

Charnwood Neighbourhood Housing Limited

Meeting of the Board of Directors

19 January 2010, 6:00pm, Committee Room 1



Board Member Attendees: Roger Merchant (Chair), Ian Montgomery (Vice Chair), Diane Horn, Ron Jukes, Ann Watkinson, Paul Day, Patrick Cole, Peter Gardner, Neville Stork, Tony Buck, Kenneth Jones, Mushtaq Khan

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

Public Attendees Notified in Advance: Siva Balaratnam, Mayor (Cllr) Roy Brown

Apologies: Cynthia Popley, Helen Isaac, Marie Hannabuss, Bill Cavender, Richard Paterson

Minutes: Louise Gough

Minutes

The meeting started at 6.05pm. Mushtaq Khan was welcomed to his first meeting as an Independent Director.

ITEM	Action
<p>1) Apologies for Absence</p> <p>Apologies were received and recorded from Cynthia Popley, Helen Isaac, Marie Hannabuss, Bill Cavender and Richard Paterson.</p>	
<p>2) Declarations of Interest</p> <p>There were no declarations of interest.</p>	
<p>3) Minutes of the Meeting on 15 December 2009</p> <p>RESOLVED:</p> <p>That the Minutes of the Board Meeting held on 15 December 2009 be agreed as a true and accurate record of the meeting, and duly signed.</p>	
<p>4) Matters Arising</p> <p>Page 3- Customer Complaints Service - PG asked what steps have been taken regarding negative messages from staff regarding funding. SW confirmed that this had been raised at Senior Management team and cascaded through team meetings.</p>	
<p>5) Public Questions</p> <p>There were no public questions.</p>	
<p>6) Chair's Report</p> <p>Board Meeting: The Board was advised that the Audit Commission had stated that they would not attend any further Board Meetings as part of the inspection. Interviews and a focus group with Board Members would take place during the onsite week.</p>	

Board Induction Scheme: The Board received the new Board Member Induction Scheme which had been developed using best practice from other organisation. The Board were advised that the induction scheme was open to all Board members.

RM thanked AW and IM for being mentors to the new directors.

Board Appraisals: IM advised that the series of Board Member appraisals had completed. A draft training and development plan would be prepared for the March Board meeting.

Decent Homes Funding: SW advised that John Healey, MP had written to Andy Reed MP in response to his letter regarding the release of Decent Homes funding. SW referred Board Members to the paragraph stating: "This Government commitments means that your ALMO will receive full funding for your Decent Homes programme, although the scale of funds released and the timescale over which the full investment will be made may vary from its provisional plans."

The Board received the report.

7) Chief Executive's Report

New CEO: The Board was advised that Sue Taylor, would commence her employment with CNH on Monday 22 March 2010. TH advised that Sue would be attending the February Board Meeting.

Staff Conference: TH expressed his thanks to all Board members who attended the staff conference. The conference had been well received by staff and feedback was positive. RJ added that he had been impressed with the quality of the conference.

Local Strategic Partnership: The Board were advised that CNH had joined the Local Strategic Partnership.

Loughborough Echo Article: TH advised the Board that an article had been printed in the Loughborough Echo referring to a site set up on the social interaction website, Facebook. TH advised that the Council had been aware of the site for some time and had been in content with the creator of the site. He added that the content had been checked and mainly referred to allocations issues however, any issues that could be dealt with by CNH would be followed up by SW.

SW

CNH 5 Year Vision: The Board received the outcomes from the visioning exercise undertaken at the Managers' Away Day of 6 January 2010. TH advised that a similar exercise would be undertake at team meetings throughout the organisation and then fed into the Board Member Away day to be organised when the new CEO commenced employment. Initial comment from the Board was:

- Increased involvement with tenants and governance, eg devolved budgets, co regulation with the tenants body
- No reference to HRA
- Reference to transfer but no reference to review of the Management Agreement within the time period
- Developing strategic alliances with other suppliers
- Future development of the repairs and mainenance service
- Maximising VFM
- Decent Homes - if we get 2 stars will be aim to achieve the initial standard or post DH standard
- Council input into the vision?
- Strategic links wider than housing - regional presence
- Green/environmental - sustainable home building

- ALMO leading the way on some areas rather than the Council

The Board received the report.

