

Charnwood Neighbourhood Housing Limited

Meeting of the Board of Directors

15 December 2009, 6:00pm, Committee Room 1



Board Member Attendees: Roger Merchant (Chair), Zoe Wortley, Ian Montgomery (Vice Chair), Diane Horn, Ron Jukes (arrived at 7.50pm), Ann Watkinson, Cynthia Popley, Paul Day, Patrick Cole, Peter Gardner (arrived at 6.30pm), Neville Stork, Helen Isaac, Marie Hannabuss, Bill Cavender, Tony Buck

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

Public Attendees Notified in Advance: Siva Balaratnam, Richard Guy, Martin Gray

Other Attendees: Graeme Bennett (Audit Commission)

Apologies: Kenneth Jones

Minutes: Louise Gough

Minutes

The meeting started at 6.00pm. Tony Buck was welcomed to his first meeting as a Tenant Director.

ITEM	Action
<p>1) Audit Commission Inspection Presentation</p> <p>A presentation was given to the Board by Graeme Bennett from Audit Commission outlining the inspection process.</p> <p>The Board received the presentation.</p>	
<p>2) Apologies for Absence</p> <p>Apologies were received and recorded from Kenneth Jones.</p>	
<p>3) Declarations of Interest</p> <p>There were no declarations of interest.</p>	
<p>4) Minutes of the Meeting on 17 November 2009</p> <p>Page 3- Compensation Policy- PG stated that the suggestion of empowering front line staff to make compensation decisions had not been recorded. IR confirmed that the Policy had been amended to reflect this.</p> <p>RESOLVED:</p> <p>That the Minutes of the Board Meeting held on 17 November 2009 been agreed as a true and accurate record of the meeting, and duly signed.</p>	

5) Matters Arising

Page 2-Analysis of reasons for void properties: IR advised the Board that CNH had 574 voids so far for the year. Most common reason for properties becoming void was for transfers, second deceased, third residential care, fourth move from the area, fifth abandoned, sixth moved in with friends, seventh evictions and eighth prison.

Page 2- Number of abandoned calls for contact centre: MM confirmed that a system for measuring avoidable contact was currently being considered for implementation.

Page 2- Outturn Figure: MM advised that the Decent Homes outturn figure would be shown in the next performance Board report.

6) Public Questions

There were no public questions.

7) Chair's Report

Election of Vice Chair: The Board was advised that Ron Jukes and Ann Watkinson had received equal votes in the voting process for the position of vice chair. The decision has been taken to appoint both candidates to the position.

Interviews for CEO: The Board was advised that the CEO interviews had taken place and the position accepted by Susan Taylor. The Board were advised that Susan had a 3 month notice period in her current role at Nottingham City Homes but Susan had requested to meet the Board at the earliest convenience.

The Board received the report.

8) Chief Executive's Report

Inspection Support: TH introduced Neil Barks who would be providing support to the forthcoming inspection.

Self Assessment: The Board was advised that the final version of the Self Assessment had been submitted to Audit Commission on the deadline of 14 December. A hard copy was provided to Board members. Copies of the Self Assessment and document submission CD would also be provided to Board members.

Staff Conference: The Board was advised that the Staff Conference would take place on morning 12 and afternoon 13 January (half day sessions) at Loughborough Town Hall. An invite to the conference was extended to all Board members.

Parliament Visit: TH updated the Board on the visit to parliament by SW and AW to lobby with the National Federation of ALMOs' for decent homes funding release. SW added that the meeting had been very productive and a letter had since been sent from Andy Reed MP to John Healey to request the release of funds.

The Board received the report.

9) Voids Performance Update

The Board received the voids performance report outlining performance for voids for November 2009.

SW highlighted to the Board that the current key to key figure was 93 days (poor standard). Performance on the repairs area for non-designated properties had

improved to 13 days, (target = 27 days). This was a great achievement but could further be improved. The aim for inspection was to demonstrate that improvement had been made and could continue.

HI questioned if the quick reduction in days would appear to be cosmetic to the Audit Commission. TH advised that the inspectors would take into account CNH's track record on voids and the overall judgement would be made on site. TH advised that the improvements would continue beyond inspection.

The Board received the report.

10) Customer Complaints Service- Half Year Performance

The Board received the customer complaint service report outlining half year performance. The report highlighted that there had been a reduction in the number of complaints, however there had been a reduction in response and satisfaction performance. MM outlined the actions that would be taken to improve performance in this area, including assigning accountability to one central team.

PG asked if our data was benchmarked. MM advised we currently do not and that some of this data had not been previously generated. MM added that HouseMark had recently introduced a benchmarking club for complaints performance which CNH would be utilising. NS remarked that CNH needs to be more human with complaints and include tenants in the review of the complaints procedure making it more tenant friendly. This suggestion was noted.

NS/ AW stated that many tenants were being told by members of CNH staff that work could not be done because there was no money. It was agreed that this was an unacceptable and negative way to communicate with customers and a message on how to communicate these messages needs to be provided to staff through Core Brief and the staff conference.

The Board received the report.

11) Draft Delivery Plan

The Board received the draft delivery plan for 2010/11 outlining the strategic aims and proposals for next year. Input from CBC, annual perception survey, inspection outcomes, and review of the housing strategy would be included within the final plan which would be presented to Board in March 2010.

IM suggested that the section on information and communication technology be expanded further to deal with on customer access and enquires. CP advised the 'Shepshed Town Action For The Future' has been dissolved and should be removed from the document. Suggestions were noted.

The Board received the report.

Exempt Items

12) Monthly Finance Update

See confidential minutes

13) Any Other Business

There was none.

14) Date and Time of Next Meeting

Tuesday 19 January 2009, 6.00pm, Committee Room 1, Council Offices

The meeting ended at 8.10pm

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CHAIR

Signed as a true and accurate record of the meeting held on 15 December 2009.