External Doors	0
	Count of External Wall Insulation	0
Ramsden Crescent	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	8
	Count of External Doors	0
	Count of External Wall Insulation	0
Ravens Court	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Retford Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	2
	Count of Windows	6
	Count of External Doors	0
	Count of External Wall Insulation	0
Richmond Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Ridgeway	Count of Kitchen	1
	Count of Bathroom	2
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Rose Lea	Count of Kitchen	0
	Count of Bathroom	2
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Rotherham Balk	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	5
	Count of External Doors	0
	Count of External Wall Insulation	0
Rufford Avenue	Count of Kitchen	1
	Count of Bathroom	4
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Rushey Close	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	25
	Count of External Doors	0
	Count of External Wall Insulation	0
Salisbury Walk	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	2
	Count of Windows	4
	Count of External Doors	0
	Count of External Wall Insulation	0
Sedgemere	Count of Kitchen	0
	Count of Bathroom	2
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Sherwood Road	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	1
	Count of Windows	15
	Count of External Doors	0
	Count of External Wall Insulation	0
Shrewsbury Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	30
	Count of External Doors	0
	Count of External Wall Insulation	0
Southmoor Road	Count of Kitchen	1
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Spital Hill	Count of Kitchen	2
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Springfield Road	Count of Kitchen	2
	Count of Bathroom	15
	Count of Heating (including upgrade)	4
	Count of Windows	18
	Count of External Doors	0
	Count of External Wall Insulation	30
St Davids Close	Count of Kitchen	2
	Count of Bathroom	2
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0


St Pauls Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	8
	Count of External Doors	0
	Count of External Wall Insulation	0
Station Road	Count of Kitchen	2
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Stocksmith Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	1
	Count of External Wall Insulation	0
Strawberry Road	Count of Kitchen	1
	Count of Bathroom	7
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Sunnymede	Count of Kitchen	1
	Count of Bathroom	0
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Swallow Court	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Sycamore Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	4
	Count of External Doors	0
	Count of External Wall Insulation	0
Talbot Road	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	6
	Count of Windows	25
	Count of External Doors	0
	Count of External Wall Insulation	5
The Grange	Count of Kitchen	2
	Count of Bathroom	8
	Count of Heating (including upgrade)	2
	Count of Windows	15
	Count of External Doors	0
	Count of External Wall Insulation	0

The Meadows	Count of Kitchen	1
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
The Oval	Count of Kitchen	5
	Count of Bathroom	4
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Top Street	Count of Kitchen	0
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Trent Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Walkeringham Road	Count of Kitchen	1
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	2
	Count of External Wall Insulation	0
Water Lane	Count of Kitchen	2
	Count of Bathroom	14
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Watkins Lane	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Welbeck Road	Count of Kitchen	1
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	7
	Count of External Doors	0
	Count of External Wall Insulation	0
Wellington Square	Count of Kitchen	2
	Count of Bathroom	2
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Wellington Street	Count of Kitchen	3
	Count of Bathroom	5
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Wesley Road	Count of Kitchen	2
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Wessex Close	Count of Kitchen	1
	Count of Bathroom	1
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Wessex Road	Count of Kitchen	2
	Count of Bathroom	3
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
West Grove	Count of Kitchen	2
	Count of Bathroom	0
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
West Hill House	Count of Kitchen	2
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	4
	Count of External Doors	0
	Count of External Wall Insulation	0
West Hill Road	Count of Kitchen	10
	Count of Bathroom	14
	Count of Heating (including upgrade)	6
	Count of Windows	25
	Count of External Doors	0
	Count of External Wall Insulation	0
West Street	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	2
	Count of External Wall Insulation	0
Westgate	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	2
	Count of External Doors	0
	Count of External Wall Insulation	0

