

## **NOTTINGHAM CITY HOMES**

### **MEETING OF THE TLC AND THE BOARD**

**MINUTES** of the **Meeting** held on **24<sup>th</sup> June 2009** at 14 Hounds Gate from 6.00pm to 8.00 pm.

#### **TLC Members:**

Alison Thorpe AT  
Cynthia James: CJ  
Dave Bennett Bull: DBB  
Clive Thorpe: CT  
Jackie Brown: JB  
Robert Morrell RB  
Sheila Thwaites: ST  
Ennis Peck: EP  
John Riley JR  
Lyn Mitchell LM

#### **Board Members:**

Paul Rowe: PR  
Ade Aderogba: AA  
Janet Storar: JS  
Ann Dean: AD  
Malcolm Wood: MW

#### **Also in Attendance:**

Chris Langstaff: CL	Chief Executive
Gill Moy: GM	Director of Housing Services
Amanda Schofield AM	Director Strategy & Partnerships
Julie Crook JC	Director Finance, ICT & Governance
Carole Donnelly CD	Tenant & Leaseholder Involvement Manager

#### **APOLOGIES FOR ABSENCE**

Apologies were received from Kate Bowley, Jean England, Maria Hemphill.

#### **1. Minutes of last meeting 15<sup>th</sup> January 2009/Matters arising**

- 1.1 CJ requested a follow up on District Audit investigation and wanted to know who was looking at the failings and how do we address the weaknesses identified. AS confirmed that recommendations and weaknesses had been identified from the report and incorporated into Service Improvement plans (SIP's) these were finalised in spring and the performance team monitor the progress on a monthly basis. Performance is then reported through to Executive Management Team (EMT), Board, then go for scrutiny at the City Council. CL confirmed that the investigation was still ongoing, as soon as the outcomes can be revealed (subject to confidentiality) they will be released. It was noted the Audit enquiry took 3years to produce and we are only 4 months into the process of responding.

- 1.2 EP noted that good things have been put in place for the repairs & maintenance service, especially in relation to voids. It had been noted that Gary Whitaker had been out and about reviewing the service standards.
- 1.3 JS wanted to know if the issues with Trent cars had been resolved, GM confirmed that the taxi contract was currently out to tender following a procurement exercise, results should be known soon.
- 1.4 Community chest proposal had been put on hold until the new Tenant & Leaseholder Involvement Manager (TLIM) was in place, CD to will be picking this up. CJ raised a concern over how the fund would be administered and hoped that the majority of the funding wouldn't be allocated to publicity instead of funding good causes.
- 1.5 GM gave a brief update on the Tenant Services Authority (TSA). A consultation document (Building a new regulatory framework) has been issued with feedback being requested by September 09. A presentation will be made to the next TLC. An event to carry on the conversation will be undertaken with tenants, so their news can be feedback to TSA.
- 1.6 The minutes of the 15<sup>th</sup> January 2009 are agreed as a true record on a unanimous show of hands.

## **2. Tenant & Leaseholder Involvement Manager**

- 2.1 CD introduced herself and gave a brief summary of her background, skills, experiences that enables her to undertaken the role of T&LIM. CD outlined the main priorities for the team and to build/empower tenants & leaseholders at NCH.

Key areas were:

- Team building and developing staff to deliver excellence service
- Developing & supporting key tenants & leaseholders already engaged
- Developing and supporting emerging residents to continue the good work already undertaken
- Finding new and creative ways to encourage more participation, via a menu of activities.
- To review, develop and promote an involvement events programme that meets the needs of our customers
- Review current participation arrangements and the tenant compact
- Continue to increase awareness of the national agenda (TSA & National tenant voice)
- Investigate creative ways to increase funding opportunities, including match funding, local regional and national funding opportunities; e.g. tenant excellence fund
- To increase involvement/participation across the business as a whole

CLIO team need to work closely with those currently involved to find the 'smartest' way of working that leads to increased participation opportunities across NCH, as well as working in partnership with Nottingham City Council and other key agencies across Nottingham.

- 2.2 AA wanted to know how CD and her team will increase participation with youth. CD responded by saying she has a specialist TLI officer who is currently working in a number of areas, school projects and sports projects to target

youth before they become tenants; exploring IT as a tool to encourage youth to be involved, e.g. My space & websites.

- 2.3 CJ requested further information on the budget forums have this year; concern was raised that £1000 wouldn't go very far, once tax and other items were taken into account. Further information on what the budget can be used for will be brought back to the forums. CT also raised this issue and he has been told the budget is £2000. GM and CD to confirm details on what this money can be used for. ST required clarity on the budgets and autonomy to run the forums.
- 2.4 DBB advised that CD will need to make herself visible, to obtain credibility, which included meeting with all the area panels and forums. LM confirmed that CD had already attended the sheltered forum on the 22<sup>nd</sup> June. CD confirmed she has schedule of forums/panels to attend over the next few months.

