

**Charnwood Neighbourhood
Housing Limited**
Meeting of the Board of Directors
17 November 2009, 6:00pm, Committee Room 3



Board Member Attendees: Roger Merchant (Chair), Zoe Wortley Ian Montgomery, Diane Horn, Kenneth Jones, Ron Jukes, Ann Watkinson, Cynthia Popley, Paul Day, Patrick Cole, Peter Gardner, Neville Stork (left the meeting at 8pm)

Also Present: Tim Harris, Isobel Rickard, Steve Wilson, Maria Maltby, Richard Paterson, Peter Field

Apologies: Helen Isaac, Marie Hannabuss, Bill Cavender

Minutes: Rebecca Davies

Minutes

The meeting started at 6.00pm

ITEM	Action
<p>1) Apologies for Absence</p> <p>Apologies were received and recorded from Helen Isaac, Marie Hannabuss and Bill Cavender.</p>	
<p>2) Declarations of Interest</p> <p>There were no declarations of interest.</p>	
<p>3) Minutes of the Meeting on 28 October 2009</p> <p>RESOLVED:</p> <p>That the Minutes of the Board Meeting held on 22 September 2009 be agreed as a true and accurate record of the meeting, and duly signed.</p>	
<p>4) Matter Arising</p> <p>There were no matters arising.</p>	
<p>5) Public Questions</p> <p>There were no public questions.</p>	
<p>6) Chair's Report</p> <p>Recruitment of a permanent CEO : The Board was advised that 22 applications had been received following advertisement in Inside Housing for the position. An initial paper sift had been undertaken and it was anticipated the process should be complete by mid December.</p> <p>Recruitment of Independent Board Member : The Board was advised that 8</p>	

applications had been received following advertisement in Inside Housing and local media. Shortlisting and appointment was expected to be completed by Christmas.

Nominations for position of Vice Chair : The Board was advised that nominations for position of vice chair had been invited. The deadline for nominations was Wednesday 25 November. A vote would be taken should there be more than one candidate.

The Board received the report.

7) Chief Executive's Report

TH advised the Board that a written report would be provided for future Board meetings. He updated the Board on the activity undertaken in the first three weeks in post to familiarise himself with the organisation and identify any issues. He advised that there were many positives but some areas that needed urgent attention in order to improve and balance the service as a whole.

TH advised that Solihull Community Housing, Derby Homes and Wolverhampton Homes have been approached for assistance with preparation for the Audit Commission Inspection.

The Board received the report.

8) Quarter 2 Performance Report

The Board received the Quarter 2 performance report outlining performance for the quarter and for the month of September 2009. Key points to note were:

Council Performance Indicators

- Quarter 2 had seen a slight deterioration in performance
- 50% of indicators had reduced performance however 75% of indicators remained on or above target
- For September 09 24 out of 35 had improved or remained the same

CNH Indicators

- Up to September there had been a deterioration in 20 out of 46 indicators
- Only 18 were on or above target.

PF advised the Board that from 1 January, performance of Customer Service Standards would be reported – these would include customer contact channels.

SW updated the Board on voids performance and advised that turnaround for September had increased to 75 days. He advised that this was mainly due to a number of designated properties being let. Concern was expressed regarding repairs turnaround. SW acknowledged that this needed to improve. TH added that month on month improvement needed to be demonstrated for the inspection.

An analysis of reasons for properties becoming void was requested. IR to supply.

IR

Concern was expressed regarding the number of abandoned calls for the contact centre. SW acknowledged this was an issue and advised that this was being addressed by allocating additional resource for peak times. A request to measure 'avoidable contact' was made by the Board. PF to investigate.

PF

A query as to whether the Decent Homes target was challenging enough was raised. SW advised that the target was set by the Council. He added that the figure would increase on 01 January as more properties became non-decent. It was agreed that the outturn figure would be provided.

PF

The Board received the report.

9) Inspection 2010 Update

The Board received an update on the preparations for the February 2010 Audit Commission inspection. Key points to note were:

- The Chair and Executive Team had met with the lead inspector to discuss onsite arrangements and progress so far. The meeting had been extremely positive.
- The self assessment document was still under development. Feedback from Audit Commission re suggested content and feedback from TH was being incorporated. The Board review group was scheduled for Thursday 26 November
- Submission of the self assessment and evidence was scheduled for 14 December.
- The interview schedule was being developed with Audit Commission. Interviews would take place with the Chair and Vice Chairs plus a Board Focus Group with a selection of Board members would be organised. Board members selected for the Focus Group would be contacted as soon as possible.
- Mock interviews/focus group for those participating directly in the inspection would take place on 19 and 20 January.
- Ann Bennett and Graeme Bennett would attend the December Board meeting to present to the Board about inspection.

TH added that the Audit Commission take the stance of wanting to give the organisation a good rating. CNH just need to demonstrate continual improvement with self awareness and plans to address areas of weakness.

Staff Core Brief – The Board were advised that a “Core Brief” bulletin has recently been implemented. This would be provided to staff fortnightly and would include key messages and inspection updates.

Staff Conference – TH advised that a staff conference was planned for January. This would include a motivational speaker. The main aim of the event was to gear staff up for inspection and highlight the positives of the organisation.

The Board received the report.

10) CBC Asset Management Strategy

The Board received a presentation outlining the key aims of the Asset Management Strategy recently approved by the Council’s Cabinet. It highlighted how the decent homes programme would be delivered (subject to funding) and how sustainability of the housing stock would be ensured for the future.

The Board received the presentation.

11) Compensation Policy

The Board received a report proposing the introduction of a compensation scheme and proposing a framework for compensation.

PG suggested that front line staff should be empowered to make compensation decisions. IR agreed to amend the policy to reflect this.

RESOLVED:

That:

- **The compensation scheme be applied to complaints and other similar**

- **situations immediately**
- **Payments for missed repairs appointments to be implemented from April 2010.**
- **A review of the scheme to be undertaken 6 months after implementation with a view to extending the compensation scheme to all service areas.**

12) Income Strategy

The Board received a report outlining the Income Management Strategy and accompanying action plan. The aim of the strategy was to set out the various income streams, explain the importance of each and demonstrate how income would be maximised.

RESOLVED:

That:

- **The Income Strategy be approved for implementation.**

13) Workforce Strategy

The Board received a report outlining the Workforce Strategy 2009 – 2012 for Charnwood Neighbourhood Housing. The purpose of the strategy was to set out the corporate strategic approach to workforce plans and provide a framework to enable our people management practices to be aligned with the company goals and business needs. IR thanked PC for his involvement in developing the strategy.

RESOLVED:

That:

- **The Workforce Strategy be approved for implementation.**

Exempt Items

14) Monthly Finance Update

See confidential minutes

15) Any Other Business

Amendment of Bank Mandates : RP advised that bank mandates required updating following departure of IS.

RESOLVED:

That:

- **Bank mandates be amended to reflect current authorised signatories. These being SW, IR and MM.**

16) Date and Time of Next Meeting

Tuesday 15 December 2009, 6.00pm, Committee Room 1, Council Offices

The meeting ended at 9.05pm

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CHAIR

Signed as a true and accurate record of the meeting held on 17 November 2009.