

THE BOARD

MINUTES of the **Public Meeting** held on **31 JULY 2008** at 14 Hounds Gate from 4:35 pm to 6:25 pm.

Board Members:

Harry Everington
Peter Linford
David Liversidge
Margaret Pugsley
Paul Rowe (Chair)
Valerie Schneider
Janet Storar
Graham Ward
Malcolm Wood

Also in Attendance:

Julie Crook	Director of Finance, ICT & Governance
Steve Everson	Interim Director of Finance
Chris Langstaff	Chief Executive
Janet Locker	Senior Governance Officer
Alison Mapp	Company Secretary & Solicitor
Gill Moy	Director of Property Services
Amanda Schofield	Director of Strategy & Partnerships
David Bennett-Bull	Area Panel 7

08/01 ELECTION OF CHAIR

The Company Secretary & Solicitor announced that following the nomination process Paul Rowe was duly appointed as the Chair of the Board for 2008.

Paul Rowe assumed the position of Chair for the remainder of the meeting.

08/02 WELCOME, INTRODUCTIONS & CHAIR'S ANNOUNCEMENTS

Margaret Pugsley and Graham Ward were welcomed as the newly appointed tenant board members and David Bennett-Butt as an observer.

08/03 APOLOGIES FOR ABSENCE

Apologies were received from Ade Aderogba, Tim Bell, Graham Chapman, Anne Dean and Martyn Kingsford. An apology for lateness was received from David Liversidge.

08/04 DECLARATIONS OF INTEREST

None declared.

**08/05 CONFIRMATION OF MINUTES OF THE MEETING HELD ON
15 MAY 2008**

The Board adopted the minutes as a true and accurate record of the meeting; subject to the amendment to the attendees list to include Gill Moy.

08/06 MATTERS ARISING FROM BOARD MINUTES

None.

08/07 COMPANY SECRETARY'S REPORT

The Company Secretary & Solicitor announced the appointments to the positions of Vice Chair of the Board and the Chairs of the Board's Committees:

For the position of Vice Chair of the Board, Janet Storar received the Board's nomination and was duly appointed.

For the position of the Chair of the Audit Committee, there were two nominations received for Anne Dean and Graham Chapman. Anne Dean received the majority of nominations and was duly appointed.

For the position of the Chair of Human Resources Committee, there were two nominations received for Paul Rowe and Valerie Schneider. Paul Rowe received the majority of nominations and was duly appointed.

For the position of the Chair of the Performance & Regulatory Committee, there were two nominations received for Janet Storar and Margaret Pugsley. Janet Storar received the majority of nominations and was duly appointed.

The Company Secretary & Solicitor circulated the proposed appointments to the Board's Committees. The membership was agreed:

Audit Committee: Anne Dean, Graham Chapman, Peter Linford, Harry Everington and Valerie Schneider.

Human Resources Committee: Tim Bell, Dave Liversidge Paul Rowe, and Janet Storar.

Performance & Regulatory Committee: Ade Aderogba, Margaret Pugsley, Paul Rowe, Janet Storar, Graham Ward and Malcolm Wood.

Annual Review of Co-opted Board Members

The Company Secretary confirmed that there had been one omission from the report regarding the appointment of co-opted Board Members. This should be reviewed annually. This item was then deferred to Any Other Business as the Vice Chair wished to include this in the Board discussion to address diversity of the Board. Please refer to 19.2 below.

RESOLUTIONS:

The Board:

- 1. Appointed Paul Rowe as the Chair of the Board;**
- 2. Appointed Janet Storar as Vice- Chair of the Board ;**
- 3. Appointed Anne Dean as the Chair of Audit Committee;**
- 4. Appointed Paul Rowe as the Chair of the Human Resources Committee;**
- 5. Appointed Janet Storar as the Chair of Performance and Regulatory Committee;**
- 6. Agreed that Anne Dean, Graham Chapman, Peter Linford, Harry Everington and Valerie Schneider shall be appointed to the Audit Committee;**
- 7. Agreed that Tim Bell, Dave Liversidge Paul Rowe, and Janet Storar shall be appointed to the Human Resources Committee; and**
- 8. Agreed that Ade Aderogba, Margaret Pugsley, Paul Rowe, Janet Storar, Graham Ward and Malcolm Wood shall be appointed to the Performance and Regulatory Committee.**

08/08 AUDIT COMMITTEE ANNUAL REPORT

The Director of Finance, ICT & Governance presented the annual report on behalf of the Chair, who was unable to attend the meeting.