### **3. Tenant Board Member election process update**

- 3.1 JS asked if she needed to leave the meeting at this point as this item involved her personally. It was confirmed that she could remain for this item.
- 3.2 JC introduced this item, confirmed the background to the election process, 5 tenant/leaseholder are currently on the board and have to stand down after serving 3 years; but can stand for re-election. The recent election process which was widely advertised in a variety of publications produced 6 candidates for the 2 vacancies; only 2 of these candidates are eligible to serve on the board. There are 2 options that can now be considered (in line with memorandum & articles)
  - Full ballot with a cost of approximately £20k
  - Indirect election from the TLC to approve the 2 candidates who are eligible to serve on the Board.
- 3.3 JC confirmed that they were bringing this item to the attention of the meeting to enable the TLC to make an informed decision before the next meeting, which is due to take place on the 22<sup>nd</sup> July, day before the next full board meeting.
- 3.4 A full discussion on this item took place with concerns raised about the advertising of the board vacancies. CL further confirmed that articles were placed in the NCH newsletters distributed to all tenants/leaseholders, further confirmed that there were only 2 ways to move forward a direct election or the TLC to approve the remaining 2 candidates. Would the TLC feel comfortable with this approach, in line with current guidelines/regulations? Confirmed that no decision will be made today and that TLC will need to be comfortable with this approach, hence the need to bring it to the meeting. It was also noted that there will be one more vacancy for a tenant/leaseholder board member this year.
- 3.5 AT noted that it was 'Hobson choice' which way we move forward and we need to have board members in place for the AGM in September. AT confirmed that TLC will need the information up front, with the agenda for the next meeting in July to enable the TLC to make an informed choice.
- 3.6 JC confirmed that when Graham Ward (GW) resigns we will have to follow the process again of either an election or coming back to TLC. CL confirmed that we will need to look at new ideas and link in with other ALMO's to see how they

complete the process. EP requested that since the candidates were well known to the TLC and no other suitable candidates had shown an interest it was appropriate to keep the decision within the TLC, but next time has to be different. AD requested that additional information regarding the candidates and the process (costs) be forwarded so TLC members can make an informed choice. CL confirmed that we now have a window of opportunity to review the process and report back to the AGM in September if necessary. LM asked if there was a possibility of co-opting a member of TLC to cover GW when he leaves? CJ wanted to know if the board will begin to reflect the community we live in? CL commented that he has set that as an ambition for NCH, aware there is currently a gap and wants to address this issue. It was noted that this applies to Executive Management team (EMT) as well.

#### **4. Discussion on how the TLC envisages working with Board and Officers**

- 4.1 PR led the discussion and informed the TLC about the process the Board and EMT had undertaken recently. PR confirmed that 6 targets came out of their process to effectively manage the business. PR confirmed that it was a useful exercise to undertake and wanted TLC to have the opportunity to look at issues more strategically. It was recommended that the meeting would break into 2 discussion groups to look at how they can move this forward.
- 4.2 DBB raised the issue of the TLC having an away day to discuss this and a number of other key issues to match what had occurred with the Board and EMT. DBB was concerned that this has been raised without the group being able to gather their thoughts and fully prepare for the item. DBB applauded this as a good way forward but needed more thought. CJ thanked the Board members for their honesty and transparency and noted that things are beginning to change. EP noted that he encourages everyone to attend the area panels and he was here to represent all. EP wanted more information to be able to tackle local issues.
- 4.3 JS gave a brief explanation of what the Board/EMT away day entailed, using a think tank approach to understand what we expect of each other. A wide variety of comments were made during the debate with the main issues being more effective communication, accountability and a clear understanding of the roles/responsibilities. (See bullet points attached to minutes for further information)

#### **5. Any other business**

- 5.1 EP confirmed that tenants need to feel more proud of themselves/properties and then extend a pride in Nottingham City Homes.
- 5.2 CJ confirmed that she and other colleagues had been receiving a number of complaints regarding the St Ann's housing office. GM confirmed that they had temporary management in place and that she will pick up individual issues after the meeting.

#### **6. Date of next meeting**

- 6.1 TLC & Board meeting 28<sup>th</sup> October 2009. 6pm – 8pm
- 6.2: TLC 22<sup>nd</sup> July 2009. 6pm – 8pm

**SIGNED..... DATE.....**  
**(Chair of TLC)**

**SIGNED..... DATE.....**  
**(Chair of the Board)**