

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

Wednesday 14th June 2006 at 6:30pm

Chair: Ade Alao

Present	Ade Alao (AA) Richard Lockwood (RCL) Sue Ratchford (SR) Joan FitzGerald (JF) Anna Trotman (AT) Michelle Blakeley (MB) Eric Hobin (EH) June Hitchen (JH) Martin McKevitt (MM)	Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member
In Attendance	Robin Lawler (RL) Mike Stevens (MS) Steve Wood (SW) Steve Finegan (SF) Larry Patrick (LP) Phillip Davies (PD) Diane Roberts (DR)	Chief Executive Director of Neighbourhood Services (part) Director of Business Services Business Support Services Manager Director of Property Services Interim Director of Property Services Governance Support Officer (Minutes)
Observers	John Wheeldon	Inspector, Audit Commission (part)

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>Quorum confirmed. AA welcomed John Wheeldon and Phillip Davies to the meeting. John Wheeldon explained he was present to observe the Board in action. Phillip Davies is interim Director of Property Services to cover Larry Patrick's secondment to implement the new Joint Venture Company for a period of 10 to 12 weeks. AA advised the Board that he had worked with Phillip in the past.</p>	
2	<p>Apologies for Absence</p> <p>Apologies given by: Harvey Norton Fionnuala Stringer Deborah McLaughlin</p>	

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3	<p>Declaration of Interests/Confidential Matters/ Equality & Diversity No declarations of interest. Item 7c is confidential, the agenda would be taken in sequence as no members of the public are present.</p>	
4	<p>Minutes of Previous Meeting The minutes of the meeting held 16th May 2006 were approved as a true record.</p> <p style="text-align: right;">Approved</p>	
5	<p>Matters Arising</p> <p>Item 5 – 6b Void process review covered in Performance and Quality Sub-Committee minutes agenda item 8a.</p> <p>Item 8.1 – 3) Board Member Appraisals is Board agenda item 7b.</p> <p>Item 13 Ask the Board – a procedure for dealing with personal or inappropriate questions is in place.</p> <p>Item 14 Charter Mark accreditation is scheduled to be brought back to October Board Meeting.</p> <p>Item 6 Wilton Panel 4th April Fences and Gates will be considered at Property and Procurement Sub-Committee on 26th July 2006.</p> <p>Riverways Panel 29th March Corrections to minutes had been submitted to and approved by the Area Panel.</p> <p>Resident Involvement Agreement Agreed amendments have been made to the Agreement. Area Panel Chairs and Chair of the Board have formally signed the Agreement. The Agreement has been published on the web site and in Local Offices. SW and RL have included Budget Process Training in the annual plan. MS and SW will analyse costs of Resident Involvement as part of the Value For Money and Benchmarking process.</p> <p>7a Sub-Committee Minutes and Referrals HR & Equality 25th April Analysis of sickness performance will be considered by Human Resources and Equality Sub-Committee on 20th June 2006.</p> <p>Performance & Quality Services 28th April Item 8.1 Amendment to item 8.1 completed.</p> <p>Procurement & Property 19th April Item 1 Energy Action Plan will be presented to Procurement and Property Sub-Committee on 26th July 2006. Recommendations will be submitted to Board on 15th August 2006.</p>	

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	<p>Item 2 Stock Condition Survey report will be presented to Procurement and Property Sub-Committee on 26th July 2006. Recommendations will be submitted to Board on 15th August 2006.</p> <p>Item 3 Repairs Performance Indicators targets are covered in Procurement and Property Sub-Committee minutes agenda item 9a.</p> <p>Resource and Governance 25th April</p> <p>Item 7b Establishment of Standards Panel - SW has submitted the amendment to the Council for agreement.</p> <p>Item 7c Independent Vacancy is agenda item 5a.</p> <p>Item 7d Board Training & Appraisals is agenda item 7b.</p> <p>Procurement</p> <p>Item 8b Capital Programme – Year by Year breakdown. No revisions to report. LP confirmed Area Panels have been consulted.</p> <p>Item 8c Contingency Plan if 2 stars are not secured - SW has included this risk in the Risk Strategy agenda item 10d.</p> <p>Item 8d Gas Servicing –letters to tenants have been revised by Lou Mitchell Communications Officer.</p> <p>Performance Management Framework</p> <p>Item 9a Performance Indicators for 2006/07 are reflected in Board agenda item 11a.</p> <p>Item 10 Annual Efficiency Statement is Board agenda item 10b.</p> <p>Item 11 Equality & Diversity Action Plan Summary is in progress and this will be published on Northwards website. Vulnerable people are included in the Plan.</p> <p>Item 12 Draft Service Improvement Plan is Board agenda item 11b.</p> <p>Item 13 Inspection Update -RL has circulated timetable to Board Members.</p> <p>Item 14a Date for future Meetings is Board agenda item 14.</p>	<p>SW</p>
5a	<p>Independent Vacancy Application forms have been to sent to three contacts from the Council, 1 person who applied too late in last round and a further referral from MANCAT college. The closing date for completed applications is 23rd June 2006. A report to the Board will be submitted in July.</p>	<p>Noted</p>

