

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

Tuesday 13 March 2007 at 6:30pm

Chair: Ade Alao

Present	Ade Alao (AA) Richard Lockwood (RCL) June Hitchen (JH) Michelle Blakeley (MB) Fatima Adamjee (FA) Martin McKeivitt (MM) Rachel Christie (RC) Joan FitzGerald (JF) Harvey Norton (HN) Sue Ratchford (SR) Anna Trotman (AT)	Board Member (Chair) Board Member (Vice Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member (part) Board Member (part)
In Attendance	Robin Lawler (RL) Hilary Vaughan (HV) Mike Stevens (MS) Steve Wood (SW) Larry Patrick (LP) Steve Finegan (SF) Greig Lees (GL) Alison Foster (AF) Diane Roberts (DR)	Chief Executive Assistant Director – Housing MCC Director of Neighbourhood Services Director of Business Services Director of Property Services Head of Business Support (part) Investment Strategy Manager Head of Finance Governance Support Officer (Minutes)
Observers	Damien O'Connor	

ITEM	SUBJECT	ACTION
1	Welcome and Introductions The Chair welcomed everyone. Quorum confirmed.	
2	Apologies for Absence Apologies were given by Eric Hobin.	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no declarations of interest. Items 4b, 6f, 6g, 6i, 8d, 11c, 13c were confidential. It was agreed to take these matters at the end of the meeting, as Observers were present. All Equality and Diversity matters would be covered under	

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	relevant items.	
4 a b	<p>Minutes of Previous Meeting The minutes of the meeting held on 16 January and subsequently confidential minutes of the same date were approved as a true record.</p> <p style="text-align: right;">Approved</p>	
5	<p>Matters Arising -14 November Minutes 6a Involvement of Residents LP reported that after a data cleansing exercise the postcode search facility is due to go live on 19 March.</p> <p>Matters Arising – 12 December Minutes 10 Business and Delivery Plan MS reported that the tenant consultation meeting had been successful and feedback is reflected in board agenda item 8a. 12c Asbestos Management Plan HN requested confirmation that the updated plan is on both the internet and intranet. LP confirmed this was correct. 14a Human Resources & Equality Sub-Committee Minutes 28 November 2006 JH reported that TK had contacted her to arrange a meeting. A date is yet to be confirmed.</p>	JH
6	Involvement of Residents	
	Minutes of Area Panel Meetings	
a	<p>Wilton Panel 23 January 2007 The minutes were noted</p> <p style="text-align: right;">Noted</p>	
b	<p>Wilton 20 February 2007 The minutes were noted AT requested that Charles Taggart and Claire Tyrrell initials need to be changed to avoid confusion in the minutes.</p> <p style="text-align: right;">Noted</p>	
c	<p>Fourways 18 January 2007 The minutes were noted.</p> <p style="text-align: right;">Noted</p>	
d	<p>Fourways 22 February 2007 The minutes were noted AA noted the emergency funding arrangements.</p> <p style="text-align: right;">Noted</p>	
e	<p>Riverways 17 January 2007 The minutes were noted.</p> <p style="text-align: right;">Noted</p>	
f	<p>Riverways 17 January 2007 (Confidential) The minutes were subsequently noted</p> <p style="text-align: right;">Noted</p>	

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g	Riverways 10 January 2007 (Confidential) The minutes were subsequently noted <p style="text-align: right;">Noted</p>	
h	Riverways Panel 29 November 2006 The minutes were noted <p style="text-align: right;">Noted</p>	
i	Riverways Panel 29 November 2006 (Confidential) The minutes were subsequently noted <p style="text-align: right;">Noted</p>	
7	Governance Review	
a	Area Panel Constitution SW reported that the Working Group had met on 8 March 2007. Two members from each Area Panel attended. Enlighten Consultants facilitated the meeting with the agreement of the group. SW reported that some progress was made during the meeting. Enlighten Consultants will provide a report of this meeting. A further meeting is arranged for 16 April 2007 that will have a structured agenda. The Board agreed that they would like to consider the feedback from the group at May meeting, but understood that the group needed to time to consider all the issues. SW agreed that he would feed this back to the group. A written report will be presented to 8 May Board meeting. It was noted that the review might not be concluded but those items which are agreed will be identified, together with areas of concern or disagreement. <p style="text-align: right;">Noted</p>	SW/DR
8.	Strategic Issues	
a	Business and Delivery Plan 2007-2012 HN asked what feedback tenants would receive from participation at the Budget event in February (4.7). SW reported that he had committed on the day to send the approved plan to all participants. JH reported that she had heard excellent feedback regarding the event. AT requested confirmation that all wooden windows would be double glazed (2.4). LP confirmed this was the case in conservation areas, but listed properties were subject to English Heritage and Listed Building regulations. AT also asked where budget savings due to the reduced rewire specification are reflected. LP reported that these are not currently reflected and that a report would be presented to Procurement & Property Sub-Committee in due course. The Board would then be asked to approve the recommendations. AA asked SW to give a short overview of the plan. SW reported that both the Business Plan and Delivery Plan had been condensed into one report. This had resulted in the need for appendices but these were sourced from other Board approved documents. The Plan incorporates Sub-Committee	

