

**Northwards Housing - ALMO Board Meeting  
Cheetham Hill Local Services Office**

**Tuesday 16<sup>th</sup> May 2006 at 6:30pm**

**Chair: Ade Alao**

<b>Present</b>	Ade Alao (AA) Richard Lockwood (RCL) Sue Ratchford (SR) Joan FitzGerald (JF) Anna Trotman (AT) Harvey Norton (HN) Fionnuala Stringer (FS) Michelle Blakeley (MB) Eric Hobin (EH)	Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member
<b>In Attendance</b>	Robin Lawler (RL) Mike Stevens (MS) Steve Wood (SW) Steve Finegan (SF) Matt Roberts (MR) Diane Roberts (DR)	Chief Executive Director of Neighbourhood Services Director of Business Services Business Support Services Manager Asset Procurement Manager Governance Support Officer (Minutes)
<b>Observers</b>	Alan Appleby Anne Heywood	Resident, Fourways Area Panel Resident, Wilton Area Panel

ITEM	SUBJECT	ACTION
<b>1</b>	<b>Welcome and Introductions</b>  Quorum confirmed. AA welcomed Alan and Anne as observers to the Board	
<b>2</b>	<b>Apologies for Absence</b> Apologies given by: Martin McKeivitt June Hitchen Deborah McLaughlin	
<b>3</b>	<b>Declaration of Interests/Confidential Matters/ Equality &amp; Diversity Matters Arising</b> Minutes of Saturday 6 <sup>th</sup> May and Item 8a are confidential, it was agreed to defer these items to the end of the meeting. AA explained to the Observers present that they would be required to leave the meeting for these two items. RL stated that any Equality and Diversity matters would be covered	

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4	<p>under agenda item 11.</p> <p><b>Minutes of Previous Meeting Tuesday April 11<sup>th</sup> 2006</b> Item 16b confirmed JH had asked that the Board's thanks be passed onto staff for their hard work and commitment. The minutes of the meeting held 11<sup>th</sup> April 2006 were approved as a true record.</p> <p><b>Saturday May 6<sup>th</sup> 2006 (Confidential)</b> Deferred to end of meeting and were subsequently approved.</p> <p style="text-align: right;"><b>Approved</b></p>	
5	<p><b>Matters Arising</b></p> <p><b>Item 5 - 6b</b> MS confirmed a report on the void process review is scheduled for the next Performance and Quality Sub-Committee.</p> <p><b>Item 5 - 8b</b> Framework Agreement appointments is Board agenda item 8a.</p> <p><b>Item 5 – 9</b> Capital Programme – Year by Year breakdown is Board agenda item 8c.</p> <p><b>Item 7a</b> GL has circulated the Audit Commission Presentation to April Board to Board Members.</p> <p><b>Item 6a</b> Recommendations from Area Panels to the Board are now highlighted in bold in their minutes.</p> <p><b>Item 8.1 – 1)</b> Corrections to the HR and Equality Sub-Committee Minutes have been made.</p> <p><b>Item 8.1 – 2)</b> Equality and Diversity is an on-going issue. A further update is Board agenda item 11.</p> <p><b>Item 8.1 – 3)</b> Board Member Appraisals will be reviewed in due course and a report brought to Board.</p> <p><b>Item 8.2 –3)</b> Standards Panel is Board agenda item 7b.</p> <p><b>Item 8.4 – 1)</b> Local Economic and Social Advantage has been added to the Terms of Reference of Property and Procurement Sub-Committee.</p> <p><b>Item 8.4 b)</b> Independent Board Member Vacancy; a verbal report will be presented under Board agenda item 7c .</p> <p><b>Item 8.4 c)</b> Enlighten's report on Board Training and Appraisal is</p>	<p><b>MS</b></p> <p><b>RL</b></p>

