

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

Tuesday 22 May at 6:30pm

Chair: Sue Ratchford

Present	Sue Ratchford (SR) Harvey Norton (HN) Mark Hackett (MH) Joan FitzGerald (JF) Paul Seymour (PS) Anna Trotman (AT) Michelle Carmichael (MC) Fatima Adamjee (FA) Martin McKeivitt (MM)	Board Member (Chair) Board Member (Vice Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member
In Attendance	Robin Lawler (RL) Mike Stevens (MS) Steve Finegan (SF) Diane Roberts (DR)	Chief Executive Director of Neighbourhood Services Head of Business Support Governance Support Manager (Minutes)
Observers	Mark Burke (Tenant) Andy Jackson (Interpreter)	

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>Vera Salvatore was remembered by the Board.</p> <p>Harvey Norton explained his reason for tendering his resignation to the Board. Both his work and home commitments have changed over the past six months, making it increasingly difficult for him to serve the Board. Notification of his intentions had been given to the Chair and Chief Executive in November. Harvey has enjoyed his three years spent on the Shadow Board and Board. Whilst this would be his last Board Meeting, he will complete items of outstanding business before relinquishing his Directorship.</p> <p>The Chair thanked Harvey for all his work on behalf of the Board.</p> <p>The Chief Executive thanked Harvey on behalf of Executive Management Team and the staff. A small token of appreciation was presented to Harvey.</p> <p>The meeting was confirmed as being quorate.</p>	
2	<p>Apologies for Absence</p> <p>Apologies were given by Rachel Christie and June Hitchen. Further apologies were given by Steve Wood and Larry Patrick.</p>	
3	<p>Declaration of Interests/Confidential Matters/ Requests to unstar information items/ Equality & Diversity Matters Arising</p> <p>Items 4b, 10c, 11c, 11g, 11i, 17a and late item 17b were confidential. These items would be taken at the end of the meeting when observers would be asked to leave the meeting.</p> <p>Agenda items for information marked by * can be released for discussion by request of Board Members or Officers. There were no requests to unstar information items.</p>	

All Equality and Diversity matters would be covered under relevant items.

4 Minutes of Previous Meeting

- a The minutes of the meeting held on 11 March and subsequently the
- b confidential minutes of the same date were approved as a correct record and were signed by the Chair.

Approved

5 Matters Arising from 15 January minutes

Item 6c Area Panel Social

DR reported that the Area Panels had been consulted and that they wished to have a Summer event.

Item 6d Tenants Conference

Agenda item 6b

Item 7a Governance Performance

The governance website is to be updated

DR

Item 7b Sub Committee Membership

Agenda item 7a

Matters Arising from 11 March minutes

6b Removing Barriers Training

DR awaiting suitable date to rearrange this training

DR

6d Parliamentary Reception

RL will report at the appropriate time.

7a Board Away Day

Agenda item 7d

8a Business and Delivery Plan 2008-2013

RL confirmed that SW had made the agreed amendments.

10a Performance

Agenda item 10a

15e Capital Programme 2008-09 Revised

RL reported that wards had been updated in the revised plan.

17 Any Other Business

RL reported that communal TV aerial repairs have been investigated. This is currently a city wide contract with the Council. MWL have been requested to discuss procurement with a specialist sub-contractor.

a Board Champions

DR presented the report. The Board noted and agreed the role description and induction process. This would be implemented in the next two weeks. Role and progress to be reviewed in September.

DR

6 Chair's Items

a National Federation of ALMO's AGM and Conference Feedback

SR reported that this had been a useful conference particularly for networking with other ALMO Board Members. Both JF and SR thought that Northwards was advanced in its development.

b Tenants Conference Update

DR gave an update. It is to be entitled "It's a Northwards Knockout". The activities, stalls and publicity were noted. The Lord Mayor had accepted an invitation to open the event.

c Vera Salvatore Charity

The Board agreed that North Manchester Talking Newspaper was an

- d appropriate charity. Donations were made in remembrance of Vera.
Harvey Norton
This agenda item was covered under item 1.

