

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

Monday 9 March 2015 at 6:30pm

Chair: Sue Abbott

Present	Sue Abbott (SA) Hilary Vaughan (HV) Anna Trotman (AT) Noel Sharpe (NS) Fiona Sharkey (FS) Sharon Thomas (ST) Guy Johnson (GJ) Paul Moran (PM) Val Edwards (VE) Mark Hackett (MH) Mark Leach (ML) Karen Blackley (KB)	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 Sub-Committee Co-Optee
In Attendance	Robin Lawler (RL) Stephen Brown (SB) Mike Stevens (MS) Larry Patrick (LP) Robbie Chapman (RC) Steve Finegan (SF) Tara Kelly (TK)	Chief Executive Director of Business Services Director of Neighbourhood Services Director of Property Services Head of Finance (part meeting) Head of Business Effectiveness and Communications Governance Support Manager (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions SA welcomed everyone to the meeting. Confirm Quorum The meeting was confirmed as quorate.	
2	Apologies for Absence Naeem Ul Hassan, Madeline Mendy	
3	Declaration of Interests / Confidential Matters / Requests to un-star information items There were no declaration of Interests, confidential matters or requests to un star information items	
	CONFIDENTIAL ITEMS	
4	MINUTES OF PREVIOUS MEETINGS	

a	Board 27 January 2015 (Confidential) Please see confidential minutes.	
b	Board 27 January 2015 – Item 7a (Confidential – Board only) Please see confidential minutes.	
c	Confidential Matters Arising Please see confidential minutes.	
5	FINANCIAL	
a	Revised Long Term Financial Plan Please see confidential minutes.	
b	Budget Approval 2015/16 Please see confidential minutes.	
c	Yes Budget Approval 2015/16 Please see confidential minutes	
	NON CONFIDENTIAL ITEMS	
6	MINUTES OF PREVIOUS MEETINGS	
a	Board 27 January 2015 The minutes of the meeting held on 27 January 2015 were approved.	
b	Matters Arising LP confirmed that the acquisition strategy is going to the Operations Sub-Committee on 25 March 2015.	
7	CHAIR'S ITEMS	
a	Best 100 Companies SA informed the Board that Northwards were placed 67 in the Best Companies list this year. SA said she had attended the awards and heard some very innovative practice from other organisations. SA congratulated everyone on the Board's behalf.	
b	Universal Credit Training Feedback SA confirmed that the session was extremely well received by all members who attended. RL confirmed that work is continuing to support new UC claimants.	
c	Board Away Day 2015	

	TK confirmed that the Studio has now been booked for the Away Day. TK to send an e-mail and gather members' interest in an evening meal.	TK
8	STRATEGIC AND PERFORMANCE	
a	<p>Q3 Corporate Performance</p> <p>SF presented the performance report for Q3 2014/15.</p> <p>SF confirmed that it was a very positive report this quarter. There is a high standard of call handling performance at the customer service centre, the response to complaints is strong and above target, and the average relet time is below the target of 39 days or less.</p> <p>SF asked the Board to note that the customer services centre is consistently exceeding targets. SF said this may highlight an area where future savings could be made.</p> <p>AT agreed it was a very positive report, and asked whether tenants can only report repairs by telephone or can they use the website. SF confirmed that there is a process for reporting repairs online but this is not very sophisticated.</p> <p>SF informed the Board that the website is currently being updated and is due to be launched in June 2015. SF said the new website is being designed as more of a service portal. Phase 1 of the launch will be a responsive website that is compatible with phones, tablets etc. Phase 2 will include a fully integrated repair ordering service. SF emphasised that Northwards will not be encouraging tenants to use the website for ordering repairs until it is clear that it can deliver a good service.</p> <p>AT commented that there is a massive difference in the costs for reporting online. SF agreed that it was undoubtedly more cost effective and something that will become standard practice in the coming years.</p> <p>The Board noted Northwards performance for Q3 2014/15.</p>	
9	<p>FINANCIAL</p> <p>Capital Programme 2015/16</p> <p>LP confirmed that on Friday 6 March 2015 the Council had approved in full Northwards' Capital Programme for 2015/16.</p>	
10	<p>RELATIONS WITH THE COUNCIL</p> <p>RL informed the Board that discussions on the MEAP review were still on going. RL said that until the Council support the re-housing element no commitments will be made.</p>	

