

**Charnwood Neighbourhood
Housing Limited**
Meeting of the Board of Directors
20 April 2010, 6:00pm, Committee Room 1



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

Also Present: Sue Taylor, Steve Wilson, Maria Maltby, Richard Paterson, Martinette Proud

Public Attendees Notified in Advance: None

Apologies: Marie Hannabuss, Cynthia Popley, Richard Osborne

Minutes: Maria Maltby

Minutes

ITEM	Action
<p>Tabled Papers</p> <p>A number of documents for Board member information, were tabled at the start of the meeting – Report outlining the outcomes of the Board Away Day held on Saturday 17 April, Draft Project Plan for the Governance Review, Gas Audit updated Action Plan and Voids Update.</p> <p>NS stated that he was unhappy with the number of documents tabled. ST stated that the documents were for information purposes only and were intended to provide Board, particularly those who were not in attendance, with an update on the outcomes of the Away Day.</p> <p>1) Apologies for Absence</p> <p>Apologies were received and recorded from Marie Hannabuss, Cynthia Popley and Richard Osborne.</p> <p>2) Declarations of Interest</p> <p>There were no declarations of interest.</p> <p>3) Minutes of the Meeting on 30 March 2010</p> <p>RESOLVED:</p> <p>That the Minutes of the Board Meeting held on 30 March 2010 be agreed as a true and accurate record of the meeting, and duly signed.</p> <p>Matters Arising</p> <p>Page 6 – Revised Customer Complaints Policy and Procedure and Revised Compensation Policy – NS asked when the revised Policy and Procedures would be</p>	

presented to Board. MM advised that Board had agreed the Policy and Procedures pending changes requested by Board at the last meeting and approval by TRG on 30/03/10. MM added that TRG had fed back some changes but overall were happy with the Policies and any changes were being reflected for implementation. NS expressed discontent at this and requested that Board further consider the Policy and Procedures.

ST suggested that the revised procedures could be sent out to Board members for review and further comment and any further scrutiny and amendment could be undertaken via the Performance and Scrutiny Committee.

4) Public Questions

There were no public questions.

5) Chair's Report

Board Away Day Feedback

MM provided feedback from the Board Away Day held on Saturday 17 April. She advised that the purpose of the day was:

- Clarification of CNH's governance arrangements including accountability and performance;
- Consideration of leadership within CNH;
- Risk management and the Board's responsibility; and
- The way forward for CNH.

MM outlined that a number of subjects were specifically discussed and there was agreement that:

- The organisation had been through a steep learning curve, from which there were lessons to be learned for the future;
- Despite the problems faced by the company, other ALMOs had come through difficult times and there was every reason to believe that CNH could have a bright future as well;
- There was continuing support from the Council to turn the organisation round, although it was recognised that time was limited, probably one year;
- The aim of the company was to deliver a three-star service and to achieve a minimum two-star level across-the-board by the time of the next inspection;
- The Board had a clear responsibility to lead the organisation, focusing on the vision, values and direction;
- The Board had to conduct itself in the right way, leading by example and setting the tone;
- Whilst the short-term focus had to be on addressing the Audit Commission's concerns, the Board also had to look to the future beyond Decent Homes and the clients and range of services that the company could provide.

It had been agreed that a review of governance was required and MM outlined proposals for a revised Board and Committee structure including consideration of frequency of meetings, clarification of roles and responsibilities, particularly Board Champions, Payment of the Chair, performance and accountability and risk management. A draft structure chart and outline responsibilities for committees was presented along with a draft project outline and plan.

PC expressed concern regarding the organisation's ability to administer the committee structure. ST stated that this would be considered within the restructure proposals.

ST added that the Away Day had worked extremely well with a number of honest discussions taking place and proposals for change. She emphasised that the Board

needed to have a vision for the future for example, new income streams, provision of other services, building, increased partnership working.

The Board agreed that another away day should be organised to discuss and action the proposals. It was agreed that the format would be a half day on a Saturday. RJ added that he was happy to undertake the exercises as long as action and improvement were the outcome. ST stated that managers had also been tasked with learning from the top performing organisations.

MM

ST stated that the Board had agreed to form a Performance and Scrutiny Committee and asked for confirmation that this should proceed immediately rather than wait to agree any revisions to the committee structure. This was agreed and the first meeting to agree membership and terms of reference would take place in May.