7 Governance

a Board Membership

RL presented the report.

Paul Seymour gave his intention to offer himself for reappointment. The Board will formally accept this proposal at its September meeting and make this recommendation to the Council within the specified timetable.

The Board discussed and agreed that the vacancy created by Harvey Norton will be initially open to Independent Sub-Committee Co-optees. The Council have indicated that this is acceptable. It was agreed that RL, SR and the Vice Chair would carry out initial interviews.

RL

Both Tenant vacancies will be advertised through Northwards Natter and through local advertising. Michelle Carmichael is invited to stand for re-election.

DR

If more than two candidates are proposed, a full election of all Northwards tenants and leaseholders will be held prior to the AGM.

The role of Vice Chair was discussed and Board Members were asked to consider their interest in this role. SR and RL will discuss.

SR/RL

The AGM date and proposal was agreed. Award nominations are to be sought through Northwards Natter and local advertising. DR explained the process and the role of the Awards Panel. SR and PS were appointed to the Panel.

The Board had discussed the position of co-optees at a previous meeting and had agreed the proposal. The revision to the Standing Orders was agreed subject to the removal of "Officers". This wording was considered to be confusing.

SW

The Board approved

1 the elections and recruitment proposal

2 the proposal for the AGM and Tenants Award Evening

3 to appoint a Vice Chair and make a recommendation to July Board Meeting

4 to nominate two Board Members to sit on the Awards Judging Panel

5 changes to the Standing Orders to enable co-optees to have voting rights and count towards the meeting quorum subject to the removal of "Officers".

b Board Skills

The Board had previously been requested to complete an updated Skills Register form. DR reported that some replies had been given. A full report would be presented to Board when complete. The information would assist in future recruitment and identifying any skills gaps.

Board

- c Board Equality Monitoring**
 RL presented the report. Performance is compared to 2001 Census figures. A further report will be presented to July Board Meeting reporting against Northwards Tenant base, compiled from the customer profile survey. New targets for involvement will be agreed at that time. The Board noted that the Board is broadly representative of the area it serves. Representation of younger people and the largest BME populations in the area could be improved. It was further noted that Area Panels are under-represented by BME communities, and from people under the age of 60. This is being addressed by training and recruitment.
The Board noted the breakdown of people that are currently involved and agreed the recommendation made within the report to encourage under-represented groups to become more involved in the governance of the organisation.
- d Board Away Day**
 The Board noted that July Board meeting would not be quorate and a new date was required. It was proposed and agreed that the Board Meeting take place at 5.00pm on the evening before the away day. A provisional date of 11/12 July was agreed. The venue will be agreed with the Chair. Board Members' requirements would be agreed by email. A programme would be circulated for comments, topics were suggested. It was agreed to invite Enlighten Consultancy to facilitate team building activities. **SR/DR
DR**
- e Study Visit**
 It was agreed to postpone the date and arrange a new date by email **DR**
- f Board Appraisals – Pilot study update and review**
 DR gave feedback regarding the process and results. HN confirmed this. Subject to the lessons learnt, the process will be extended to the whole Board in the near future.
- g Mileage Rates**
 RL presented the report. The Board supported the proposal.
The Board approved the proposal that a change is made to Board expenses to pay mileage in accordance with HM Revenue & Customs rates. **SW**
- 8 Strategic**
- a Review of Neighbourhood Wardens Service**
 MS presented the report. The Board discussed the current service. Whilst the excellent service was noted, tenure, reputation, restriction of geographical service was debated. Investigation of alternative sources of funding were also suggested. Neighbourhood & Quality Services Sub-Committee were to receive a further report at its next meetings and would make a recommendation to the Board in July.
The Board noted and commented on the update.
- b Void position update and targets for 2008/09**
 RL presented the report.
 The Board had been informed about the improvement in voids performance and had expressed their congratulations to staff. MH suggested that the achievements be communicated publicly. The reduction of voids by 145 is a simple, powerful message. The Board approved the targets for numbers of voids of 167 for 30 September (1.25%) and 150 (1.2%) by 31 March 2009.