ITEM	SUBJECT	ACTION
6	<p>Involvement of Residents</p> <p>Wilton Panel 25th April Corrections to minutes:- Item 13.1 NHL081 target should be £75 not £40 NHL040 target should be 5.5 days not 6 days. Item 12.1 paragraph 2 should read Longton not Morton Road. Item 16 Choice Based Lettings paragraph 2 should read “if someone bids first on the internet it does not mean they have priority”. Minutes to be amended and re-circulated to Area Panel Members for approval.</p> <p style="text-align: right;">Noted</p> <p>Fourways Panel 26th April Item 13.1 NHL081 target should be £75 not £40 NHL 040 target should be 5.5 days not 6 days. Minutes to be amended and re-circulated to Area Panel Members for approval.</p> <p style="text-align: right;">Noted</p> <p>Riverways Panel 26th April MM raised concern that the Panel was not quorate. JH reported that the most recent meeting in May was well attended and that the Panel was back on course.</p> <p style="text-align: right;">Noted</p> <p>Area Panel Development Update DR updated the Board on current developments: A report and a SMART action plan are being developed with Chairs of the Area Panel and Chair of the Board from the “Together We Can” event held on 13th May 2006. TRA’s and Area Panels will be consulted on the report and action plan. The final report will be submitted to Board in due course. A further joint event for Board and Area Panel members is planned for 29th July 2006. RL will lead this session on ASB and Respect together with City Council officers. A joint visit of Area Panel Members to On-Call is being organised by SR. Study visits between Area Panels are being arranged, the first to Riverways in July. Board Members are welcome to attend. Board Members commented on the progress made by Area Panels and felt that significant improvements in communication and involvement were being made.</p> <p style="text-align: right;">Noted</p>	<p style="text-align: center;">DR</p> <p style="text-align: center;">DR</p>
6 a	<p>Human Resources & Equality</p> <p>Sub-Committee Minutes Items 6, 7 and 8 are Board agenda items. JH endorsed the success of Diversity Workbooks. AT requested clarification of BME targets</p> <p style="text-align: right;">Approved</p>	

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b	<p>Board Training/ Appraisals</p> <p>The Governance Improvement Plan will be submitted to Resource and Governance Sub-Committee on 20th June 2006. Progress will be reported quarterly to Sub-Committee.</p> <p>The Board appreciated the appraisal process and asked for thanks to be sent to Enlighten.</p> <p>The Board are invited to attend the Staff Training Programme events. A detailed programme will be circulated shortly.</p> <p>It was agreed that Area Panel chairs can attend Board training sessions, with the exception of Company Director training, which would not be appropriate. MB thought this was an excellent proposal which would assist with succession planning and assist residents' understanding of Board Members' responsibilities and duties.</p> <p>RL updated the Board on each element of the Plan.</p> <p>It was agreed that the Charing Skills course would include Sub-Committee Chairs and any interested members of Area Panels. The events will be held weekday and weekend to facilitate attendance.</p> <p>The Board noted the contents of the report and approved the training and development programme for 2006-07. A revised Governance Improvement Plan will be presented to Human Resources and Equality Sub-Committee meeting on 20th June for recommendation to the Board in due course.</p> <p style="text-align: right;">Approved</p>	<p>DR</p> <p>DR</p>
c	<p>Lift Servicing Staff Proposal</p> <p>Confidential Item. (See confidential minutes)</p>	
d	<p>Staff Appraisal Scheme</p> <p>The Board noted that staff had been extensively consulted upon the scheme. Supervisors, supervisees and Board members would receive training.</p> <p>The Human Resources and Equality Sub-Committee considered the new staff appraisal scheme at its meeting on 23 May and is recommending that the Board approves the scheme.</p> <p style="text-align: right;">Approved</p>	
e	<p>Joint Consultative Committee Agreement</p> <p>AT raised an error on the signature page; "Union" to be corrected to "Unison".</p> <p>MM would like to attend some JCC Meetings as Chair of Human Resources & Equality Sub-Committee, if the Unions were content.</p> <p>The Human Resources and Equality Sub-Committee considered the JCC Agreement at its meeting on 23 May and is recommending approval to the Board.</p> <p style="text-align: right;">Approved</p>	<p>LMcB</p>