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	<p>comments and recommendations. Section 7 “Our Future” will require more focus from the Board and Area Panels next year. RC concurred with SW and recommended that action plans should be developed to achieve elements of the plan. MB suggested that we should include that Northwards has already signed up to Manchester Respect Charter (4.20). The Board agreed this.</p> <p>JH requested that “Various Locations” page 36 should be more explicit. AA asked if the web-tool would provide this information. LP confirmed this. RL reported that the detail would be provided to Procurement & Property Sub-Committee when the programme was fully developed.</p> <p>SW reported that the Council must approve the Delivery Plan. A meeting planned for 9 March has been postponed to 14 March and that some minor amendments may be required to the plan. The Board agreed delegation to the Chief Executive to approve minor amendments in consultation with the Chair. Any strategic or policy changes to be reported back to the Board for approval.</p> <p>The Board approved the Business and Delivery Plan 2007-2012 subject to minor amendments.</p> <p style="text-align: right;">Approved</p>	<p style="text-align: center;">SW</p> <p style="text-align: center;">SW/RL</p>
<p>b</p>	<p>Budget 2007-2008</p> <p>SW and AF gave the Board a presentation that covered the key components of the budget and process.</p> <p>2 Process</p> <p>The Board noted the process that had been followed in producing the budget and RL commented that it had been a more measured approach this year.</p> <p>3 Key Targets</p> <p>The Board noted the targets</p> <p>4 Contract Fee</p> <p>HN raised the effect of the Housing Revenue Account (HRA) on Northwards’ future financing. The Board discussed the allocation of the HRA. A briefing on the HRA Subsidy System will be arranged.</p> <p>The Board discussed the level of retention of the HRA by MCC (10%) to discharge “statutory/monitoring functions and insurance”. This will be discussed and brought back to Board for future discussion.</p> <p>5 Other Income</p> <p>The Board noted the cash-flow strategy and discussed future income.</p> <p>A further report will be brought back to Board on finance planning beyond 2007/08 and implications for future viability.</p> <p>6 Employee and Transport Related Costs</p> <p>AA asked if Job Evaluation had been taken into account. SW requested this section to be covered under confidential item 13c. JH asked for clarification regarding Road Fund costs. AF</p>	<p style="text-align: center;">SW</p> <p style="text-align: center;">SW</p> <p style="text-align: center;">SW</p>

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	<p>reported that Northwards provides two scooters for Neighbourhood Wardens.</p> <p>7 Premise Related Costs The Board noted the costs.</p> <p>8 Supplies and Services Costs The Board noted the costs.</p> <p>9 Housing and Non Housing Value Added Services (HVAS) The Board noted the costs.</p> <p>JH requested more information regarding Neighbour Nuisance. AA responded that the relevant Sub-Committee would review the SLA (Service Level Agreement) on Neighbour Nuisance and that the Resource & Audit Sub-Committee would review the financial implications. SW said the report would be provided as soon as possible. RL clarified that Northwards would not reduce their effort on ASB and Crime. A cost/value analysis is being undertaken and a review of the outcomes is important. JH asked what timescale is anticipated. MS reported that the ASBAT report is planned for Neighbourhood & Quality Sub-Committee in April. SW hoped that the legal side would be similar. RL reported that costs would be benchmarked.</p> <p>10 Repairs and Maintenance AT requested clarification regarding the provision of fencing repairs/replacements raised by Wilton Area Panel. LP and MS explained how the budgets had been derived. MS reported that the issue had been raised at the last meeting and feedback will be given at the next Area Panel meeting.</p> <p>11 Other Capital Expenditure The Board asked for clarification regarding the provision of Kiosks in Local Offices. SW reported this facility would provide access for tenants to view information using IT. MB asked if Homefinder would be included. JH requested that support be provided to assist users. SW will report to relevant Sub-Committees at the appropriate time.</p> <p>12 Other Proposals The Board noted the proposals.</p> <p>13 Key Indicators The Board noted the efficiencies.</p> <p>JH asked for clarification regarding Road Fund costs. AF reported that Northwards provides two scooters for Neighbourhood Wardens.</p> <p>The Board approved the Budget for 2007-08</p> <p style="text-align: right;">Approved</p>	MS
c	<p>Performance Management Framework SF presented the report. The intention is for the Board to measure high level indicators and trends. Sub-Committees will consider detailed reports. Further operational indicator reports will be considered at local level. MS reported that the framework would be discussed with Area</p>	MS

