

Charnwood Neighbourhood Housing Limited

Meeting of the Board of Directors
19th January 2009 6:00pm – 9.00pm
Committee Room 1



Attendees: Ann Watkinson
Patrick Cole
Peter Gardner
Neville Stork
Helen Isaac
Paul Day
Ian Montgomery (Vice Chair)
Cynthia Popley
Kenneth Jones
Diane Horn
Zoe Wortley (Chair)
Marie Hannabuss (Vice Chair)
Roy Brown
Roger Merchant

In Attendance: Ian Saville, Isobel Rickard, Maria Maltby, Chris Hewis, Steve Wilson, Louise Gough, Cllr David Slater

Apologies Elizabeth Holland, Bill Cavender (Co-optee)

Minutes

ITEM	Action
<p>1) Welcome The Chair welcomed Cllr David Slater, Lead for Housing and Health. Introductions were given by Board Members. Thank you was given from Cllr Slater for the invite to the Board and Zoe asked Cllr Slater to give a general update on events from last weeks CNH Event to the Councillors in the general update.</p>	
<p>2) Apologies for Absence Apologies for absence were received from Elizabeth Holland and Bill Cavender.</p>	
<p>3) Declarations of Interest No declarations of interest were received.</p>	
<p>4) Minutes of the Meeting held on 15th December 2008 The minutes were accepted as a true and accurate record.</p>	
<p>5) Matters arising</p> <ul style="list-style-type: none">➡ Repair Service <p>A briefing note was circulated to the Board and presented by Chris Hewis which showed CNH operating at 12.2% profit at standard costs. It was further explained that compared to sub contractors CNH could demonstrate an average saving of over 30% as Sub Contractors were quantity prices around 20% above the NHF Schedule of Rates prices.</p> <ul style="list-style-type: none">➡ Community Office <p>Ian Saville presented to the Board a briefing note update on the Community Office raised by Neville at the last Board meeting. At the moment there is no direct CNH involvement in this; they are privately owned not CBC. A meeting within the Council involving the Leader of the Council is being held on 3rd February 2009, where the options for the property will be discussed. Ian Saville has informed Jonathan Hayes CBC Director of our interest in this, as at the moment there is</p>	

nothing directly we can do with this. Neville expressed his gratitude to Ian for informing CBC of our interest.

➡ Tree Planting Scheme

Isobel informed the Board that she is still waiting on cost, but a plot has been identified.

Resolved- 1) Isobel to report back to next Board meeting.

➡ SLA

Ian Saville informed the Board that notice has been given to CBC to terminate by 30th June 2009. Ian Saville has met with Capita who wish to give a quote for the services and equally CBC will be making an offer of reduced prices for the tenders. Once all quotes are received price comparison exercise will be carried out. Roger raised will the Management Fee be effected by the terminations? It has been proposed in to around £200k less then the current year fee but we will be saving from the SLA to cover this loss.

➡ CBC meeting

Ian Saville has emailed Brian Hayes enquiring if there is a formal proposal to be made to us yet? Brian Hayes replied stating that no further action had occurred as yet, but if there is a group to be set then it will fall to the Investigation Review Panel and Scrutiny Committee with terms of reference to be decided.

➡ Public Board Reports

Circulated to the Board was a briefing note update from Ian Saville. The note states that we are under no legal obligation to do this, but it is good governance to be open. Ian informed the Board that whichever potential option was chosen it needs to match the development of the organisation, be able to be sustained, and add value. Option 1 - full access to papers- except those restricted/ confidential nature, which will be defined. Option 2- sharing the Board reports with Tenant Representatives from the TRG. Option 3- to ensure that all report requiring resident input is discussed at TRG before being brought to Board with a regular update.

Ian Montgomery stated that we need to be careful on full access but it would be a way of setting the right tone in relation to other ALMO's.

The Board liked the option of moving to a more open approach but required more information

Resolved 1) Ian Saville to bring full report to next meeting.

6) Delivery Plan Progress

Maria presented to the Board update of the current status of the delivery plan and outline progress for December 2008. This month report outlines the deliverables, issues and delays. It also covers the matter as raised previous by Peter on priorities and outlook for next month.

This month 31st December 08, 83.1% completed ahead of schedule-

- 0709-028 procedure for referral to Money Management Officer
- 0709-097 repairs handbook published ready for mail out to all tenants.
- 0709-123 monthly and quarterly reports established for monitoring and managing the supported housing service.
- 0709-164 procedure complete to ensure that consultation with victim is part of case management.
- 0709-167 all new tenants area now being screened prior to tenancy commencement.
- 0709-185 monitoring of progress of referrals to support agencies.
- 0709-193 information leaflet developed regarding re-siting of satellite dishes and sheds.

A number of deliverables have been delayed due to budgetary constraints-

- 0709-037 production of booklet about how to maximise income.
- 0709-124 develop action plan for areas of concern to residents.
- 0709-184 production of hate crime/ harassment leaflet.
- 0709-177 set and monitor deadlines for dealing with abandoned cars, graffiti and vandalism.
- 0709-046 use tenant profile to inform service delivery.
- 0709-105 consider integrated handheld mobile technology.
- 0709-175 set challenging service specific standards and monitor outcomes ASB.

IR

IS

- 0709-176 service users know and understand the Tenancy Services service standards.
- 0709-117 set and monitor deadlines for dealing with abandoned cars and graffiti.
- 0709-178 catalogue maps and signs on estates.
- 0709-179 establish unit costs for tenancy and estate services and benchmark.

