

Minutes



Minutes of TLC and Board meeting Wednesday 28th October 2009

TLC Members:

Jean England (JE) Roy Lawson (RL)
Clive Thorpe: (CT)
Robert Morrell (RM)
John Riley (JR)
Maria Hemhill (MH)
Jacinth Hall (JH)

Board Members:

Janet Storar: (JS)
Dave Bennett Bull: (DBB)
Margret Pugsley (MP)
Tim Bell (TB)

Also in Attendance:

Gill Moy: (GM)	Director of Housing Services
Amanda Schofield (AM)	Director Strategy & Partnerships
Sue Taylor (ST)	Assistant Director Housing Services
Carole Donnelly (CD)	Tenant & Leaseholder Involvement Manager
Claire Reeves (CR)	Tenant & Leaseholder Involvement Officer
Sue O'Connor (SO)	Tenant & Leaseholder Involvement Officer

Apologies for absence

Apologies were received from Cynthia James, Alison Thorpe, Ennis Peck, Ade Aderogba, Peter Linford, Malcolm Wood, Val Schneider, Suhail Hashmi, Chris Langstaff

1. Minutes of last meeting 24th June 2009 / matters arising

- 1.1 AS requested that the minutes be slightly amended for item 1:1 to show the comment was referring to two different reports, namely the 'strengths and weaknesses of the Audit commission report and the District Audit report was a different document.
- 1.2 Item 1.3 CD confirmed that a new taxi firm had been awarded the tender and D&G cars were due to start on the 2nd November, letters had been sent to the most frequent taxi users to inform them of the change of firm. JR stated it would have been useful for the new number to be included in the letter. CD confirmed

the process for booking a taxi and that the new firm did not operate an 'open return' booking process, instead the return journey would be book at the time of the original booking, if a meeting did finish earlier the user would have a unique reference number to book the return journey. CT asked if it would be a good idea for a receipt to be obtained from each journey, CD confirmed that since we'd agreed a fixed price this wouldn't be required.

- 1.3 The minutes of the 24th June 2009 were agreed as a true record on a unanimous show of hands.

2. Role of the Board and representatives

- 2.1 JS introduced this agenda item as she thought it would be a good opportunity to explain further the roles and responsibilities for board members. JS explained that the first responsibility of a member is to act for the good of the company and it's shareholders, NCH only has the one shareholder Nottingham City Council, but that in no way diminishes a boards obligation to ensure the company is financially viable and operates within a legal framework.
- 2.2 The board fulfils this obligation by steering the company on all strategic matters, the better NCH becomes the more benefit is felt by our tenants and leaseholders. An example of where to complain first was given and JS confirmed that tenants and leaseholder have another voice, the TLC and the TLC members act on behalf of the various area committees, panels and tenant residents associations, the key message was about accountability, with the Board being accountable to the Shareholder (NCC) and the TLC being accountable to the tenants and leaseholders. By becoming more focused, the Board and the TLC can work together for the better of all tenants and leaseholders.

3. Casual Board Vacancy nominations

- 3.1 CD outlined that to date no formal nomination to serve as a casual board member had been made direct to her or Janet Storar since it was last raised at the TLC meeting in September. CD confirmed that this was an opportunity to step up and play a vital role in the governance structure of NCH. TLC had until the end of November to nominate someone to cover the casual vacancy, otherwise the Board could look to fill the vacancy with someone other than a tenant or a leaseholder, which would be a backward step for tenant involvement/empowerment, especially as we have a tenant as our Chair of the Board. CD then opened an informal discussion on this topic.
- 3.2 JS confirmed that no one had approach her regarding the vacancy and requested the TLC members re-look at this as a matter of urgency. MP though that apathy prevents some people from putting themselves forward and tenants should be encouraged to talk to those not currently involved. GM stated that this was an opportunity to address the issue of the diversity of the board and senior management and look at reaching out to the younger or diverse communities for new board members.