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	<p>scheduled for presentation at the next HR and Equality Sub-Committee meeting. Recommendations will be made to June Board Meeting.</p> <p><b>Item 9</b> Procurement is Board agenda item 8a</p> <p><b>Item 10</b> Performance Indicators are Board agenda item 9b.</p> <p><b>Item 11</b> Relations with the Council -GL has circulated DMcL's CPA presentation to all Board Members.</p> <p><b>Item 13</b> Board Accessibility- a procedure for dealing with personal or inappropriate questions is in place for "Ask the Board" facility on the website.</p> <p><b>Item 14</b> Charter Mark is scheduled to be brought back to October Board meeting.</p> <p><b>Item 15</b> NFA is covered in Board minutes of 6<sup>th</sup> May 2006.</p> <p><b>Item 16b</b> RL stated that he will pass on Board's thanks to staff at Staff Briefings on 17<sup>th</sup> and 18<sup>th</sup> May.</p>	<p><b>RL</b></p> <p><b>RL</b></p> <p><b>RL</b></p> <p><b>RL</b></p>
6	<p><b>Involvement of Residents</b></p> <p><b>Minutes of Area Panel Meetings</b></p> <p><b>Wilton Panel 4<sup>th</sup> April</b>  The Wilton Panel requested that the Board consider item 5.2 (fences and gates). The Board agreed that the issue will be considered through the Procurement and Property Sub-Committee. Costings are now being identified. The report will look at options, including void and tenanted properties.  The minutes were noted.</p> <p style="text-align: right;"><b>Noted</b></p> <p><b>Fourways Panel 29<sup>th</sup> March</b>  The Board noted the minutes from 29<sup>th</sup> March 2006</p> <p style="text-align: right;"><b>Noted</b></p> <p><b>Riverways Panel 29<sup>th</sup> March</b>  The Board made the following corrections.  <b>Item 12</b> should read Mike Lee (not Mike Stevens).  <b>Item 14</b> should read Greig Lees (not Steve Finegan)  The minutes were noted.</p> <p style="text-align: right;"><b>Noted</b></p> <p><b>Resident Involvement Agreement</b>  MS requested that the Board note and approve the Resident</p>	<p><b>LP</b></p> <p><b>DR</b></p>

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	<p>Involvement Agreement. The Board approved this Agreement subject to the following changes:</p> <ul style="list-style-type: none"> <li>• page 15 remove staffing from budget list.</li> <li>• page 15 insert year (2006/07) against £33,500 budget.</li> </ul> <p>A Summary of this report will be produced, which will be publicised in Local Offices, Tenants' Newsletters and on Northwards' website.</p> <p>Training on the budget process can be provided to Area Panels as appropriate. SW will consult more closely on next year's budget with Area Panels</p> <p>MS will carry out a value for money exercise which will include all staffing and proportionate overhead costs relating to Resident Involvement.</p> <p>The Board agreed that this Agreement will be signed by Chair of the Board and the three Area Panel Chairs.</p> <p>The Agreement was approved.</p> <p style="text-align: right;"><b>Approved</b></p>	<p><b>MS</b></p> <p><b>MS</b></p> <p><b>SW</b></p> <p><b>MS</b></p> <p><b>MS</b></p>
<p><b>7</b></p> <p><b>a</b></p>	<p><b>Governance</b></p> <p><b>Sub-Committee Minutes and Referrals</b></p> <p><b>HR &amp; Equality 25<sup>th</sup> April</b> The Board agreed the minutes and the recommendations from the meeting:</p> <ol style="list-style-type: none"> <li>1) JH to become Equality and Diversity Champion.</li> <li>2) Equality and Diversity targets to be adopted for 2006/07.</li> <li>3) That the HR target of 10 days sickness absence (average per employee) be agreed for 2006/07. That the Board recommendations on other HR targets be made to the Board in May (agenda item 9c).</li> <li>4) That the Racial Harassment Policy and Procedures for Northwards Housing be approved.</li> <li>5) Equality and Diversity Action Plan is agenda item 11.</li> </ol> <p>Further detailed analysis of sickness performance will be reported to HR and Equality Sub-Committee.</p> <p style="text-align: right;"><b>Approved</b></p> <p><b>Performance &amp; Quality Services 28<sup>th</sup> April</b> The Board agreed the minutes and the recommendations from the meeting:</p> <ol style="list-style-type: none"> <li>1) Performance Management Targets to be adopted for 2006/07.</li> <li>2) The Resident Involvement Agreement be approved</li> </ol>	<p><b>LMB</b></p>