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7	<p>Performance & Quality Services</p> <p>a Sub-Committee Minutes JH asked for further information on different area targets and out of hours calls. MS will clarify outside the meeting. MM enquired about the volume of calls taken by On-Call. MCC total is 15,000 per month. SF to confirm activity levels for Northwards. Approved</p> <p>b Compliments and Complaints Policy and Procedure MS reported that this Policy and Procedure is consistent with the Tenants Handbook which was approved by Area Panels. The target times have been decreased from MCC targets. EH noted that it is important for callers to note the name of the staff member taking the call. MS confirmed that this is part of the service standard. This report was considered by the Performance and Quality Services Sub-Committee on 26 May 2006, who recommended that the Board approve this Policy and Procedure. Approved</p>	<p>MS</p> <p>SF</p>
8	<p>Procurement & Property</p> <p>a Sub-Committee Minutes AT asked that a correction be made to indicator NHL0821 which should read NHL081. LP clarified the purpose of variation orders. Approved</p> <p>b Cost of Framework Agreement LP reported that the procurement cost of £216,597 represents less than half of one per cent which is very good value for money. LP reported that recommendation 3 needed further clarity. The cost to Northwards is £30,000 which is the share of £60,000 total cost. The Board were requested to approve the Procurement & Property Sub Committee recommendation:</p> <ol style="list-style-type: none"> 1. To approve the budget for and the reimbursement of the £216,597 costs on behalf of Northwards Housing for advanced procurement services, provided by Housing Technical Services and supporting agencies. 2. To approve the future expenditure on the development and implementation of the Framework. 3. To approve Northwards' share of costs at circa £30k in the first year <p style="text-align: right;">Approved</p> <p>c Novation of Consultancy Services to Eastlands Homes SW reported that tax advice was being sought from Inland Revenue. RL reported that Resource & Governance Sub-Committee would monitor the cost effectiveness of this work through the management accounts. RL further reported that this element was included in the Risk Strategy. The Board were requested to approve the Procurement & Property Sub</p>	<p>LP</p>

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<p>d</p> <p>e</p>	<p>Committee recommendation that the Eastlands Homes contract is novated from Manchester City Council to Northwards Housing.</p> <p style="text-align: right;">Approved</p> <p>Compensation Policy Statement SW will report the take-up of the Tenants Insurance Scheme to Board at its meeting on 13 July 2006. MCC have raised the possibility of Northwards Housing administering this scheme.</p> <p>The Board were requested to approve the Procurement & Property Sub Committee recommendation to approve the compensation policy statement and that officers were instructed to implement this policy.</p> <p style="text-align: right;">Approved</p> <p>Rubbish Removal LP reported that the Key Receipt document has been re-written in plain English. City Solicitors are considering this. LP reported that a large skip costs £152.03 and a small skip costs £76.01. An administration charge is also payable. LP to confirm these costs to Property & Procurement Sub-Committee. The Board asked why people going to prison are excluded from the charge. LP will request clarity from the Solicitors. The Board approved the Policy, delegating clarification of the above points to Property & Procurement Sub-Committee.</p> <p>The Board were requested approve the Procurement & Property Sub Committee recommendation to:</p> <ol style="list-style-type: none"> 1) Approve the proposed new policy. 2) Instruct officers to implement the new policy <p style="text-align: right;">Approved</p> <p>John Wheeldon left the meeting at this point.</p>	<p>SW</p> <p>LP</p> <p>LP</p>
<p>9</p> <p>a</p> <p>b</p> <p>c</p>	<p>Resource & Governance</p> <p>Sub-Committee Minutes AT requested clarification regarding target MHL041. SW confirmed the minutes were correct.</p> <p style="text-align: right;">Approved</p> <p>Annual Efficiency Statement MB queried why Procurement was not included in the statement. SW explained that, as no transactions go through Northwards Capital accounts, any efficiency saving would be to MCC. SW will review repairs and efficiency in managing projects. MB asked how many savings are cashable or non-cashable. SW to clarify.</p> <p>The Board were asked to approve the Annual Efficiency Statement for 2006-07.</p> <p style="text-align: right;">Approved</p> <p>Appointment of Auditors SW reported that MCC had declined to submit a proposal for internal</p>	<p>SW</p>