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	<p>Panels at their April meetings. MB had suggested that the indicators include “measure satisfaction of BME customers” where possible. HN asked for clarification which indicators would be reported and frequency. RL reported this would be by trend and exception reports. MS reported that a number of surveys are currently being planned and that the Board in May will consider the Customer Satisfaction Survey. JH voiced concerns about too many surveys. MS will present other methods and formats to Board.</p> <p>JH requested that community connection be included in rehousing indicators. MS reported that this would be considered at Neighbourhood & Quality Service Sub-Committee. RL reported that a template would be brought back to Board.</p> <p>The Board approved the introduction of new performance reporting for 2007/08 and delegated responsibility for setting targets to the relevant Sub Committees subject to the agreement of Manchester City Council.</p> <p style="text-align: right;">Approved</p>	<p>SF</p> <p>MS</p> <p>MS</p>
d	<p>Property Strategies (Confidential) See Confidential minutes</p>	
9.	<p>Inspection Update</p>	
	<p>SF presented the updated plan to Board. Board requested progress reports to every meeting including a summary of progress against recommendations. Sub-Committees will receive detailed reports each month for their relevant actions. RCL reported that recommendation 12 should report to Neighbourhood & Quality Services Sub-Committee.</p> <p>The Board approved the content of the final action plan with a view to receiving regular updates in the future.</p> <p style="text-align: right;">Approved</p> <p>SF left the meeting</p>	<p>SF</p>
10	<p>Neighbourhood & Quality Services</p>	
a	<p>Sub-Committee Minutes 26 January Minutes were noted.</p> <p style="text-align: right;">Noted</p>	
b	<p>Sub-Committee Minutes 2 March Minutes were noted. Item 8 Respect Standard for Housing Management was Board agenda item 10c.</p> <p style="text-align: right;">Noted</p>	
c	<p>Respect Standard for Housing Management MS presented the report. He highlighted key areas of the report. JH agreed to act as Board’s “Respect Champion”. The Board asked that Northwards Housing publicise the signing of the Standard. MS will organise this.</p> <p>The Board 1 Noted the content of the report, including the six “core</p>	<p>MS</p>

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	<p>commitments” set out in the Respect Standard for Housing Management</p> <p>2 Agreed that Northwards Housing signs up to the Respect Standard for Housing Management</p> <p>3 Nominated a Board Respect Champion</p> <p style="text-align: right;">Approved</p>	
11	Procurement & Property	
a	<p>Sub-Committee Minutes 31 January</p> <p>Minutes were noted.</p> <p>RCL noted David Heys title to be amended.</p> <p>JH asked for confirmation that item 6c Heat Metering to 2 & 4 Blocks action had been completed. LP confirmed this.</p> <p style="text-align: right;">Noted</p> <p>AT left the meeting.</p>	
b	<p>Sub-Committee Minutes 28 February</p> <p>Minutes were noted. Board recommendations were substantive items on the agenda.</p> <p style="text-align: right;">Noted</p>	
c	<p>Sub-Committee Minutes 28 February (Confidential)</p> <p>See confidential minutes</p> <p style="text-align: right;">Noted</p>	
d	<p>Digital Television</p> <p>LP presented the report.</p> <p>HN asked if resources were available to implement the recommendation and LP confirmed this.</p> <p>MB asked that Hurstead Walk be corrected to Hurdlow Walk.</p> <p>JH asked if the cost of publicity was included. LP confirmed it was. The Board asked that information be provided to tenants affected by this scheme to explain Digital Television and wider advice be issued to all tenants.</p> <p>The Board Approved Sub-Committee recommendations</p> <p>1 That a bid be submitted for funding of £42,000 from the 2008/09 capital programme in order to complete the upgrading of communal TV aerial systems.</p> <p>2 That Technical Services be instructed to enter into negotiation with MDTV to carry out the remaining communal aerial upgrading work (Option 3).</p> <p>3 That advice and guidance notes be put on Northwards Housing’s web site for all tenant together with links to the Government’s “digitaltelevision.gov” and Granada’s “digitaluk.co.uk” web sites.</p> <p style="text-align: right;">Approved</p>	LP
e	<p>Improving Choice for Residents and Improving Value through Gas or Electric Fire Choice</p> <p>LP presented the report. RC raised concern about carbon emissions. JH requested that tenants are given information before they make a choice.</p> <p>The Board approved this addition choice subject to:</p>	