The Board noted the report.

08/09 HUMAN RESOURCES ANNUAL REPORT

The Chair of the Human Resources Committee presented the annual report.

The Board noted the report.

08/10 PERFORMANCE & REGULATORY COMMITTEE

The Chair of the Performance & Regulatory Committee presented the annual report.

The Board noted the report.

08/11 CHIEF EXECUTIVE'S REPORT

Consideration was given to a report of the Chief Executive (CEX) which briefed the Board on some of the ongoing key matters.

The CEX reported that there had been one omission from the report regarding the strike action taken by UNISON on 16 and 17 July 2008. Pickets had been in attendance at most of the offices and a number of staff did not cross the picket line,

which impacted on some operatives. Staff involved would lose two days pay. The strike did impact on service delivery.

The CEX gave an update on the repairs & maintenance contract which commenced on 7 July 2008. Significant changes have been made with the closure of Eastcroft and Basford depots, the company now operated combined stores at Harvey Road. The new contract contained some new schedule of rates which changed the day rate for pay, however the overall wage bill remained the same, the fundamental difference was that there were now different levels of productivity. There are ongoing talks with the Unions.

A new system of performance management had been introduced which looks at the quality of every works order. All customers are issued a customer satisfaction form, the return rate around twenty per cent (20%), which are assessed and analysed. The Company achieved seventy percent (70%) compared with other organisations who perform within the top quartile of eighty-five per cent (85%).

Malcolm Wood raised concern about the number of complaints received in relation to fencing repairs and asked that the Company address the issue. In response the CEX advised that a list of addresses had been passed to Neighbourhood Management for action.

The Board noted the report.

08/12 NOTTINGHAM CITY HOMES ASSET MANAGEMENT STRATEGY UPDATE JULY 2008

The CEX presented the update report which highlighted the amendments made to the Asset Management Strategy which had been previously approved by the Board in November 2007.

The Board noted the report.

08/13 NOTTINGHAM CITY HOMES TEN YEAR STRATEGY 2008-2018 UPDATE

Consideration was given to the report of the Director of Strategy & Partnerships (DSP) which updated the Board on progress towards the Company's Ten Year Strategy and included key objectives that had been discussed at the Board's Away Day in July 2008. A copy of the Ten Year Strategy was circulated at the meeting.

The Board was asked to feed back any comments to either the Director of Strategy & Partnerships or the Strategy Development Officer.

RESOLUTIONS:

The Board:

- 1. noted the current version of the Ten Year Strategy; and**
- 2. noted that an update will be presented at a future meeting of the Board.**

08/14 VALUE FOR MONEY STRATEGY

The Interim Director of Finance (IDF) introduced the report and advised that the Value For Money Strategy had been re-written and was now considered fit for purpose. A number of media were being used to embed value for money across the Company.

RESOLUTIONS:

The Board

- 1. Approved the draft Value For Money Strategy; and**
- 2. Authorised the Chair and Vice Chair of the Board to approve the final version on behalf of the Board.**

08/15 HEALTH & SAFETY STRATEGY

The Interim Director of Organisational Development (IDOD) presented the report and action plan and advised that a comprehensive re-assessment was being undertaken by the Head of Health & Safety.

The Board was asked to feedback any comments to the Head of Health & Safety.

The Board noted the report.

08/16 HEALTH & SAFETY POLICY REVIEW

The IDOD presented the report and advised that there had been insufficient time to undertake a policy review prior to the meeting. However, a timetable had been included with the report which the Board was asked to approve.

RESOLUTION:

The Board approved the proposed timetable for the policy review.

08/17 CUSTOMER FOCUS STRATEGY

Consideration was given to the report of the Director of Housing Operations (DHO). It was reported that the strategy was work in progress and would be subject to change. Further consultation would be undertaken with customers and employees.