Westway	Count of Kitchen	1
	Count of Bathroom	6
	Count of Heating (including upgrade)	2
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Wharcliffe Road	Count of Kitchen	2
	Count of Bathroom	4
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Whitcombe Court	Count of Kitchen	5
	Count of Bathroom	1
	Count of Heating (including upgrade)	0
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
White Post Bungalows	Count of Kitchen	4
	Count of Bathroom	0
	Count of Heating (including upgrade)	3
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0
Willow Avenue	Count of Kitchen	0
	Count of Bathroom	0
	Count of Heating (including upgrade)	0
	Count of Windows	1
	Count of External Doors	0
	Count of External Wall Insulation	0
Willow Holt	Count of Kitchen	4
	Count of Bathroom	4
	Count of Heating (including upgrade)	0
	Count of Windows	16
	Count of External Doors	0
	Count of External Wall Insulation	0
Windsor Close	Count of Kitchen	1
	Count of Bathroom	4
	Count of Heating (including upgrade)	4
	Count of Windows	0
	Count of External Doors	3
	Count of External Wall Insulation	0
Woodlands	Count of Kitchen	2
	Count of Bathroom	0
	Count of Heating (including upgrade)	1
	Count of Windows	0
	Count of External Doors	0
	Count of External Wall Insulation	0

Total Count Kitchens	220
Total Count Bathrooms	390
Total Count Heatings	264
Total Count windows (properties)	880
Total Count Doors (properties)	64
Total Count External Wall Insulation	129

	<b>REPORT TO:</b>	<b>AGENDA ITEM:</b>
	A1 Housing Bassetlaw Ltd Board Meeting 28 February 2012	<b>8</b>

<b>TITLE:</b>	Board Training Plan 2012		
<b>AUTHOR/POST:</b>	B Coleman	<b>CONTACT</b>	01909 533433
<b>CONFIDENTIAL:</b>	No		
<b>FOR: (Please tick action required)</b>	<b>STANDING ITEM</b>	<b>KEY DECISION</b> √	<b>INFORMATION</b>

PURPOSE OF THE REPORT
To inform the Board of the outcomes from the annual Board training review and agree a training plan for 2012

RECOMMENDATIONS
1. That the Board approve the Training Plan for 2012

IMPLICATIONS	
<b>Value for Money</b>	There is a need to ensure that the training needs of individuals and the Board as a whole are delivered cost effectively
<b>Impact on Customers</b>	Training will help the Board make more informed decisions that will benefit our customers
<b>Equality/Diversity</b>	All Board Members are required to undertake the annual equality and diversity awareness training
<b>Risks</b>	If Board members are insufficiently trained it can place the company at risk from poor decision making and awareness (R-017)
<b>Staffing</b>	No implications

## **1. Purpose of Report**

- 1.1 To inform the Board of the outcomes from the annual Board training review and agree a training plan for 2012.

## **2. Background**

- 2.1 The Board annually reviews its training needs through the Board Member Review Form this was sent to all Board Members in October 2011.
- 2.2 The 2011 Training Programme has been delivered (see Appendix 1) except the course on Strategic Planning / Business Concepts and IT Awareness both of which will be run as part of the 2012 programme.
- 2.3 The returned forms have been assessed and a draft programme for the whole of the Board for 2012 is attached at Appendix 2.
- 2.4 In accordance with the decisions made at the Board Away Day held on the 10 November 2010, individual training requests have been identified rather than all Board Members having to attend all training events.

## **3. Implications**

- 3.1 The need for all Board Members to contribute is essential to the governance of the whole of the organisation and to ensure that the Board is fit for purpose.

## **4. Options for Consideration**

- 4.1 Board Members can agree the draft programme or it can be amended.

## **5. Recommendations**

- 5.1 That the Board approve the Training Plan for 2012.