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	<ul style="list-style-type: none"> • tenants being able to make an informed choice about gas or electric fires • a further report to Board on Northwards strategy to address CO2 emissions as part of Northwards' energy strategy. <p>The Board approved by majority, the Procurement & Property Sub-Committee's recommendation that a change in practice is accepted to allow an additional choice to Northwards' residents when a gas fire/backboiler has to be changed. A resident will now have a choice of either a gas fire or an electric fire. Board noted the potential for efficiency saving through this choice.</p> <p style="text-align: right;">Approved</p> <p>JH dissented on the report</p>	LP
f	<p>Northern Housing Challenge GL presented the report. The Board welcomed Northwards successful joint bid for Northern Housing Challenge funding. AA asked if this could be publicised. RL agreed to raise this at 21st March meeting with the Housing Corporation.</p> <p>The Board noted the report and the enclosed letter from the Housing Corporation inviting a more detailed proposal to be worked up.</p> <p style="text-align: right;">Noted</p>	RL
g	<p>Approval for the Framework LP presented the report. JH asked if the contract included break-clauses. LP confirmed this and that there is no guarantee of providing work to contractors. The Board agreed to delegate the signing of the Framework Agreement contract to RCL (as Chair of Procurement and Property Sub-Committee) and SW (as Company Secretary).</p> <ol style="list-style-type: none"> 1 The Board approved the signing of the Framework Agreement Contract by Northwards Housing Limited. 2 Two Board members are authorised to sign the Framework Agreement Contract on behalf of Northwards Housing Limited. <p style="text-align: right;">Approved</p> <p>SR left the meeting.</p>	RCL/SW
12	Resource and Audit	
a.	<p>Sub-Committee Minutes 30 January 2007 HN had been requested by Resource & Audit Sub-Committee to report to Board concerns regarding three internal audit reports.</p> <ul style="list-style-type: none"> • Delivery of Capital Improvement Programme Sub-Committee expressed their disappointment with the 	EMT

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	<p>implication of the report that staff were unable to evidence the basis for the planned programme financial estimates. It was noted that Procurement & Property Sub-Committee had considered the report at their meeting on the following day.</p> <ul style="list-style-type: none"> • General IT Controls Sub-Committee had asked for immediate action to be taken to resolve issues regarding disaster recovery. A report to next Sub-Committee had been requested and produced. • Corporate Governance Sub-Committee had agreed for there to be an annual report from Sub-Committee's to the Board and the AGM each year. <p>AA asked that Sub-Committees and the Board were updated regarding these concerns. SW confirmed that Sub-Committees would be tracking progress.</p> <p>Minutes were noted.</p>	Noted
b.	<p>Sub-Committee Minutes 27 February 2007 Minutes were noted. Board recommendations were substantive items on the agenda 8a and 8b.</p>	Noted
13	Human Resources & Equality	
a	<p>Sub-Committee Minutes 30 January 2007 Minutes were noted.</p>	Noted
b	<p>Sub-Committee Minutes 27 February 2007 Minutes were noted</p>	Noted
c	<p>Job Evaluation (Confidential) See confidential minutes</p>	
d	<p>Probation Period RL presented the report. The Board approved the Managing Probation Policy and Procedure.</p>	Approved
e	<p>Retirement Policy RL highlighted that the policy had been updated to ensure Northwards complies with the new Age Legislation which came into effect of 1 October 2006. The Board approved the recommendation of the Human Resources & Equality Sub Committee to approve the policy.</p>	Approved
f	<p>Board Training Plan DR explained the training programme had been re-scheduled. The study visit programmed for 7 June can be rearranged. The Board approved the training arrangements for 2007/08</p>	DR Approved

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14	<p>Monitoring Performance Management Framework – Quarter 3 AA asked if Sub-Committees would consider the relevant elements. SW reported that most have already been reviewed. The Board acknowledged that the current system will continue until year-end and the new system will be introduced from 1 April. Quarter 4 report will be submitted to Sub-Committees in April and to the Board in May. RC suggested that in future the Board should review a small number of indicators in depth. HN raised concerns about the number of homes reaching the Decent Homes standard. RL reported that Procurement & Property Sub-Committee would monitor the curve. The Board noted the contents of the report and asked relevant Sub-Committee’s to focus their attention on particular areas where appropriate.</p> <p style="text-align: right;">Noted</p>	
15	<p>Relations with Council RL reported that a future report will be presented to Board on the Strategic Housing Partnership in which Northwards will engage.</p> <p style="text-align: right;">Noted</p>	
16	<p>Any Other Business (Items should be brought to the attention of the chair person prior to the meeting)</p>	
17	<p>Date Of Next Meeting Board Training: Tuesday 10 April 2007, 6.30pm at Hexagon Tower, Boardroom. Board Meeting: Tuesday 8 May 2007, 6.30pm at Hexagon Tower, Boardroom</p>	
	<p>End Of Meeting The meeting ended at 9.45 pm.</p>	