A number of deliverables are reliant in QL

- 0709-172 tenant database sets out the preferred methods of communication for each resident. This is on schedule to complete this year.
- 0709-102- integrated systems so all property information is stored in QL. Currently this is not happening and is unacceptable that we do not have an integrated system in place. Steve has discussed this item with the Project Board who state that it is in the system to be completed.

Outlook for next month

To extend direct debit to weekly, set service specific standards for TP and monitor introductory tenancies to demonstrate effectiveness of use.

All tenants are now being screened by our Tenancy Support Officer who screens the whole family and works with other agencies and officers to carry out a risk assessment before signed up.

The Board stated fears delays regarding over QL and the financing of the best Management Module.

**Resolved- 1) report noted.
2) Steve to report back at meeting with update.**

SW

7) Performance Report

Maria Presented to the Board a slide presentation showing 2008/09 quarter 3 performance on key indicators presented to Council. CNH currently measures and reports 65 performance indicators on a monthly and quarterly basis,

for Q3 we are:

- 26 of indicators are on or above target;
- 4 are below target but above remedial plan level;
- 7 of indicators are below target;
- 7 indicators are Decent Homes figures where a progress against target RAG status will be shown at year end and the number of complaints indicator has no target;

Direction of Travel for Q3:

- 21 indicators have improved since quarter 2;
- 9 indicators show deterioration since quarter 2;
- 7 indicators have remained the same as quarter 2;
- 8 indicators have no direction of travel indicator as they are a count.

The Board asked if CNH were monitoring emergency and responsive repairs in proportion to planned works as a proportion? It was stated that CNH did monitor this internally but needs to be reported to this meeting in the future. Cynthia brought to the Board's attention that during recent walkabout she identified areas that were making an effort. She asked if CNH could produce cards that we can post to the tenant showing our gratitude for their commitment? It was agreed to take to CNH new editorial meeting e.g. garden competitions.

The Board was made aware that in the future we are going to break down long term and short term sickness. Invoice payment performance is being addressed and monitored, the delays are caused by CBC not CNH.

Rent is achieving the target currently. Work is going on in this area of automated letters.

Resolved- 1) Report was noted.

MM

8) Housing Quality Network Reports on Income Collections and Voids

Both reports were positive, but addressed issues that needed further attention. Ian Saville stated that the reports showed the Board that we welcome independent reviews of our performance, and were happy to receive advice.

Voids Report- The report showed CBC currently have 116 properties available to let but not on offer due to low demand and the need to re-designate properties. In order to monitor voids a detached spreadsheet is being set up to include every property to lay each stage every property from start to finish and each step will be logged.

Income Report- This report gave positive feedback from HQN on work being done. The Board agreed that was a clear and easy to read report and praised staff participation.

Resolved-1) The Board noted the report.

9) **Financial Accounts**

Presentation was given to the Board on financial accounts for November and December 2008. The benefits of actions to reduce spending and which have been taken are not as yet showing in these set of accounts. We are still over spent but do expect this to change. We predict that we will make a loss at the end of the year not a surplus but we need to see how we can manage this.

A summary of current and forecast accounts were given to the Board.

Worse areas- voids repair is £279k over spent against the proportionate budget which 10% higher then last year. This is due to us carryout 10% more work then last year. Responsive repairs budget is currently over spent against the proportionate budget. Cut backs have been made in planned maintenance to mitigate the over spends.

Over all we were expecting a forecast year end accumulated loss of £314k.

Income for CNH is mainly comprised the Management Fee. As the Council we expect the is in negative subsidy with HRA Management Fee will go down

Peter asked why planned maintenance expenditure has not reduced as much as expected. It was explained that this is due to gas maintenance and painting contracts which are to still to complete. Chris made the Board aware that voids repairs were likely to be higher next quarter. Cynthia stated her concerns that if we ignore the planned maintenance that items become more responsive repairs, Steve agreed and stated that if budgets/ finance allowed we would move towards more planned maintenance.

Resolved- 1) Board noted the report.

10) **General Update**

Ian presented to the Board general update covering three areas- releasing Executive Review Benchmarking reports to HR, update from a meeting with the Audit Commission and identify further ways to improve briefing to CBC.

Resolved-1) The Board agree for a copy for the reports held in the HR team secure.

Zoe, Maria and Ian Saville met with Anne Bennett from the Audit Commission to make sure that we were focusing on the right areas. The main areas identified were the cross cutting and customer facing KLOE's including financial inclusion. Another key area was the relationship with the Council. Further meetings are to be held with over the coming months. The Board will be kept updated.

A large number of Board Members attended the briefing event on 12th January 2009 to Council Members. It was a success from CNH view. Cllr David Slater gave a summary of Councillors view- first class presentation, loved the exhibition style of the evening but said did not have enough time to go around these and wanted more. Of the areas that did concern Cllr's were tenant experience and financial stability. They requested in the future could there be more information on Tenant Participation, and be able to submit questions before the event. Council members requested that another similar event be held later in the year.

Steve's and Isobel's teams who attended the exhibition stands were thanked by the Board.

The Board stated the event was very useful, but felt that more time could have been scheduled in for each area and have it on a separate night from full council meeting.

11) Any Other Business

➡ Performance Assessment Day

Zoe would like to set a date for the Performance Assessment Day.
The dates are early February or March 2009. A list of dates will be circulated. Could all Board members contact Louise on Availability by Friday 23rd January 2009.

All

12) Date of Next Meeting

23rd February 2009, Loughborough Town Hall, 6pm