**BOARD TRAINING PROGRAMME 2011**

<b>All Board Training Courses (1 or ½ Day)</b>	<b>Date (AM 9 – 12 &amp; PM 1 – 4)</b>	<b>Delivered</b>
Housing Option Appraisals	23 June AM	13 June
Strategic Planning / Business Concepts	30 September AM	
Housing Finance	8 November AM	8 Nov
<b>Individual Board Member Training Courses</b>	<b>Date</b>	<b>Delivered</b>
Governance/ Role of Board Members	14 April AM	20 May
Housing Services	12 August AM	15 Sept
Technical Services	15 September PM	15 Sept
Financial Services	12 October AM	8 Nov
IT Awareness	20 February 2012 PM	
<b>Presentations to the Board</b>	<b>Date</b>	<b>Delivered</b>
Annual Efficiencies	31 May	31 May
Annual Tenant Report	AGM 20 September	20 September
Decent Homes Update	29 November	29 November
Introductory Tenancies	28 February 2012	28 February
<b>Away Days</b>	<b>Date (9.00 – 1.00)</b>	<b>Delivered</b>
Review of previous Service Delivery Plan and Annual Performance	24 May	14 July
Review of Champion Structure, Governance Handbook and AGM	14 July	14 July
Review of Objectives and Blue Skies Thinking	17 November	14 December

## BOARD TRAINING PROGRAMME 2012

<b>All Board Training Courses (1 or ½ Day)</b>	<b>Date (AM 9 – 12 &amp; PM 1 – 4)</b>	<b>Delivered</b>
IT Awareness	20 March	
Governance/ Strategic Planning	14 June	
Housing Finance	27 September	
Public Relations/ Role of Board Members	23 October	
<b>Individual Board Member Training Courses</b>	<b>Date</b>	<b>Delivered</b>
Housing Services	April	
Political Awareness	June	
<b>Presentations to the Board</b>	<b>Date</b>	<b>Delivered</b>
Annual ASB and Diversionary Activities	28 February	
Annual Efficiency Statement	29 May	
Annual Repairs and Maintenance Report	29 May	
Annual Capital Report	29 May	
Annual Complaints Report	26 June	
Annual Human Resources/Training	26 June	
Annual CBL Report	26 June	
Annual Resident Involvement Report	24 July	
Annual Estate Management Report	24 July	
Annual Warden Services Report	18 September	
Annual Income Management Report	18 September	
Annual Tenants Report	18 September	
Annual Equality and Diversity Report	30 October	
Annual Branching Out Report	27 November	
<b>Away Days</b>	<b>Date (9.00 – 1.00)</b>	<b>Delivered</b>
Review of previous Service Delivery Plan and Annual Performance	22 May	
Review of Champion Structure, Governance Handbook and AGM	18 July	
Review of Objectives and Blue Skies Thinking	21 November	

<b>Individual Board Member Training Courses</b>	<b>Board Members</b>
Housing Services	J Coyne, A Simpson, T Rafferty
Political Awareness	C Mason, D Colton, R Underwood

	<b>REPORT TO:</b>	<b>AGENDA ITEM:</b>
	A1 Housing Bassetlaw Ltd Board Meeting 28 February 2012	<b>9</b>

<b>TITLE:</b>	Annual Anti-Social Behaviour and Diversionary Activities Report		
<b>AUTHOR/POST:</b>	Rachel Burton	<b>CONTACT</b>	01909 533478
<b>CONFIDENTIAL:</b>	No		
<b>FOR: (Please tick action required)</b>	<b>STANDING ITEM</b>	<b>KEY DECISION</b>	<b>INFORMATION</b> √

<b>PURPOSE OF THE REPORT</b>
To inform Board Members of the annual activity in anti-social behaviour, tenancy enforcement and Introductory tenancies.

<b>RECOMMENDATIONS</b>
Members are asked to note the action taken.

<b>IMPLICATIONS</b>	
<b>Value for Money</b>	The use of and effective tenancy enforcement strategy ensures efficiencies when needing to terminate the tenancy.
<b>Impact on Customers</b>	Enforcement action must be taken in a reasonable and proportionate manner to minimise impact on customers.
<b>Equality/Diversity</b>	Issues of vulnerability are checked before the tenancy is taken, and tenancy support is offered. Vulnerability of perpetrators and victims is also risk assessed in ongoing cases.
<b>Risks</b>	A1 uses Introductory Tenancies to minimise the risk of new tenants causing anti-social behaviour. Risks of tenancy enforcement action are assessed and managed on a case by case basis
<b>Staffing</b>	Tenancy enforcement work is undertaken within existing resources.