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	<p>(agenda item 6b).</p> <p>Amendment to item 8.1 remove “that” from line 1.</p> <p style="text-align: right;"><b>Approved</b></p> <p><b>Procurement &amp; Property 19<sup>th</sup> April</b>  The Board agreed the minutes and the recommendations from the meeting:</p> <ol style="list-style-type: none"> <li>1) Energy Action Plan is to be reported back to the Board, once partners are selected.</li> <li>2) Stock Condition Survey to be reported back to the Board for approval in due course</li> <li>3) Repairs Performance Indicator targets are adopted for 2006/07. Other targets to be considered at next Sub-Committee for recommendation to June Board meeting.</li> <li>4) Interim management arrangements for Development Team.</li> <li>5) Gas Servicing Improvement and Efficiency – Board agenda item 8d.</li> <li>6) Overall Capital Programme – Board agenda item 8b.</li> <li>7) Contingency Programme for Capital Works – Board agenda item 8c.</li> </ol> <p style="text-align: right;"><b>Approved</b></p> <p><b>Resource &amp; Governance 25<sup>th</sup> April</b>  The Board agreed the minutes and the recommendations from the meeting:</p> <ol style="list-style-type: none"> <li>1) That the Board approve a revision to the Scheme of Delegation</li> <li>2) That the Board approve the Freedom of Information Act Publication Scheme</li> <li>3) That the Board endorses the principles of the Langland Report as a benchmark for governance performance. Board agenda item 7e.</li> <li>4) That the Value for Money Strategy be approved</li> </ol> <p style="text-align: right;"><b>Approved</b></p>	<p><b>MS</b></p> <p><b>LP</b></p> <p><b>LP</b></p> <p><b>LP</b></p>
<b>b</b>	<p><b>Establishment of Standards Panel</b>  The Board approved the establishment of a Standards Panel and requested the Company Secretary to obtain the Council’s agreement as the Member to a change in the Articles of Association and file the revised Articles with Companies House.</p> <p style="text-align: right;"><b>Approved</b></p>	<b>SW</b>
<b>c</b>	<p><b>Independent Vacancy</b>  RL updated the Board. People identified by the Council and MANCAT will be requested to complete an application form. The Chief Executive, Chair and Vice Chair will interview and make recommendations to the Board</p>	<b>RL</b>
<b>d</b>	<p><b>Board Training &amp; Appraisals</b>  Enlighten’s report will be presented to HR and Equality Sub-</p>	

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e	<p>Committee in May and recommendations submitted to June Board meeting.</p> <p>The Board confirmed they were content with the process.</p> <p><b>Langlands Governance Report</b></p> <p>Resource and Governance Sub-Committee noted the report and agreed it should be used as a Benchmark to monitor governance performance this is now endorsed by Board. Full copies are available by request or on Northwards website.</p> <p>The Board appraisal process is pertinent to this.</p> <p style="text-align: right;"><b>Noted</b></p>	<b>RL</b>
8	<p><b>Procurement</b></p> <p><b>a Framework Agreement Appointments (Confidential)</b></p> <p>Deferred to end of meeting and subsequently approved</p> <p style="text-align: right;"><b>Approved</b></p> <p><b>b Capital Programme – Year by Year breakdown</b></p> <p>The Board approved the recommended capital programme for the years 2007/08 to 2010/11.</p> <p>It was noted that year's post 2007/08 are indicative costs. The programme will be reviewed annually and future years revised and approved by the Board. Any revisions to plans will be reported to Property and Procurement Sub-Committee and Board.</p> <p>Agreed to ensure that Area Panels had been consulted on the Capital Programme for their areas.</p> <p style="text-align: right;"><b>Approved</b></p> <p><b>c Contingency Plan if 2 Stars is not secured</b></p> <p>The Board noted the Contingency Plan. Which was considered to be a responsible action to take. The Board are mindful that not all ALMOS have achieved the necessary star rating. SW will include this potential risk in the Risk Strategy.</p> <p style="text-align: right;"><b>Noted</b></p> <p><b>d Gas Servicing – Improvements and Efficiency</b></p> <p>The Board approved the improvements to the current service and the efficiency savings.</p> <p>The revisions are based on best practice and Inspection reports from other ALMO's.</p> <p>The standard letters are to be revised and re-presented to Property and Procurement Sub-Committee.</p> <p style="text-align: right;"><b>Approved</b></p>	<p><b>LP</b></p> <p><b>MS</b></p> <p><b>SW</b></p> <p><b>LP</b></p>
9	<p><b>a Performance Management Framework</b></p> <p><b>Performance Indicators for final quarter 2005/06</b></p> <p>SF tabled the report and apologised for the late submission of this report. This is due to the need to collate a lot of data. The Board noted performance for the final quarter of 2005/06</p> <p style="text-align: right;"><b>Noted</b></p> <p><b>b Performance Indicators for 2006/07</b></p> <p>It was agreed that the targets were challenging, but achievable.</p> <p>There are some indicators which historically have not been</p>	

