

THE BOARD

MINUTES of the **Public Meeting** held on **13 MARCH 2008** at 14 Hounds Gate from 5.35pm to 6.55pm.

Board Members:

Ade Aderogba
Graham Chapman
Anne Dean
Harry Everington
Peter Linford
David Liversidge
Margaret Pugsley
Paul Rowe
Valerie Schneider
Janet Storar
Malcolm Wood

Also in Attendance:

Steve Everson	Interim Director of Finance
Mark Johnson	Assistant Director of Property Services
Chris Langstaff	Chief Executive
Janet Locker	Senior Governance Officer
Martinette Proud	Interim Director of Organisational Development
Amanda Schofield	Director of Strategy & Partnerships
Martin Valentine	Head of Marketing & Communications (left 5.50pm)
Mohammed Salafey	Tenant (left 6.35pm)

07/57 WELCOME, INTRODUCTIONS & CHAIR'S ANNOUNCEMENTS

The Chair welcomed Mohammed Salafey to the meeting. The Chair announced that he had been asked by Anne Dean to consider a number of items under the Agenda item 11 – Any Other Business. The items were accepted.

07/58 APOLOGIES FOR ABSENCE

Apologies were received from Tim Bell and Martyn Kingsford.

07/59 DECLARATIONS OF INTEREST

None declared.

**07/60 CONFIRMATION OF MINUTES OF THE MEETING HELD ON
10 JANUARY 2008**

The Board adopted the minutes as a true and accurate record of the meeting.

07/61 MATTERS ARISING FROM BOARD MINUTES

None.

07/62 COMPANY SECRETARY'S REPORT

Consideration was given to a report of the Director of Finance, ICT & Governance which outlined the recruitment process for new tenant board members with effect from the Annual General Meeting (AGM).

The Board was advised that the Company's Memorandum and Articles of Association (M&A) required that two Tenant Board Members (TBM) retire at the AGM. The retirement of two TBM would mean that four TBM would need to be elected at the AGM. It was proposed that the Board recommend to Nottingham City Council for the M&A to be amended so that no retirements take place during 2008. The Board agreed.

The Board to appoint a Recruitment Panel consisting of the Chair, Janet Storar and Valerie Schneider. It was agreed that a meeting would be called.

The Board agreed to undertake a review of the Co-opted Board Members before the AGM.

RESOLUTIONS:

The Board agreed:

- 1. the amendment to the Memorandum and Articles of Association so that there are no retirements of Tenant Board Members at the Annual General Meeting (AGM) in July 2008;**
- 2. to recommend the amendment to the Shareholder, Nottingham City Council and call notice of a General Meeting;**
- 3. to appoint a Recruitment Panel consisting of the Chair, Janet Storar and Valerie Schneider;**
- 4. to undertake a review of the Co-opted Board Members before the AGM.**

07/63 EXECUTIVE'S REPORT

Consideration was given to a report of the Chief Executive which briefed the Board on some of the ongoing key issues.

The Chief Executive reported that the Company had embarked on a "brand refresh" and Board Members were invited to pass comments to the Head of Marketing & Communication.

The Board noted the report.

07/63 BUDGET 2008/09

The Interim Director of Finance (IDF) introduced a report updated the Board on the current position.

He reported that the Performance & Regulatory Committee had sight of the detail of the budget and the summary position for the next year included a Management Fee of Thirty-three million one hundred thousand pounds and efficiency savings within the repairs budget.

The IDF informed the Board that work was in progress in relation to the Value For Money strategy which was scheduled to come to Board in July 2008.

RESOLUTION:

The Board approved the 2008/09 Budget.

07/64 2008/09 DELIVERY PLAN & INSPECTION PREPARATIONS

Consideration was given to a report of the Director of Strategy & Partnerships (DSP). The DSP provided an update on the development of the Delivery Plan and the preparations made for the forthcoming inspection, which included the timetable.

A copy of the Delivery Plan was circulated at the meeting.