## 1. Purpose of Report

To inform Board Members of the annual activity in anti-social behaviour, tenancy enforcement and introductory tenancies that commenced between January 2010 and December 2010. The reasoning behind using these dates is that Introductory Tenancies generally have a 12 month duration i.e. those tenancies commencing in December 2010 would not have run their course until December 2011.

## 2. Background

### 2.1 Introductory Tenancies

Between 1 January 2010 to 31 December 2010 640 new tenancies were created, 485 of which were Introductory and 83 tenancies ended whilst Introductory.

- 76% of all new tenancies were Introductory
- 83% converted from introductory to secure

Year	2007	2008	2009	2010
Converted %	80%	85%	88%	83%

- In the previous year the conversion rate was 88%
- 17% ended – 11% of those that ended (9) were evicted (Formal Eviction or Possession Order granted by the County Court)

9 Introductory Tenancies were brought to an end by eviction or surrender following court order – 5 for ASB/Nuisance and 4 due to rent arrears.

7 tenancies were abandoned.

3 Notices to Quit resulted in possession before court action was necessary.

The remaining tenancies ended due to a variety of reasons including notice from the tenant, death of the tenant, and transfer of tenant to nursing home.

The five tenancies ended by eviction or possession order due to ASB/Nuisance were held by single, white British male tenants, three aged between 20 and 26 years old and two aged 41 and 48 years old.

In these cases court action was taken for a variety of reasons including in one case the tenant growing cannabis in his property, one to enforce a Notice to Quit for non-occupation and three for noise/general nuisance.

There were 11 Introductory Tenancies extended for a further 6 months.

There were 61 people excluded from the Housing Register in 2011.

## 2.2 ASB and Tenancy Enforcement

Housemark ASB benchmarking data for 2010/2011 show 846 new cases recording all asb and tenancy enforcement and a total of 1324 actions taken by housing officers:

- Customer reports per 1000 properties are 72 for A1 against an average of 78 for other ALMO and 72 for all landlords.
- A1 is a member of the Local Crime and Disorder Partnership along with 94% of other organizations.
- Only one third of landlords use an ASB specific case management software application. A1 introduced Civica in 2010 with Bassetlaw District Council ASB Team.
- 85% of actions recorded were early intervention by housing management staff.
- Cases resolved by early intervention for A1 was 74% against an average for all organizations of 77%.
- The three highest categories of closed cases were Garden Nuisance, noise nuisance harassment/Threats.
- Actions effective in resolving ASB included a housemark average of 1.2% for use of Acceptable Behaviour Contracts. The figures for A1 were 3.5%.
- Referrals to tenancy and/or other support was 6% by A1 against a national average of 2.4%.
- Legal action taken, includes: Notices, Possession Orders, Court Undertakings, Anti-social Behaviour Orders, Anti-social Behavior Injunctions and Eviction accounted for 7.8% (up from 3.2% In 2009/10) of actions taken by A1 against an average of 9.3%.
- Multi-agency working was 4.1% in housemark average and 5.8% for A1. The Housemark report affirms this as good practice, that it fits neatly with current thinking by facilitating support for vulnerable tenants and shows that landlords do not operate in isolation.
- Outcomes show a high rate of resolution for cases closed by A1 with a figure of 94%, which is upper median quartile performance (upper quartile is 95%+).
- 92% of respondents to surveys were satisfied with the A1 ASB service given, upper quartile is 50%.
- Costs of delivering an ASB Service for organizations of medium size was £58.43 per property on average. For A1 housing this cost was £40.66. This places A1 as 3rd lowest.

## 2.3 Enforcement Action

There remains a relatively small number of tenancies being brought to an end by court order but action is taken where appropriate. Work in partnership with the BDC Housing Needs Team and Tenancy Sustainment providers is done to help prevent eviction; in 2011 81 referrals were made to tenancy support agencies.

Some legal actions in 2011/12:

June - possession of a property in Prospect following an order obtained at Worksop County Court after the tenant had caused nuisance and anti-social behaviour to his neighbours.

