

**MHP National Residents Group meeting
Saturday 06 March 2010 (09:30 to 17:00)**



MINUTES

1. Introductions and apologies

Elspeth Anderson, Anne Travers, June Thompson, Michael Barron, Terry Curtis and Alan Jones

Francis Brazil (RISM), Bill Payne (CEO MHP) and Kate Russell (Director Policy and Performance)

Apologies – Daniel Happi, Stephanie Mathias, Mary Burt, Terry McLoughlin and Vanessa Broad (MHP)

Anne began proceedings and introduced Bill.

1. Bill Payne - the year gone by at MHP and the year ahead

Bill wanted to take the NRG through what he will be taking to the board next Saturday. When he visited the NRG in September they had spoken off the organisation being disjointed and need to be sorted. This had turned out to be a bigger job than realised and major back office functions needed urgent attention before being able to look at strategic level which he had joined the organisation to concentrate on. As part of the restructure of the senior executive, of which he will speak about more later, there is now in place the mood to change the organisation to a 'Customer Service Delivery model'. Bill then went through what he had been doing in the last 12 months:

MHP 2009/10 Timeline over and above business as usual

April 09

- Single finance platform on Oracle release 12 implemented live following a chart-challenge- change process – this had included reducing 5 finance directors in each of the businesses to one at the centre.
- New MHP Scheme of Delegations implemented, with more powers delegated to the MHP board.

May

- New business planning process, timetable and model introduced with local capability to operate and focus on variables influenced most at a local level
- Homes and Communities Agency Kickstart 1 funding bid secured reshaping development pipeline – MHP used to rely on £20mil of property sales and this has halved in the last year to 1k homes. Mark Leffler has been delegated with creating a better model. MHP has received the third biggest amount of development money from the HCA

June

- CMS (our own customer relationship system) rolled out from Spirita to rest of MHP
- London Board established and has 50% of residents which will be used as the model for future boards

July

- Knowledge Base design implemented with web-based format to allow testing and refinement – Bill had been on 10 week tour to most staff explaining the new library. This is to ensure work can continue regardless whether a particular staff member around. It is built on a HTML system (a computer language that can read

several different programs e.g. word and excel and make sense of them in a new format). HR are first on with 6 teams reduces to one under Liz Hughes.

August

- Single HR system on Oracle goes live
- MHP-wide recruitment exercise for Board and committee members

September

- Finance shared service centre team move to the Grange and commence operation
- Recruitment commences for Business Finance Managers (finance links between BMTs and the shared service centre)
- HR shared service centre established with all administration moved from member organisations to the Grange
- Barbara Roche commences as MHP Chair

October

- Care and Support teams conclude the chart-challenge-change process for priority areas
- Midlands and MHO sales teams unite to start moving vacant sale properties in Midlands at lowered prices to reflect market
- Board Conference agrees the strategic themes and direction for MHP along with stock rationalisation and reduction in number of Local Authority partners

November

- Ace for Homes finish Chart and Challenge stage for Member Organisations

December

- KnowledgeBase test period concludes with redesigned platform (MS Sharepoint) introduced.
- Thomas Fish 'stay-put' vs. 'tip-out' challenge emerges

January 2010

- Executive restructure consultation paper issued
- First phase of 'Procure to pay' goes live in Spirita, before roll-out elsewhere
- New IT server platform commissioned in Slough with back up at Milton Keynes allowing the phased move from the 22 MHP servers to begin (concludes June 2010). This mitigates a significant risk
- Easynet internet based link for the new servers commissioned to replace the use of BT.
- Investment Approval Panel established to bring capital/major revenue spend decisions together better.

February

- Final stage of Kickstart 2 HCA funding concluded – probably last significant injection of government money to new homes for some time

