

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

Tuesday 9 September 2014 at 6:30pm

Chair: Sue Abbott

Present	Sue Abbott (SA) Hilary Vaughan (HV) Madeline Mendy (MM) Mark Hackett (MH) Anna Trotman (AT) Noel Sharpe (NS) Fiona Sharkey (FS) Paul Moran (PM) Sharon Thomas (ST) Valerie Edwards (VE) Naeem Ul Hassan (NH) Guy Johnson (GJ) Mark Leach (ML)	Board Member (Chair) Board Member (Vice Chair) Board Member Board Co-optee
In Attendance	Mike Stevens (MS) Larry Patrick (LP) Stephen Brown (SB) Steve Finegan (SF) Tracy Langton (TL) Tara Kelly (TK) Pamela Welsh (PW)	Director of Neighbourhood Services Director of Property Services Director of Business Services Head of Business Effectiveness & Communications Project Lead Welfare Reform (Part) Governance Manager (Minutes) Media & Communications Specialist

ITEM	SUBJECT	ACTION
1	Welcome and Introductions SA welcomed everyone to the meeting. SA explained that she had to leave the meeting at 8.00pm and HV will take over as Chair from this point. Confirm Quorum The meeting was confirmed as quorate.	
2	Apologies for Absence Robin Lawler	
3	Declaration of Interests / Confidential Matters / Requests to un-star information items SA and NS declared an interest in item 5a.	
	CONFIDENTIAL ITEMS	
4	MINUTES OF PREVIOUS MEETINGS (Confidential)	
a	Board 15 July 2014 2014 (Confidential)	

	Please see confidential minutes.	
b	Resources 29 July 2014 (Confidential) Please see confidential minutes.	
c	Audit 17 July 2014 (Confidential) Please see confidential minutes.	
d	Confidential Matters Arising Please see confidential minutes.	
5	GOVERNANCE	
a	Board Member Recruitment (Confidential) Please see confidential minutes.	
6	FINANCIAL	
a	Annual Accounts 2013-14 (Confidential) Please see confidential minutes.	
7	STRATEGIC AND PERFORMANCE	
a	Digital Strategy Please see confidential minutes.	
	NON CONFIDENTIAL ITEMS	
8	MINUTES OF PREVIOUS MEETINGS	
a	Board 15 July 2014 The minutes of the meeting held on 15 July were approved.	
b	Matters Arising Rental Exchange Project VE said that it is unclear whether people who only pay part of their rent are eligible. SB to clarify. (SB clarified post meeting and confirmed that part payers are eligible). Welfare Reform and Hardship Fund Update TK confirmed that the headline figures and hardship fund update are now available on the Governance Website.	SB
10 g	Welfare Reform Update (This item was moved forward to allow TL to leave the meeting)	

	<p>TL provided a verbal update to the Board. She confirmed that rent collection rates have dropped and one reason for this that Discretionary Housing Payments are getting more difficult to obtain (only 35 out of 90 claims have been successful).</p> <p>TL confirmed that Tenancy Advisors are now area based. She also informed members that they are no longer giving out food parcels as this requires a licence.</p> <p>The Board noted the update.</p> <p>MH joined the meeting at 6.45pm</p>	
9	<p>CHAIR'S ITEMS</p> <p>a Board Appraisals 2014</p> <p>SA confirmed that all Board member and Co-Optee appraisals, with the exception of her own, have now been completed. The Chair's appraisal is scheduled for 17 September.</p> <p>b Board Training Session August 2014</p> <p>SA confirmed that members had attended Unconscious Bias training on 12 August. FS said it was a very interesting session.</p> <p>c Manchester Pride 2014</p> <p>SA said that she, RL and LP had attended the Pride event and that it was extremely successful. Northwards may look to make this an annual event.</p> <p>d Cheetham Festival September 2014</p> <p>SA informed members that Northwards are involved in the Cheetham festival, and everyone is invited to attend the coach tour on Sunday 14 September. Members are to confirm their interest with TK.</p>	All
10	<p>STRATEGIC AND PERFORMANCE</p> <p>a Northwards' Annual Report 2013/14</p> <p>PW presented the content of Northwards Annual Report 2013/14, and shared images of what the final design would look like.</p> <p>PW said that the theme of 'perceptions' was chosen to tackle some of the current myths about people living in social housing. PW asked the Board to note that the presentation of the information around finance in particular had a more serious tone this year to reflect the current economic climate.</p>	