Malcolm Wood observed that the strategy did not contain any information of tenant's rights and he was of the opinion that not many staff understood the legal responsibilities and obligations. The DHO agreed that the information would be included in the strategy.

Valerie Schneider asked whether the Company would consider producing a CD/DVD of the strategies. The DHO advised that the Company would give it consideration.

RESOLUTION:

The Board approved the draft Customer Focus Strategy subject to any substantive changes that arise from the final phase of consultation with tenants and leaseholders.

08/18 FORWARD PLAN

The Forward Plan for the Board and the Board's Committee was presented and considered.

The Board noted the Forward Plan.

08/19 ANY OTHER BUSINESS

08/19.1 SPONSORSHIP OF COMMUNITY EVENTS

The Vice Chair of the Board (VC) raised the issue of confusion that had arisen recently which concerned the Company's involvement of an annual event, namely the Carnival. It was the VC opinion that whilst it was right and proper for the Company to participate in the event, the Company should consider the wider community.

The VC suggested that the Company make provision within its budget for the purpose of sponsoring such events and the recipients of such funding would be agreed by a small task group of the Board.

A panel would then be set up to award funding against criteria to be agreed by the Board

The Chair advised that the Board should give consideration to the type of community events that were supported by Government. There are other initiatives which currently support community events and this should be factored into the Company's decision to fund community events.

The DSP advised that the Company would look at how it could engage with the wider community to promote NCH.

The CEX informed the Board that the Company does receive requests for funding were currently treated on a case by case basis and relies on one individual to make the decision to provide the funding. The CEX proposed the matter be looked into at the time of budget preparation.

The Board asked that the Executive Management Team work up a set of guidelines and bring back to Board.

RESOLUTION:

The Board agreed that the Executive Management Team to look into and as appropriate, to develop the guidelines for sponsoring community events.

08/19.2 DIVERSITY OF THE BOARD

The VC raised the matter of the diversity of the Board, particularly in relation to age and race. The matter had been identified during the self assessment session at the Board Away Day in July 2008. The VC proposed that whilst the Board appointments had been finalised for 2008/09 the Board should consider ways to address the matter in the future.

The Chair reminded the Board that they had taken a great deal of time last year reviewing the Board's membership. The Chair proposed that the Board may want to address the matter through the co-optees..

The CEX suggested that the first step for the Board was to formally recognise the issue and advised that the Board needed to consider the importance of addressing the issue.. The CEX informed the Board that the Company Secretary had reminded him of the Tenant Involvement Leasehold structure ("the Jigsaw"), a copy of which was circulated at the meeting. This sets out the structure for engagement with tenants and leaseholders and it could be better used as a mechanism through which the Board could be informed of issues affecting the diverse community the Company serves. A way forward could therefore include inviting chairs of the various forums to Board meetings for input. The Board was therefore advised that the issue of co-option was not the only solution to be considered when seeking to address diversity of the Board.

The DSP informed the Board that assistance may be available from the new Interim Head of Equality & Diversity, Arvinder Gohill who holds a national profile and has also been involved in governance with other organisations.

The CEX reminded the Board that the four tenant and leaseholder candidates that had stood for election for tenant board member this year were from a broad cross section of the community addressing diversity in the wider sense. However, the election process is a democratic one with the result that the gaps on the Board in terms of age and race were not addressed.

The CEX advised that a broader equality & diversity strategy and a proposal of how the Board will meet its ongoing commitment and confirmation of the arrangements regarding co-optees would be presented to the next meeting of the Board in September 2008. The DSP was asked if the report could be available well in advance of the September meeting in order that the Board could digest the content.

RESOLUTION:

The Board to review diversity of the Board in the following manner:-

- 1. The Board agreed that a report on equality &. diversity shall be prepared in advance of the September 2008 meeting; (DSP to action)**
- 2. To review the current co-opted board members; and**
- 3. To look at the development of the Tenant Involvement Structure**

08/19.3 MINUTES OF THE MEETING HELD ON 24 JULY 2008

A copy of the minutes from the meeting held on 24 July was circulated at the meeting.

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

08/20 DATE OF THE NEXT MEETING

The Board agreed that the date of the next meeting is scheduled for 18 September 2008 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA at 5.30pm.

The Meeting ended at 6:25 pm.

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