March

April 2010

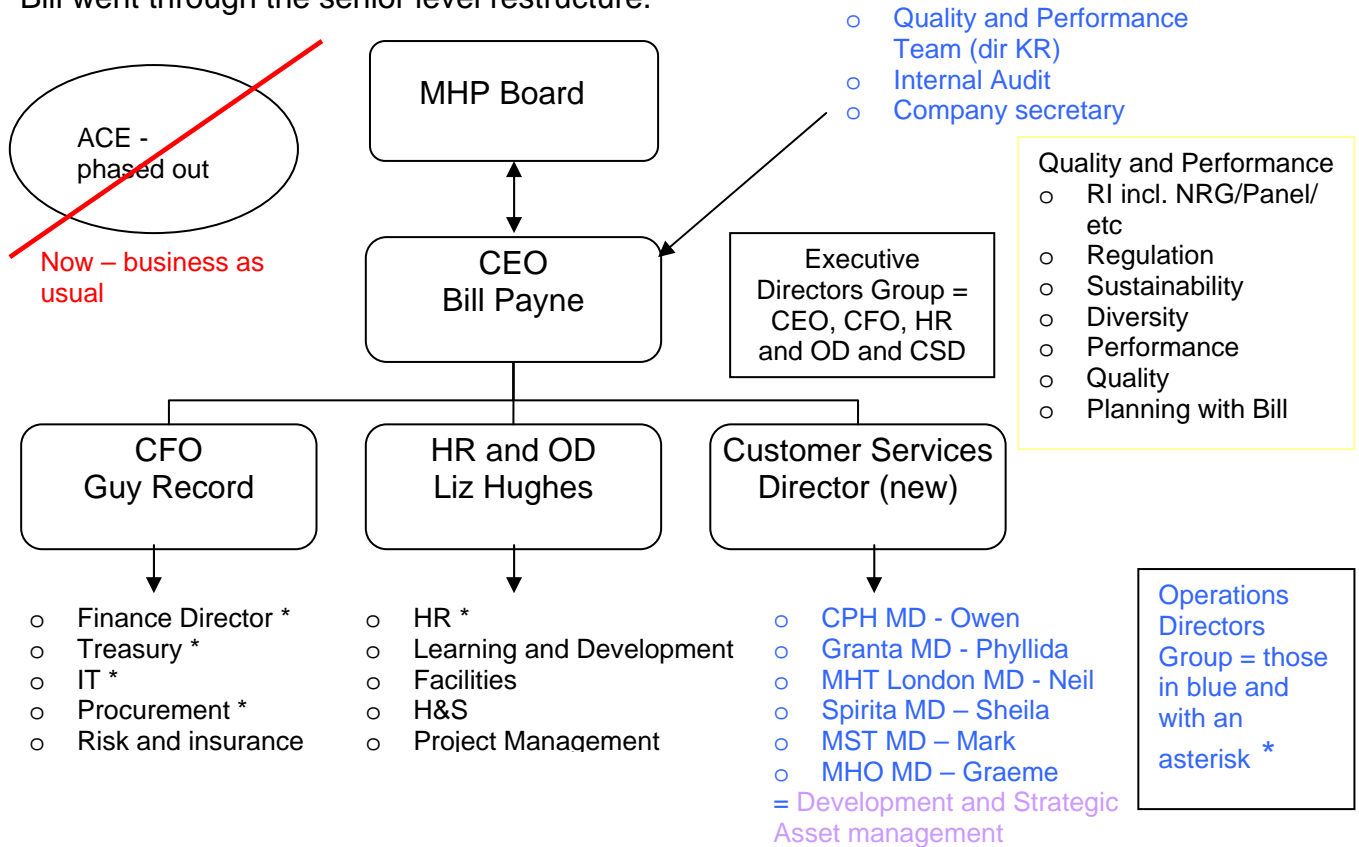
- One vision and brand for the Partnership rolled out

Now need to ensure:

- 'polishing' of the above to make work better
- Clear, consistent customer focus established with structure and tools to support. A significant challenge will be new housing software system
- Shared service model to be implemented

- All of this will now need to link to the expectation that we will agree local standards with our residents. This must also help deliver quickly and efficiently the changes that we will need to make across MHP in response to our Advice and Assurance inspection by the Audit Commission.

Bill went through the senior level restructure.



Bill discussed ACE: it is 5 years old now and has done its job. When he began at MHP 2 years ago rather than disband it then he used to shape new agenda, in bite sized chunks, in following ways:

1. Partnership services – joined up finance and HR + ‘Procure to pay’ ✓
2. Culture change – goes on forever ----->
3. Projects on customer service – finish what we started ✓
4. Knowledge base – Library ✓
5. IT – sorted ✓
6. and 7. Care and support + housing ✓

Further question from the group got the following responses:

On ACE Bill Payne had prioritised Partnership Services, Culture Change, Projects and Customer Services, Knowledge Base – library, IT and Care and Support – Housing. He went through a number of potential savings. One possibility was to consider a flat rate for Mears per property. At present a London property cost over £900 maintenance pa.

Microsoft might be prepared to sponsor a new IT infrastructure.

The Business Plan projects that MHP will break even this year, one of the reasons

being lower interest rates. Next year a £5m saving will be necessary in order to avoid breaking banking covenants. Once there is a unified IT system it will become possible to rationalise office space. All assets and properties will be owned in one place e.g. MHP and can get rid of 17 different audits and associated costs. However, the local decisions would still be made locally by boards based on the London model. This would have happened sooner except the banking crisis has put a stop to it with banks demanding higher interest for any structural changes. Francis pointed out that the NRG had already replied to the 'strategic intent' paper and that it was good to see that their proposal for 50% resident boards had been taken up. Elspeth enquired about the CPH board and Bill replied that as soon as their plan is achieved there will be negotiations for them also to follow this model. Alan felt there may be problems with 'puppet boards' having to follow MHP, Bill stated that there needed to be trust in what MHP is proposing

MHP was not 100% compliant in respect of Gas inspections. 135 properties had not been seen. A 10 month inspection cycle would assist but at considerable expense. The NRG thought this was a disproportionate response and it was more sensible to target those customers who were known to cause problems. Also customers did not necessarily know what the service standards were for gas servicing.