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	<p>audit services. RL congratulated SW and AF on completing the process.</p> <p>The Board were asked to approve the appointment of RSM Robson Rhodes LLP as External Auditors to Northwards Housing and authorise the Secretary to sign the engagement letter on behalf of the Board. Approved</p> <p>The Board were asked to approve the appointment of KPMG LLP as Internal Auditors to Northwards Housing and to authorise the Secretary to sign the engagement letter. Approved</p>	
d	<p>Risk Strategy SW reported that this report included the 13 highest risk factors. Internal Audit will be requested to review these. MB requested that Tenant Liaison Officers be amended to Resident Involvement Officers. JH asked how the new IT system will be implemented. SW confirmed that parallel running of systems will take place and all data backed up securely.</p> <p>The Board were asked to approve the Risk Strategy and Register of primary risks noting that regular monitoring reports will be going to the Resource & Governance Sub-Committee. Approved</p>	SW
e	<p>Business Plan 2006-2016 SW reported that the Business Plan summary for publication was in progress. AT requested that the graph on page 22 was made more legible. AT requested confirmation of target BV66d. SW confirmed this is 0.5%. AA thanked SW and RL for producing a quality document and the Board for its significant input into the process. MB requested that when combining this with the Delivery Plan next year that the document remains as compact and accessible. RL reported that the Plans would be as simple as possible, with appendices for further detail.</p> <p>The Board were asked to approve the Business Plan for 2006-2016. Approved</p>	SW
f	<p>IT Strategy A full copy of the Strategy is on the website. MB commented on the quality of the website. AA confirmed that the Inspectors also thought the site was impressive. SW to thank responsible staff. SW will prepare a shopping list of Directors' IT requirements tailored to suit individual needs and in line with the Board Training and Development Strategy.</p> <p>The Board were asked to approve the ICT Strategy Approved</p>	SW

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10	Continuous Improvement	
a	<p>Performance Indicator Targets 2006/07</p> <p>SF explained the difference between Manchester City Council (MHL) and Northwards (NHL) targets. This will be reviewed in the future. He also clarified that the following targets require amendment:</p> <p>MHL041 £1.52 MHL042 £9.15 MHL043 £19.87</p> <p>MB requested that ASB and Neighbour Nuisance be monitored. SF will consider this suggestion.</p> <p>MB also requested that Neighbourhood Warden performance is monitored. This is monitored by MCC and reports are available. MB suggested Riverways Area Panel may be interested in taking a role in the monitoring group. Performance & Quality Sub-Committee to review.</p> <p>The Board were asked to note the contents of the report.</p>	MS
b	<p>Service Improvement Plan (SIP)</p> <p>SF reported that this is the high level report. Detailed Team Improvement and Action Plans sit below this. MB noted that the Resident Involvement Plan was being discussed at Performance & Quality Sub-Committee on 30June 2006 and would be reported back to the Board, if necessary.</p> <p>It was agreed that the SIP is a living document and would develop and change.</p> <p>The Board were asked to consider and approve Northwards Housing Service Improvement Plan for 06/07.</p>	
11	<p>Relations with Council</p> <p>Protocols and Service Level Agreements (SLAs)</p> <p>AT requested that a SLA schedule be presented to Board. SW will prepare a full monitoring report.</p> <p>The Board were asked to note progress with the outstanding Protocols and Service Level Agreements and were asked to authorise the Chair and Secretary to sign agreed documents once they have been approved by Executive Management Team.</p>	SW
12	<p>INSPECTION UPDATE</p> <p>AT asked RL to cascade thanks to staff for all their hard-work leading up to Inspection. JH asked if any recognition of the staff effort was planned. RL will discuss with AA.</p>	RL

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13	<p>MEETING SCHEDULE 2006 It was recommended that the meetings take place on:</p> <p>Thursday 13 July 2006 Thursday 12 October 2006</p> <p style="text-align: right;">Noted</p>	
14	<p>ANY OTHER BUSINESS</p> <p>a AA asked the Board to note the ASB/Respect Event of 29 July 2006.</p> <p>b AA drew the Boards' attention to the National Federation of ALMO's Regional Conference on 11th July. Interested members are requested to contact DR. RL will forward further information to Board Members.</p> <p>c MB expressed her pleasure with the Tenants Handbook. This will be delivered to all tenants in due course.</p>	
15	<p>Date of Next Meeting Thursday 13th July 2006, Hexagon Tower at 6.30 pm.</p>	
	<p>End of Meeting The Meeting closed at 9.10 p.m.</p>	