- 3.3 CT gave a brief historical outline of why a number of key involved tenants hadn't put themselves forward for board membership as well as raising concerns about tenant board members not being able to vote at forums/panels. JS explained that the board members first responsibility is to the board and they have a prime chance to change/influence at this level. DBB stated that although he was the 'new man on the block' at board level he had been an active member of the TLC since its inception and saw moving up to the board as a natural progression. He noted that the numbers attending TLC were dropping and maybe we needed to look at other ways of involving tenants, by utilising community centres and venues were people already go to.
- 3.4 MP explained that she started as casual board member and this had enabled her to change her opinion of involvement as a board member. A suggestion was made to look at a buddy system to help with the transition and possibly maintain a temporary vacancy. AS stated that she believed there are tenants out there with the right skills, we need to widen the process for the next vacancies. CD confirmed that a review group had been established by Governance led by Janet Locker and further meeting dates were due to be announced. MP thought the current tenant compact stifled involvement and acts as a stumbling block, CD confirmed that a review is underway and the first meeting of the steering group was due to take place on the 30th October and volunteers to attend were still welcomed as this had been raised at the last few TLC meetings.
- 3.5 DBB Stated that the TLC needed to make a decision and it's taken 18months to get the managerial team in place, accept that the TLC needed to change. The away day had been a start and now they needed to move forward at a pace and requested further away day be considered.
- 3.6 GM asked if CD could clarify who could be nominated, did they have to be a TLC member. It was noted that certain legal requirements are required before someone could be admitted to the board. No nominations were forthcoming and CD asked the group to consider this and report back to TLC meeting on 25th November.

4. Get involved presentation

- 4.1 Claire Reeves and Sue O'Connor from the Tenant & Leaseholder Involvement Team gave a presentation highlighting the successes of the previous 2 'get involved weeks' and a new way of involving tenants / leaseholders and residents. A 'get involved pack' similar to the 'Red Nose day' or 'Children in Need' pack was used as an example of how we could make this a more tenant led initiative instead of the last two events which were mainly officer led. CR asked for volunteers who would like to help getting this off the ground.
- 4.2 CD confirmed that we were looking at September 2010 as the month, which will give us plenty of time for planning and raising funds for this. JE gave an example of her local park where this kind of event would be very useful. CT thought it was an excellent idea and fully supported this initiative. DBB congratulated the team, thought it was very progressive and outlined a few events where he thought this approach could have an impact; including Wollaton Park and 'it's a knock out' approach. DBB thought it was worthwhile to think 'big' and use the packs as a building block to involvement and improving

the profile of NCH. GM raised the idea of producing a mascot and agreed that the overall scheme was a good idea. ST liked the fun element to getting involved but reminded the group of the need for key successes and aims need to be at the forefront of any activity. CD thanked her team for an excellent presentation and will take the ideas forward and report back to the next TLC and other forums/panels. CR & SO left the meeting.

5. Business plan update

5.1 AS confirmed that the Business Improvement Development team had attended a number of area panels to discuss the business plan and key priorities for the next few years, given the underlying budget cuts pending. AS did note that the attendance at Area Panels hadn't been good, but some key messages and emerging themes had been present. The main theme was the need to 'get it right first time' and a number of 'lean systems' reviews were underway across the business. The second theme centred around health and well being of tenants, especially addressing the increasing number of mental health needs across our tenancies. The third theme was around Anti Social Behaviour and maintaining the focus and the good work NCH are currently doing across the City.

5.2 AS confirmed that rent setting consultation event was due to take place on the 16th November at the Ice Arena and invites have been distributed. Julie Crook Director of Finance is hoping the Government guidelines will be out before that date to enable a full discussion to take place. Julie will also be visiting the area panels in November/December to consult on these proposals. The final rent setting proposal needs to go to Board before the end of the year.

6. KLOE update

6.1 AS confirmed that the KLOE (Key Lines of Enquiry) events at the Ice arena on the 12th October had been a resounding success and very well attended by a number of involved tenants and leaseholders and thanked everyone for making the event successful.
MP confirmed that she had enjoyed the event and found it most enjoyable. JE confirmed that the whole day was very intense

7. Tenant and Leaseholder Conference

CD Confirmed that the conference would be held in the Council House on Saturdays 20th March 2010, a steering group of residents will be working on the agenda with the main theme around Equality and Diversity being considered. See attached briefing note for further details.

8. Date of next meeting

24th February 2010

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

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

(Chair of the Board)