

*Non-Confidential Minutes*

**Northwards Housing - ALMO Board Meeting  
Board Room, Hexagon Tower**

**Tuesday 5 July 2016 at 6:30pm**

**Chair: Sue Abbott**

<b>Present</b>	Sue Abbott (SA) Hilary Vaughan (HV) Fiona Sharkey (FS) Val Edwards (VE) Noel Sharpe (NS) Olusegun Ogunbambo (OO) Paul Moran (PM) Paula Appleby (PA) Guy Johnson (GJ) Mark Leach (ML)	Board Member (Chair) Board Member (Vice Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Co-Optee
<b>In Attendance</b>	Robin Lawler (RL) Stephen Brown (SB)  Mike Stevens (MS) Steve Finegan (SF)  Robbie Chapman (RC)  Tara Kelly (TK)  Paul Beardmore (PB)  Larry Patrick (LP)	Chief Executive Director of Property & Business Services Director of Neighbourhood Service Head of Business Effectiveness and Communications Head of Finance (part meeting) Governance & Equalities Manager (minutes) Director of Housing MCC (part meeting) Procurement Director, MCC (part meeting)

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions</b>  SA welcomed everyone to the meeting.  <b>Confirm Quorum</b>  The meeting was confirmed as quorate.	
2	<b>Apologies for Absence</b>  Sandra Collins, Sharon Thomas, Naeem UI Hassan	
3	<b>Declaration of Interests / Confidential Matters / Requests to un-star information items</b>  HV declared an interest in item 5c 'R&M Re-Procurement' due to a business relationship with Wates Living Space.	

	<p>VE declared an interest in item 12c 'Tenant Board Member Recruitment' as she is re-standing for board membership.</p> <p>ML declared an interest in item 12c 'Yes Corporate Director' as he is an employee of Weightmans.</p>	
	<b>CONFIDENTIAL ITEMS</b>	
<b>4</b>	<b>MINUTES OF PREVIOUS MEETINGS</b>	
<b>a</b>	<p><b>Board 17 May 2016 (Confidential)</b></p> <p>Please see confidential minutes.</p>	
<b>b</b>	<p><b>Resources 25 May 2016 (Confidential)</b></p> <p>Please see confidential minutes.</p>	
<b>c</b>	<p><b>Confidential Matters Arising</b></p> <p>Please see confidential minutes.</p>	
<b>5</b>	<b>RELATIONS WITH THE COUNCIL</b>	
<b>a</b>	<p><b>Proposed Rationalisation of Northwards' Offices</b></p> <p>Please see confidential minutes.</p>	
<b>b</b>	<p><b>Housing Management Options Review – Altair Report</b></p> <p>Please see confidential minutes.</p>	
<b>c</b>	<p><b>R&amp;M Re-Procurement Update</b></p> <p>Please see confidential minutes.</p> <p><b>LP left the meeting.</b></p>	
<b>6</b>	<b>FINANCIAL</b>	
<b>a</b>	<p><b>Collyhurst Environmental Scheme – Contractor Dispute</b></p> <p>Please see confidential minutes.</p> <p><b>PB and RC left the meeting.</b></p>	
<b>7</b>	<b>GOVERNANCE</b>	
<b>a</b>	<p><b>Remuneration Panel Update</b></p> <p>Please see Board only confidential minutes.</p>	
	<b>NON CONFIDENTIAL ITEMS</b>	



	<p>TUPE of staff, and commented that staff are generally positive about the move to Northwards.</p> <p>SF informed the Board that MWL has asked Northwards whether it would be interested in taking a small number of calls on a temporary basis from some of their other clients. SF said this would be for a fixed fee and would only be for around 6 months. NS asked would ICT access be needed for this. SF confirmed that they would need access to Mears 24/7 service.</p> <p>SF commented that Northwards will be saving around £190,000 a year by bringing the service in-house. However, the vision for the future of the call centre service will need to be reviewed in light of the decision not to consolidate the local offices. SF said that Northwards will also need to review its Digital First Strategy in line with this. He will bring an update to Board in due course.</p> <p>FS asked whether there will be update reports on what savings are being made as a result of bringing the service in house. SB said that the savings are annual and not revenue based, but costs will be identified in the Management Accounts.</p> <p>HV enquired about the cut off times for online responses. SF said this is an evolving service, lots of tenants are beginning to engage on line and the feedback so far has been very positive. SF said that he and the Communications Team regularly monitor social media at evenings and the weekend to pick up any issues that may escalate if not responded to immediately.</p> <p><b>The Board noted the progress made so far and the additional performance information.</b></p> <p><b>FS and PA left the meeting. TK advised that the Board was no longer quorate. Members agreed that they would continue with the meeting, and defer items for approval.</b></p> <p><b>b Welfare Reform Update and Rent Headline Figures</b></p> <p>SB presented the update report on behalf of Tracy Langton.</p> <p>HV asked whether more information on Pay to Stay will be coming to the Board. RL confirmed that regulations are due to be put to Parliament, and an update will come to Board when more is known.</p> <p>HV commented on the positive rent collection figures given the circumstances.</p> <p><b>The Board noted the update.</b></p>	
11	<p><b>FINANCIAL</b></p> <p>No Items.</p>	