<p>11</p> <p>a</p> <p>b</p> <p>c</p>	<p>GOVERNANCE</p> <p>Tenant Board Member Elections</p> <p>TK informed the Board that a timetable had been set for the Tenant Board Member elections. She confirmed that the vacancy would be advertised in April/May, and a deadline for applications in June. If required, an election day will be held on 10 September 2015.</p> <p>TK confirmed that, as there is no Spring issue of the Northwards Natter, a flyer advertising the vacancy will be sent out with rent statements in May. VE said she is happy with this as long as every tenant has been made aware of the opportunity.</p> <p>TK said that she will provide a further update on Board Recruitment at the Board Away Day in April 2015.</p> <p>Appraisals Task & Finish Group</p> <p>TK confirmed that Mark Leach and Fiona Sharkey have volunteered to be on the Task & Finish Group. The group will be holding its first meeting in the middle of March.</p> <p>Governance Diversity Report</p> <p>TK presented the annual diversity report to the Board. TK informed members that the Board Development Agency (BDA) carried out a survey on board diversity in 2014. The report is available on Sharepoint.</p> <p>TK commented that Northwards' Board continues to be very representative. Around 20% of Board members are from a BME background, compared to the sector average of 11% cited in the BDA report. Disabled people are also well represented. The percentage of female Board members is well above the average reported in the BDA report, and very representative of Northwards customers.</p> <p>TK said the average age of Board members reflects the sector. Northwards continues to work closely with young people through its youth engagement initiatives. TK emphasised that, while the Board is not in itself representative of LGBT communities, the LGBT Residents' Forum continues to work well and tenants are having an opportunity to have their say.</p> <p>The Board noted the report.</p>	<p>TK</p>
<p>14</p> <p>a</p>	<p>INVOLVEMENT OF RESIDENTS</p> <p>Resident Involvement Update</p> <p>MS presented a report outlining new arrangements for resident</p>	

b	<p>involvement at Northwards.</p> <p>MS said that these recommendations were presented to Board in November 2014, and subsequent to this consultation has been carried out with involved tenants to gather their feedback on the new arrangements.</p> <p>MS confirmed that there is overwhelming support from tenants for the changes, with only one person not in favour of the new arrangements.</p> <p>MS said that the intention was to implement the changes from April 2015.</p> <p>The Board approved the implementation from April 2015 of the new arrangements for resident involvement.</p> <p>Business Planning Event</p> <p>SF informed members that the Business Plan Event will be taking place in the Irish Centre on Wednesday 29 April 2015.</p> <p>SF explained that while there is limited scope for consultation due to budgetary restrictions, Northwards will be presented tenants with the Business Plan for 2015/16 for their feedback.</p> <p>TK said that she will send an invite to all Board members.</p> <p>The Board noted the update.</p>	TK
15	<p>RESOURCES</p> <p>No meetings since last Board.</p>	
16	<p>OPERATIONS</p> <p>No meetings since last Board.</p>	
17	<p>AUDIT</p> <p>15 January 2015</p> <p>The Board approved the minutes of the meeting on 15 January 2015, subject to Audit Sub-Committee approval.</p>	
18	<p>HORIZONS GROUP</p> <p>No meetings since last Board.</p>	
19	<p>Board Rolling Agenda</p> <p>AT asked RL if Northwards use the same Carbon Literacy Training as the Council. RL confirmed that Northwards its own programme. RL said that members will be sent e-learning material prior to the training session in June.</p>	

20	AOB No items.	
	Date of Next Meeting Friday 24 April, Board Away Day, Studio Manchester, 12pm-5pm Tuesday 12 May 2015, Hexagon Tower Board Room, 6.30pm – 8.30pm	
	End of Meeting SA thanked everyone and closed the meeting at 8.00pm	