	<p>Board members were pleased with the content of the annual report. SF and SB praised PW and the Communications Team for their excellent work. VE also said she thought the last Northwards Natter was brilliant and asked PW to pass on her praise to the team.</p> <p>The Board noted the suggested timetable for production, and the content. The Board approved that the final document should be signed off by the Chair and Chief Executive during the final week of design and production.</p> <p>Quarter 1 Corporate Performance</p> <p>SF presented the Corporate Performance Report for Quarter 1 2014/15.</p> <p>SF said that targets have been included in the report but they are yet to be confirmed by the Council. SF also asked the Board to note that the repairs indicators that were missing from the last report have now been included.</p> <p>SF pointed out some minor errors in the report:</p> <ul style="list-style-type: none"> • NHL203 Customer Service Centre satisfaction should read a reduction of 0.1% not 1.1% • NHL902a Void Rent Loss target is 1.17% not 1.07% <p>HV enquired why NI158 NHL % of homes not decent was below target. LP confirmed this is a year-end target and he is confident this will be met.</p> <p>MM noted that performance seems to dip in Quarter 4 for several performance indicators. SF said this is not a trend he has noticed but that he will carry out some analysis on this.</p> <p>VE said she felt that 3 refusals for a property was too high and perhaps Northwards should consider lowering this. MS said there was currently a piece of work being carried out across the city on refusals. He will bring an update on this to the Operations Sub-Committee.</p> <p>The Board noted the performance for Quarter 1 2014-15.</p>	<p>SF</p> <p>MS</p>
<p>b</p> <p>c</p>	<p>Business Plan Year 2 Action Plan Update</p> <p>SF confirmed that the Business Plan Action Plan stands at 60% completed.</p> <p>In relation to BP34 'commence re-procurement of the R&M service', AT asked whether the fact that the Council has not yet responded is an issue given the deadline. LP said that issue appears to be whether public buildings are to be included, but Northwards are not involved in these conversations. LP said the next step depends on what the Council come back with.</p>	

<p>d</p>	<p>The Board noted the progress being made to date and agreed to receive a further update in March 2015.</p> <p>Customer Service Excellence Report</p> <p>SF presented the Customer Service Excellence feedback report for 2014, and said that the full report is available on Sharepoint.</p> <p>SF asked the Board to note that it was a great result, with positive feedback on the strength of the management and leadership team, and the enthusiasm of the staff. The assessor also commended the continued focus on value for money, for example the re-investment of savings from the close of the Neighbourhood Wardens service into the Open Spaces/Estate Caretaking services.</p> <p>SF said the assessor will return around the same time again in 2015.</p> <p>The Board noted the report.</p>	
<p>e</p>	<p>New Build Update</p> <p>LP confirmed that everything is progressing well. There are currently discussions taking place in regards to a joint commissioning for all properties across the city, with modular construction being the preferred choice to bring down costs.</p> <p>LP will keep the Board updated on progress.</p> <p>The Board noted the update.</p>	
<p>f</p>	<p>Development of YES</p> <p>LP confirmed that it had been a very successful year for Yes. This included Yes winning the NFA award for tackling worklessness, and being shortlisted for the TPAS awards for Digital Inclusion.</p> <p>LP said this report was to update the Board about on-going discussions Yes is having about the establishment of a Yes 2. It is proposed that this will be located in Higher Blackley ward to help increase access to services further across the Northwards area.</p> <p>LP said that Northwards has submitted a bid to a Procure Plus charity called Re:Vision for revenue funding for the two Yes centres. LP said they are still awaiting the outcome. LP informed the Board that Northwards has also requested an additional HRA contribution from the Council of £54,000 (for an 18 month period). The Council are looking positively at it.</p>	

	<p>HV raised an issue around the presentation of reports coming from Yes and asked if Northwards could provide cover reports. SB explained that this report was coming from the Yes Board for information only, but that reports coming for comment from Northwards will have a cover by a Northwards officer.</p> <p>The Board noted the report.</p> <p>SA and FS left the meeting at 8pm. HV took over as Chair.</p>	
11	<p>FINANCIAL</p> <p>a Manchester Athena</p> <p>SB provided a verbal update on behalf of Robin Lawler. SB said that this is something that Robin is keen for Northwards to be involved in.</p> <p>SB asked members to note the different legal relationships of the group's providers, and Northwards' need to ensure that everything is done with the permission of the Council. SB said approval is being sought from the Board on the assumption that talks with the Council will be successful. SB said that Robbie Chapman will also be checking the financial implications.</p> <p>HV noted that Northwards are already involved in some aspects, including through the Carbon Literacy Programme. SB confirmed this was correct, but also asked the Board to note that becoming members does not mean that Northwards have to be involved in everything Manchester Athena does.</p> <p>ML asked for assurance that Northwards has currently only invested £2000, and involvement in any other projects will come to the Board for approval. SB confirmed this.</p> <p>The Board conditionally approved that Northwards become members of MCR Athena following the successful outcome of discussions between the Chief Executive and the Council, and assurances of the financial implications of becoming members.</p>	RL/RC
12	<p>RELATIONS WITH THE COUNCIL</p> <p>a MEAP Update</p> <p>MS provided a verbal update on behalf of RL.</p> <p>MS confirmed that discussions are on-going with the Council. MH asked whether consideration of the impact on people resources, not just financial resources, is being taken into account. MS confirmed that this would have to be taken into account in any further discussions.</p> <p>The Board noted the update.</p>	