<p><b>12</b></p> <p><b>a</b></p> <p><b>b</b></p> <p><b>c</b></p> <p><b>d</b></p>	<p><b>GOVERNANCE</b></p> <p><b>Board Effectiveness Review – Enlighten Report</b></p> <p>TK reminded Members that feedback on the review was given at the Board Away Day in April. TK said that this report brought together all the key findings of the review. Key recommendations included the introduction of competency based appraisals, and ways to ensure that Board Member’s time is better used. TK this includes the exploration of virtual meetings, and better use of the Governance website for additional information.</p> <p>TK confirmed that the recommendations from within the report had all been included in the Governance Action Plan 2016/17, which was the next item on the agenda.</p> <p><b>The Board noted the update.</b></p> <p><b>Governance Action Plan 2016/17</b></p> <p>RL suggested that as the meeting was no longer quorate that the action plan be circulated via e-mail for approval. The Board agreed and asked TK to action.</p> <p>NS requested that Northwards investigate the various options for competency based appraisals, rather than just agreeing to implement them, as it is her experience that they are not always as useful for Boards. TK agreed to amend the Governance Action Plan to reflect this.</p> <p><b>The Board deferred the Governance Action Plan for approval by e-mail.</b></p> <p><b>Tenant Board Member Recruitment Update</b></p> <p>VE declared an interest in this item. SA said it was not necessary for her to leave the room.</p> <p>SA confirmed that she and RL have interviewed one potential tenant board member, and another is scheduled for 7 July. SA said that, as PM has indicated that he will stand down at the AGM, then, this could leave three potential candidates for the two vacancies, including VE.</p> <p>RL said that, if this is the case, Northwards will have to go to ballot. TK will inform Members if this is the case.</p> <p><b>The Board noted the update.</b></p> <p><b>Yes Corporate Director</b></p> <p>As the meeting was no longer quorate, RL suggested that this item is circulated to the Board for approval by e-mail. The Board agreed</p>	<p></p> <p><b>TK</b></p> <p><b>TK</b></p> <p></p> <p><b>TK</b></p>
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	and asked TK to send.  <b>The Board deferred the decision on Yes Corporate Director for approval by e-mail.</b>	<b>TK</b>
<b>13</b>	<b>INVOLVEMENT OF RESIDENTS</b>  No Items.	
<b>14</b>	<b>RESOURCES</b>  <b>25 May 2016</b>  As the meeting was no longer quorate, it was agreed to defer the approval of May Resources minutes to September Board.	
<b>15</b>	<b>OPERATIONS</b>  <b>22 June 2016</b>  As the meeting was no longer quorate, it was agreed to defer the approval of June Operation minutes to September Board.	
<b>16</b>	<b>AUDIT</b>  <b>29 June 2016</b>  To be approved at September Board.	
<b>17</b>	<b>HORIZONS GROUP</b>  <b>31 May 2016</b>  RL provided an update on the last Horizons Group meeting.  NS asked whether the Board would be receiving an update on new builds. RL confirmed that Northwards should know the preferred partner in time to bring an update to September Board.	<b>RL/GL</b>
<b>18</b>	<b>BOARD ROLLING AGENDA</b>  New Build Update – September Board.	
<b>19</b>	<b>AOB</b>  No items.	
	<b>Date of Next Meeting</b> Tuesday 9 August 2016, 6pm – 8pm, Board Strategy Meeting, Hexagon Tower Board Room  Tuesday 13 September 2016, Hexagon Tower Board Room, 6.30pm – 8.30pm	
	<b>End of Meeting</b> SA thanked everyone for attending and closed the meeting at 8.45pm	