The tenant of the one bed flat and his visitors had ridden motorbikes in and around the block and were abusive to neighbours. He had also allowed his dog to foul in his garden but had refused to clean up the mess when challenged by his Neighbourhood Housing Officer.

July – eviction of a tenant in Manton following the conviction in May of one of the tenants for assault on a neighbour. A1 Housing had obtained a suspended possession order against the tenants in December 2010 following complaints of noise, vehicle nuisance and some drug offences. The application to evict was made as the conviction was a clear breach of the terms of the order made in December.

July – anti social behaviour injunction granted at Worksop County Court against a couple who had been abusive toward neighbours when drinking in the communal courtyard of their council bungalow. There were also complaints about them regularly causing noise nuisance by shouting and the male tenant sitting outside inappropriately dressed.

October - anti-social behaviour injunction at Mansfield County Court against the 23 year old son of a Talbot Road tenant. The order was made following threats toward his mother and the Housing Officer. The order forbids him from entering an area of Manton between Shrewsbury Road and Netherton Road and from assaulting or threatening any person including his mother or persons employed by A1 Housing or any contractor employed by them. In addition he is forbidden from entering or remaining in any office of the claimant or A1.

November - in Lincoln County Court obtained a two year Suspended Possession Order against a female tenant living on the Wimpey estate in Harworth, alongside an extension of an existing Court Injunction to last for the same period. The tenant in question had allowed serious nuisance, anti-social behaviour and damage to be caused at and to her property. A two year order is relatively unusual as Courts often prefer to issue one year Orders. The tenant had made a counter claim against A1 Housing for disrepair and this was withdrawn in Court. She will now have to ensure that the anti-social behaviour stops and also she must make improvements to the inside of the dwelling.

December - Two further Injunctions were granted in Mansfield County Court against tenants in Manton. The injunctions were sought due to problems associated with their behaviour and that of numerous visitors. One of the tenants has since terminated his tenancy and moved out. The other tenant has had a notice served on him and a date for a possession hearing has been set by the court for 1 March 2012.

January - the female tenant of a flat in Retford was evicted following serious complaints of anti-social behaviour by her and her boyfriend in and around the property causing disturbance to other residents in the area. A suspended Court Order for Possession solely based on rent arrears was already in force at the property, so, using relatively new powers, A1 made application to the Court, which was granted, to evict introducing the new Ground of anti-social behaviour.

February - Worksop Magistrates sentenced the male Tenant of a property in Retford to 3 months imprisonment after he had been found guilty at an earlier Court hearing of Harassment of their A1 Neighbourhood Housing Officer. The male had made two anonymous, threatening telephone calls to the staff member. In one of these calls he threatened to smash up her car. He had totally denied the charges made against him and was only found guilty after a full days Trial where the A1 Housing Officer in question gave evidence in Court. He has also been made subject to a two year restraining order preventing him having any direct contact with any A1/Council Officer, or any of our Partners. Consideration is now being given as to whether formal eviction proceedings should be commenced.

### **3. Diversionary Activities**

Options for diversionary activities have been developed with Sporting Chance, an agency set up to provide opportunities for young people to participate in sporting activities.

In 2011 A1 part funded a **Friday Alcohol Intervention project for Carlton, which was** a hotspot area for youths causing problems. The programme was delivered by Bassetlaw Positive Futures ('A Sporting Chance') in association with its partner agencies namely:

A1 Housing, Nottinghamshire Police, Notts Youth Offending Team (via REMEDI) and Bassetlaw District Council.

These sessions have been delivered on a monthly basis on the First Friday of each month during the 2011/12 financial year. Referred young people were picked up by mini bus at 6:30 in the evening and then taken to Ice Sheffield to engage in positive activities and social interaction with staff from the agencies highlighted above. They were then brought back to their local community at 10:45 pm. A maximum of 11 young people at any one session were involved

in the project. Participants were breathalysed prior to being allowed to take part in the sessions. So far, none of the young people have registered positive for taking alcohol showing that this programme has had a positive impact on their attendance.

#### **4. Recommendations**

- 4.1 Members are asked to note the action taken on Introductory Tenancies, tenancy enforcement and diversionary activities.