<p>13</p> <p>a</p> <p>b</p> <p>c</p> <p>d</p>	<p>GOVERNANCE</p> <p>AGM Arrangements – 16 October 2014</p> <p>TK presented the draft agenda for the AGM 2014. TK apologised for the changing of dates and explained that this was due to the unavailability of the Irish Centre. TK confirmed that the AGM will be held in the Co-Operative Academy in Higher Blackley.</p> <p>TK said that Sub-Committee lead officers would be in touch with Sub-Committee Chairs to discuss presentations at the AGM.</p> <p>The Board approved the draft AGM agenda and noted the date, time and venue.</p> <p>Memorandum & Articles Update</p> <p>SB confirmed that Northwards Memorandum & Articles have been updated and have been sent to Pannone. Yes Memorandum and Articles and the Intra-Group agreement have also been sent for feedback from the solicitors.</p> <p>TK said that the Memorandum & Articles will be brought to Board prior to being sent to the Council. An extra-ordinary Board meeting will then be called to approve the Memorandum & Articles</p> <p>The Board noted the update.</p> <p>Board Leads Report</p> <p>TK said that the purpose of the report was to review the Board Lead role positions, and to ask the Board to approve the lead role job description. TK also explained that the Operation Sub-Committee, at its meeting in July 2014, had proposed that the Board create a lead role for Safeguarding.</p> <p>ML said that he found the lead role job description very succinct and useful.</p> <p>TK confirmed that existing Board Leads could renew their interest in lead roles. Anyone interested in any of the positions was asked to confirm this with the Chair prior to the AGM. TK also offered to explain the responsibilities in more detail for those members who were interested.</p> <p>The Board approved the Board Leads Role Description, and the creation of a Board Lead for Safeguarding.</p> <p>Board Member Learning</p> <p>TK informed the Board that she has met with Robin and Sandra</p>	
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	<p>Hill to review the learning and development outcomes from Board appraisals. TK confirmed that a Board Social Media session has been arranged for 23 September 2014, and that other group training needs will be included in the Board Training Plan for 2015.</p> <p>TK will also be contacting members individually to discuss specific development opportunities, including e-learning and training courses.</p> <p>The Board noted the update.</p>	
14	INVOLVEMENT OF RESIDENTS	
a	<p>Response to Tenants' View Report: How effective is Northwards' anti-social behaviour (ASB) policy?</p> <p>MS confirmed that Tenants' View was pleased with the response to the report.</p> <p>The Board noted the report.</p>	
15	RESOURCES	
a	<p>29 July 2014</p> <p>The minutes of the meeting held on Tuesday 29 July were approved subject to Resources Sub-Committee approval.</p>	
16	OPERATIONS	
a	<p>23 July 2014</p> <p>The minutes of the meeting held on Wednesday 23 July were approved subject to Operations Sub-Committee approval.</p>	
17	AUDIT	
a	<p>17 July 2014</p> <p>The minutes of the meeting held on Thursday 17 July were approved subject to Audit Sub-Committee approval.</p>	
18	HORIZONS GROUP	
a	<p>19 August 2014</p> <p>LP confirmed that Eamon McGoldrick, Managing Director of the National Federation of ALMOS, had attended the Horizons Group meeting and delivered a very interesting presentation on ALMO diversification. GL and LP are now reviewing the opportunities</p>	

	<p>paper to ensure that issues discussed have been included.</p> <p>VE said it was an excellent meeting, and thanked HV for inviting Eamon to attend.</p>	
19	<p>Board Rolling Agenda</p> <p>No additional items.</p>	
20	<p>AOB</p> <p>SB confirmed to the Board that he is taking an unpaid sabbatical from Northwards at the end of September 2014. He will return to Northwards on 18 November 2014. SB confirmed that Robin will be fulfilling his duties as Company Secretary at October's AGM.</p>	
	<p>Date of Next Meeting</p> <p>Thursday 16 October, Northwards Annual General Meeting, Co-Operative Academy, 6.00pm – 8.30pm</p> <p>Tuesday 11 November 2014, Hexagon Tower Board Room, 6.30-8.30pm</p>	
	<p>End of Meeting</p> <p>HV thanked everyone for attending and closed the meeting at 8.35pm</p>	