Customers can now be consulted in real time using Govmetric.

Bill invited Anne to be on the interview panel for the Customer Services Director and Anne agreed.

2. Kate Russell – The MHP plan for implementing 6 Regulatory standards, the process for deciding on local standards, what are NRG priorities

Kate gave a brief background of where things are now including the new framework coming into force from 1 April 2010. Kate went through the standards and the NRG had been sent out the 'credit card' version and fuller report for their perusal. MHP has issues about understanding our customers and the NRG have already indicated that they don't feel local groups do scrutinising of member organisations. There was then a discussion about what is meant by scrutiny, Mike gave an example of the difference of opinion between staff and customers on the sustainability survey. Kate pointed out the need for MHP to get better information so that we can feedback better as well as set outcomes so that staff can identify need for change. The NRG could also have different managers of responsibility attending their meetings i.e. gas checks at Granta.

Before discussing the local standards Bill stated that he had information that these would no longer be a part of the regulation and would change to local service agreements a bit like local compacts. Complaints will also go to the ombudsman rather than TSA who will then rate their seriousness and refer back to the TSA.

Kate then went on to say there are practical considerations for the local standard including having an annual report which has to be in place by the 1 October.

3. Break-out groups to decide on implementation of the 6 standards and then local standards

These will have to be discussed and in place by 30/09/10.

4. Feedback and the way forward

Was part of the conversation in 3.

5. Kate Russell – How the BARTS will change to report on services

New format of BARTS discussed. The group thought that this version was more useful. Kate also spoke to the group about them being used to consult on surveys. It was agreed that this could be done through the leads on certain 'themes' rather than holding up the whole group.

6. Discussion on the future of the NRG and how they will be serviced, the RI conference

Anne pointed out that Francis is leaving and that there is no proposal to replace him. Bill pointed out that it is essential what happens to the NRG, it is at the heart of what is happening to MHP and will be used and have links a lot more by himself and Barbara and will be seeing more of each other. Bill is building a base in MHP and the NRG are very much part of this. Francis will be replaced and here will be a meeting week of 5th April with Kate Russell and a number of NRG to discuss the way forward.

8. Qrt BART & RI PI quarterly (including aggregate reception rep. – Mary)

Postponed to April meeting

9. MHP RI IA 2009/10 – continuous review

This ongoing and hopefully to fully sign off at the 10 April 2010 meeting.

10. Agree agenda and work for development week-end 19-21 March 2010

On balance it was felt that original proposal to consider how resident involvement took place in 3 other countries would be the most interesting topic for the training day.

Bill Payne thought when it came to scrutiny the priority for the NRG would be Power and Influence, and the NRG's agenda would follow from that. A meeting twice a year with Bill Payne and Barbara Roche was there for the asking.

11. Continue planning for selection of new group October 2010

The groups' term ends in September and a new group needs to be selected. The NRG discussed this with Bill and Kate and it was decided that present members should continue for a third year so that the longevity of the group can be maintained. Some members may choose to leave because of other commitments and there are some places to be filled. The group will decide the week-end of 19-21 March how many new members will join the group in September 2010 and how.

12. MHP NRG awards 2009 – feedback on winners and purchases made

Louise is contacting the five winners to enquire about payment etc and what they want to use if for.

13. NRG Business plan – ongoing work

Plans for 2010/11, page 12, to be looked at 19/21 March. Final version to be approved at 10 April meeting.

14. Communication: magazine articles/ website including own needs - be aware of NRG communication plan

Michael Barron had done an article. Pat Daniels and June Thompson had done articles for Granta News. Alan Jones was concerned at how his article had been redrafted and he will discuss with Granta News.

15. Budget 2008/09 / spend to date

We were within Budget. Basing meetings in MIC, Euston, plus weekends at Trafford Hall, had proved more economical than having meetings in Milton Keynes.

If we get new members in October an early visit to Trafford Hall, possibly in October, would be sensible.

16. Conferences & conferences attended (CIH resident membership)

Mary Burt and Anne Travers attended CIH Conference Brighton, 2-4 March. Alan Jones attended TPAS conference 2 March. Michael Barron attending conference on Tenant Involvement on Day to Day basis.

17. Corporate report 09/01 and 'How was it for you' result

Terry Curtis still to write to Chairs of Corporate Groups as to actions on requests by NRG and whether a member from NRG could be invited to meetings.

18. Minutes of the meetings on 09 January 2010 – agreed as True and fair record

19. Any other business and complete 'How was it for you' - completed

Meet 19 March, 12.45, Euston Station below Chester indicator.

Future meeting dates – 19-21 March 2010 – Trafford Hall, 10 April 2010 MIC