The Delivery Plan would be considered by Nottingham City Councils Executive Board on 18 March 2008, it was proposed that a small group of the Board reconvene to sign off the Delivery Plan once NCCs decision was known. The Chair, Malcolm Wood, Anne Dean, Margaret Pugsley and Valerie Schneider volunteered to meet to sign off the Delivery Plan.

The DSP presented the 2009/10 planning cycle.

A copy of the Board forward plan was circulated at the meeting.

RESOLUTIONS:

The Board:

- 1. approved the Delivery Plan with the final version submitted to the next meeting of the Board in May 2008; and**
- 2. noted the annual planning cycle and inspection preparation timetable.**

07/65 SERVICE LEVEL AGREEMENTS

The Interim Director of Finance presented a report which advised the Board of the progress made in the review of the current Service Level Agreements (SLAs) with Nottingham City Council.

The Board was informed that the SLAs fell into three categories:

- (i) Direct services
The Board was informed that the some review had been completed; the Company was satisfied with the values. The fleet management was pending due to the outcome of the Repairs Tender process.
- (ii) Office Accommodation
The Board was aware of the current review being undertaken.
- (iii) Management/Professional services
The items for review in this category were big items and included ICT, finance and legal services.

The Board was advised the Company had focused on three SLAs and had concluded that it would give notice and make other arrangements that gave better value for money:

- (i) Property Services Mechanical & Electrical Engineering
- (ii) Human Resources
- (iii) Client IT Services

The Board noted the current situation and endorsed the proposed approach for the future.

07/66 ANY OTHER BUSINESS

Anne Dean, the Chair of the Audit Committee, brought three matters to the Boards attention:

07/66.1 Outstanding Audit Action Register

The Board was advised that substantial slippage of up to six months in some cases had occurred in some areas. The Audit Committee had required re-assurance that the revised dates were realistic and that they should be notified of any major issues.

The Chief Executive thanked the Chair of the Audit Committee for raising the matter and gave his assurance that the matter would be dealt with. He agreed that a progress report would be put before the Board at the next meeting.

07/66.2 Complaints Procedure

The Board was informed that a number of Board Members had been involved in Stage 3 appeals, and were concerned with the quality of information that had been provided to the panel members. In some cases, appeals had been postponed due to either too much or a lack of information provided.

Janet Storar informed the Board that officers had been asked to review the policy and procedure as they appeared to be inadequate and reported that there was a re-occurring theme for each appeal.

In response, the Chief Executive (CEX), advised that the matter had been referred to him. He further advised that the procedure had been operating for nearly twelve months would be reviewed.

Steps were being taken to engage the Ombudsman staff to deliver training to staff and Board Members.

The Board was informed that performance of complaints would now become a standing item on the Performance & Regulatory Committee's (P&R) agenda.

The Chair of the Audit Committee enquired how did the Company support people if they were unable to submit a written document. The CEX confirmed the role of the 3C's team was "customer Champion" and he would check with the team if customers had encountered any issues.

It was agreed that the Complaints, comments and compliments procedure would be subject to special P&R Committee scrutiny.

07/66.3 Risk Management Framework

The Chair of the Audit Committee informed the Board that a number of Board Members had attended a Corporate Manslaughter and Health & Safety presentation at Shoosmiths solicitors. Officers were asked how the matter would be incorporated and monitored by the Company.

The Board was informed that the Risk Management strategy was to be placed before the Board in May 2008 and the matter would be dealt with in the strategy.

The Chair asked that the Company take advice regarding where the Professional Indemnity insurance lies in relation to the new Corporate Manslaughter legislation and advise the Board accordingly.

07/66.4 Information Papers

The Chair asked the Board to comment on the issue of the separate information papers. Board Members requested information to be sent via email where possible.

07/67 DATE OF THE NEXT MEETING

The Board was advised that the date of the next meeting is scheduled for 15 May 2008 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA at 5.30pm.

The Meeting ended at 6.55pm.

SIGNED..... DATE.....