MM

Partnership Working and Income Streams

NS stated we need to build relationships with others and get involved in 'Total Place' and that we should be looking for additional income streams. ST stated that collaborative working across the East Midlands was a current subject for the East Midlands ALMOs Chief Officers Group and the Board would be updated. SW added that we were looking for additional income streams and had been successful in some such as the Cavity Wall Insulation funding. It was agreed that provision for either a new role or building this into roles within the new structure would be required.

RJ suggested that NATFED should have an overview of all funding streams available. ST suggested that she would mention this at the Chief Officers group.

ST

MK suggested that we learn from others who are leading in this area to benefit from their knowledge and expertise. ST agreed and confirmed that this would be covered in our learning from top performing organisations. She also stated that we needed to ensure we approach this strategically rather than ad hoc.

Risk Management

RM requested that the risk management strategy be reviewed as soon as possible by the Audit Committee. Risks associated with the reorganisation and finance needed to be assessed.

RP

New Independent Board Member

RM advised that Richard Osborne was interviewed and appointed to the Board on 16 April. Richard, the Property Services Director at Whitefriars Housing Group would replace the Asset Management expertise previously provided to the Board by Peter Gardner. Richard also has extensive Housing Management experience. The Board expressed welcome to Richard.

The Board received the report.

6) Chief Executive's Report

Cherie Tinenti – Award Winner/ Nominations

ST advised the Board that Cherie Tinenti, one of our active tenants, achieved runner up position as Midlands Tenant of the Year, at the TPAS awards ceremony held in Birmingham on 18 March 2010 and Cherie has also been shortlisted for the Housing Heroes national awards within the Inspirational Tenant category. This ceremony would be held in London on 14 May 2010.

The Board expressed congratulations on this fantastic achievement and thanked her for her contribution to improving the lives of residents of Loughborough.

Handover from Tim Harris

ST advised that she had completed her hand over with Tim Harris who had now left CNH. ST updated the Board on activity since her appointment including:

- Linking up with the National Federation of ALMOS (NFA) Mentoring Scheme and receiving mentoring support as required from Lesley Roberts, the Chief Executive of Wolverhampton Homes.
- Spending as much time as possible getting around the organisation meeting people and attending team meetings to get a feel for what matters. This has also included meetings with tenant and leaseholder groups which will form part of a programme of meeting all such groups and forums over the next few months.

Inspection Update

ST advised that following submission of a response and further documentation/evidence to support the response, the Audit Commission had advised that the final inspection rating for judgement two would be improved. ST added that the result would be announced by Audit Commission on 13 May and was embargoed until this date. ST added that managers had been asked to communicate this to all staff and the message would be reinforced in Core Brief.

She advised that she would be meeting with Ann Bennett on a quarterly basis to review progress and the inspectors had offered a day with managers to discuss detail of the report and the approach to recommendations.

National News – Help for Social Landlord to crack down on Anti-Social Behaviour

The Board were advised of new government guidance published on 01 April 2010 for council and housing association landlords, outlining how they can use the powers available to them to crack-down on anti-social behaviour and improve the lives of their tenants. ST added that Charnwood's Community Safety Partnership would be responding to the guidance.

KJ left the meeting at 7.15 pm

National News – Decent Homes Funding Petition

ST advised the Board of the Prime Minister's response to the national petition to "ensure that all Arms Length Management Organisations who qualify, immediately receive all the Decent Homes programme funding promised to them."

National News – Warm Homes, Greener Homes

ST advised the Board of the Government's announcement to develop a new 'Warm Homes' standard for social housing, to supplement the Decent Homes standard. This would cover both insulation and connection to low carbon district heating or renewable heating. The strategy sets out an aim of cutting emissions from fossil fuels in homes by 29% by 2020. ST stated that the Government intend to develop the detailed standard, working with others during this year, and to work with the Tenant Services Authority (TSA) to ensure that landlords plan how they would achieve their requirements by 2020, subject to the necessary support and funding. The government will then confirm a requirement to achieve the standard when they confirm details of the future energy company obligation.

National News – Council Housing Finance

ST advised that consultation regarding the proposed new self-financing system for councils referred to at the last Board meeting has a closing date of 6 July 2010.

She added that we are working with colleagues in the Council to prepare our response and a further update would be available at the next meeting. ST also advised that we would also be forwarding our thoughts to the NFA who will be submitting a response to Government on behalf of all of its members.

ST/RP

The Board received the report.

The meeting ended at 7.45pm. SW and MM left the meeting.

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CHAIR

Signed as a true and accurate record of the meeting held on 20 April 2010.