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c	<p>separated for Northwards Housing so best estimates have been applied.</p> <p>Board noted changes to report format and variation of indicators. RL reported that where indicators are based on City wide performance, there is a judgement where Northwards Housing is, where we need to be and how to get there quickly. This is a step change process. Some targets are below City wide performance, but are appropriate for North Manchester given local context and current performance.</p> <p>The Board discussed and asked for clarification of some targets. It was agreed that Sub-Committees should review priorities and note how Performance Indicators should direct resources to achieve these priorities.</p> <p>Targets were approved.</p> <p>Board approved the delegation of approval of the remaining Performance Indicator targets to Sub-Committees in May. A final Performance Report will be presented to the Board in June.</p> <p style="text-align: right;"><b>Approved</b></p> <p><b>Organisational Health Indicators – to agree targets</b></p> <p>Board considered and approved the Organisational Health indicators targets for 2006/07.</p> <p>It was noted that staff succession strategies, targeted advertising and working with partners will be required to achieve targets.</p> <p style="text-align: right;"><b>Approved</b></p>	<p><b>Sub-Cte</b></p> <p><b>Sub-Cte</b></p>
10	<p><b>Annual Efficiency Statement Update</b></p> <p>SW gave an overview of the background to this report. Resources and Governance Sub-Committee will be considering the Statement in detail at its next meeting.</p> <p>SW gave examples of the 4 efficiencies and the 4 areas of review. The Board requested that the final Statement should include examples. Board to approve final Statement at June meeting.</p>	<p><b>SW</b></p>
11	<p><b>Equality &amp; Diversity Action Plan</b></p> <p>RL reported the Plan has been commented on by Human Resources and Equality Sub-Committee and Area Panels.</p> <p>Board requested that staff are briefed on this important issue and that Area Panel Members receive training.</p> <p>RL suggested that a summary of the Plan be produced.</p> <p>MB noted that the Women Board Members current status is reported at 42%. This should be updated to nearer 50%.</p> <p>FS asked that vulnerable people are included in the plan.</p> <ol style="list-style-type: none"> <li>1) The Board asked that Human Resources and Equality Sub-Committee to monitor the Plan on its behalf and report back to the Board.</li> <li>2) The Board approved this Plan</li> </ol>	<p><b>RL</b></p> <p><b>OS</b></p> <p><b>RL</b></p>

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	<b>Approved</b>	
<b>12</b>	<p><b>Draft Service Improvement Plan</b>  The Board noted the draft Plan. A final version will be submitted for approval at the next Board meeting.  A final proof reading will be carried out to ensure numbering is consistent.</p> <p style="text-align: right;"><b>Noted</b></p>	<b>SF</b>
<b>4b</b>	<p><b>Minutes of Saturday May 6<sup>th</sup> 2006 (Confidential)</b>  See separate confidential minute</p>	
<b>8a</b>	<p><b>Framework Agreement Appointments (Confidential)</b>  See separate confidential minute  FS left the meeting  AT left the meeting</p>	
<b>13</b>	<p><b>Inspection Update</b>  RL gave a verbal update. The Self-Assessment Questionnaire and Document List were submitted to the Audit Commission on 21<sup>st</sup> April. A Summary Checklist will be submitted shortly. The Inspectors will shortly send a draft timetable which will be shared with the Board. AA and RCL will represent the Board at the Pre-Inspection briefing on 7<sup>th</sup> June.</p>	<b>RL</b>
<b>14</b>	<p><b>Any Other Business</b></p> <p><b>a</b> <b>Dates for future meetings</b>  A number of Labour Group Meetings coincide with planned Board meetings. It was agreed that the date of the June Board meeting would be changed. Board Members to be canvassed on their preferred alternative date. Further meetings affected are July, October and December. These will be resolved at the next Board meeting.</p> <p><b>b</b> <b>Equality and Diversity Survey Forms</b>  One form has not been received from Board Members. Due to the survey being anonymous this can only be identified as a male Board Member. AA requested that the Board Member who has not completed this survey does so.</p> <p><b>c</b> <b>Broadband Costs</b>  AA reminded Board Members that broadband subscriptions can be recovered.</p>	<b>DR</b>
<b>15</b>	<p><b>Date and Time of Next Board Meeting</b>  The next meeting date to be confirmed (see above).  The venue for the meeting is to be confirmed.</p>	

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16	<p><b>End of Meeting</b>  The meeting closed at 8.30pm.  Alan Appleby thanked the Chair for being given the opportunity to observe the Board. The Chair was pleased that Observers wish to attend.</p>	