The Board approved the targets for Rent Loss, 2% for 2008/09 and 1.35% target for 2009/10. These targets will be reviewed should performance improve further over the course of this year.

The Board approved stepped targets of average relet times to take Northwards to top quartile performance in 2 years.

September 2008 – 55 days

March 2009 - 42 days

September 2009 – 34 days

March 2010 – 26 days

The Board noted that Procurement & Property Sub Committee would review performance in October to discuss the half year position.

The Board noted the report, the current void position and approved new targets for 2008/09

9 Audit Commission Inspection

a Inspection Action Plan Update (2006)

SF presented the report. The Board noted that 79.7% of actions are completed, an 8% improvement since the last report. Most key issues from the last inspection will be completed by November subject to external factors. PS asked that the plan reflects that everything possible has been done to complete actions.

The Board noted progress to date

b Inspection Preparation and Timetable

RL gave a verbal update to the Board. RL and SW had met with Paul Clarke, Lead Inspector in preparation for re-inspection on 7 May. It had been confirmed that Graeme Bennett would attend September Board Meeting to describe the process and observe the meeting. The on site period is confirmed as 17 November, and will be for 2 weeks. The scope would be confirmed after Self Assessment has been submitted. The Board would undertake training on inspection at June training session. RL updated the Board on recent ALMO results, this success is being shared within the sector.

The Board noted the verbal report

10 Performance

a Quarter 4 Performance

SF presented the report and asked the Board for comments. AT was concerned about poor performance over at least three areas. MS responded that Neighbourhood & Quality Services Sub-Committee would discuss in more detail. MH raised concerns about customer satisfaction.

The Board noted the contents of the report and asked relevant Sub-Committees to focus their attention on particular areas where appropriate.

b Performance Management Framework

SF presented the report. AT asked if the Corporate Performance Indicators set out in the report were proposed or fixed. These are a strategic overview of all our indicators. AT proposed that the indicator regarding opportunities for involvement was too narrow. MS will check that this is the correct BVPI.

MH asked how joint working was captured as this was a particular strength of Northwards. RL will provide a review to the Board, this will contribute to inspection evidence.

MS referred to Chartermark. RL updated the Board on the recent

MS

award. A formal response was awaited.

The Board approved the report subject to checking of BVPI's.

The Board considered and approved the performance management framework for 2008-09 subject to BVPI confirmation and that the Business and Delivery Plan is updated to reflect these changes SW

c On Call Review (Confidential)

See confidential minutes

11 Involvement of Residents

The Board noted the Area Panel Minutes.

SF, Mark Burke and AJ left the meeting

**12 Human Resources & Equality
Sub-Committee Minutes**

Minutes were noted.

**13 Neighbourhood & Quality Services
Sub-Committee Minutes**

Minutes were noted.

**14 Procurement & Property
Sub-Committee Minutes**

Minutes were noted.

**15 Resource & Audit
Sub-Committee Minutes**

Minutes were noted.

16 Relations with the Council

RL reported that Northwards had been supporting a bid to CLG regarding enhanced housing options. Our input to the process had been given positive feedback.

**17 Any Other Business
Remuneration Panel (Confidential)**

See confidential minutes

Standards Panel (Confidential)

See confidential minutes

Date of Next Meetings

Board Training – Re-inspection, Tuesday 10 June, Hexagon Tower, 6.00pm.

Board Away Day Saturday 12 July and Meeting Friday 11 July 5pm. DR

To be confirmed and venue notified

Riverways Area Panel Study Visit – 2 July, details to be confirmed DR

End of Meeting

With thanks to everyone the chair closed the meeting at 8.45 pm