8) Value For Money Strategy

The Board received the VFM strategy report outlining the future strategic Value for Money objectives of CNH and discussion ensued.. NS stated that the strategy was a live document and would be reviewed regularly. TH added that the action plan would be circulated to the Board following the meeting.

RP

PG stated that voids needed to be included within the strategy.

PC enquired if CNH had a staff suggestion scheme. TH added that there was not currently a formalised suggestion scheme however staff were thanked for suggestions in Core Brief.

RESOLVED:

That the Value for Money Strategy be approved and adopted for implementation.

9) Risk Management Strategy

The Board received the risk management strategy report outlining the future strategic risk management objectives of the company and the risks to CNH and discussion ensued. TH added that the action plan and risk register would be circulated to the Board following the meeting.

RP

TH advised that risk would be embedded within the company with disvisional risk registers and regular review and reporting. He added that the Audit Committee would oversee the Risk Strategy and Register.

RJ suggested that the review of the register be carried out at least every 6 months with the committee and once to the Board. This notion was agreed by the Board.

RESOLVED:

That the Risk Management Strategy be approved and adopted for implementation.

10) Procurement Strategy

The Board received the procurement strategy report outlining the future strategic procurement objectives of CNH and discussion ensued. TH added that the action plan would be circulated to the Board following the meeting.

RP

PG stated that a procurement plan and contract register was required to ensure effective governance and planning.

RJ enquired if benchmarking was used during the procurement process. SW responded that that each procurement process was tailored around the service and that CNH regularly compare the unit rates of companies. RJ requested a table of how the workings of the procurement process are carried out. SW agreed to circulate a paper outside the meeting.

SW

RJ asked if the consideration of relocating of the CNH offices would be included in the 5 year plan. TH advised that SW would look into this following inspection and the matter would further be discussed with the Council.

PC requested if the schedule of responsibility can be added to the document. All

RP

notions were noted.

RESOLVED:

That the Procurement Strategy be approved and adopted for implementation.

11) Repairs and Maintenance Strategy

The Board received the repairs and maintenance strategy for discussion and approval.

RM asked why the completion date for 100% stock condition survey was December 2013. SW stated that currently CNH 43% survey data however it was currently considered unaffordable to attain 100% however would be completed as part of the Decent Homes work. It was agreed that this issue would be kept under review once CNH had confirmation after inspection whether funding would be available.

SW

RESOLVED:

That the Repairs and Maintenance Strategy be approved and adopted for implementation.

12) Voids Performance Update

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

IR highlighted to the Board that the current key to key figure was 69 days which, although still in need of vast improvement, was an enormous improvement from the November figure of 93 days. Performance for repairs for non-designated properties had improved to 9.29 days.

RJ enquired what was being done where offers were rejected due to ASB in the area. IR stated that a number of actions were in place to combat the problem in these areas.

MK added that the figures were positive and showed action was being taken in the areas and that it would be concerning if there were was recorded criminal activity and no action taken.

It was requested that the report include the total amount of voids at the time of reporting.

PF

The Board received the update.

13) Inspection 2010 update

The Board received the inspection 2010 outlining the preparation activity since the last Board meeting and progress towards inspection.

The Mayor wished CNH good luck with the inspection.

The Board received the report.

Exempt Items

14) Monthly Finance Update

See confidential minutes

15) Date and Time of Next Meeting

Tuesday 23 February 2010, 6.00pm, Committee Room 3, Council Offices

The meeting ended at 8.30pm

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CHAIR

Signed as a true and accurate record of the meeting held on 19 January 2010.