

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

**Tuesday 15 September 2009 at 6:30pm**

**Chair: Sue Ratchford**

<b>Present</b>	Sue Ratchford (SR)	Board Member (Chair)
	Paul Seymour (PS)	Board Member (Vice Chair)
	Mark Hackett (MH)	Board Member
	Rachel Christie (RC)	Board Member
	Anna Trotman (AT)	Board Member
	Michelle Carmichael (MC)	Board Member
	Martin McKeivitt (MM)	Board Member
	Joan FitzGerald (JF)	Board Member
	David Leah (DL)	Board Member
	Naeem Ul Hassan (NH)	Board Member (part)
<b>In Attendance</b>	Robin Lawler (RL)	Chief Executive
	Steve Wood (SW)	Director of Business Services
	Mike Stevens (MS)	Director of Neighbourhood Services
	Diane Roberts (DR)	Governance Support Manager (Minutes)

**Observers** none

ITEM	SUBJECT	ACTION
<b>1</b>	<b>Welcome and Introductions</b>  The meeting was confirmed as being quorate.	
<b>2</b>	<b>Apologies for Absence</b> RL reported that Paul Beardmore was unable to attend the meeting due to a prior commitment. He would be invited to the next meeting. Apologies were given by Fatima Adamjee and Michelle Blakeley. Naeem Ul Hassan would need to leave the meeting early.	<b>RL</b>
<b>3</b>	<b>Declaration of Interests/Confidential Matters/ Requests to un-star information items/ Equality &amp; Diversity Matters Arising</b> Items 4b, 6b, 9, 10c, 10g, 11b and 13b, were confidential. 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. All Equality and Diversity matters would be covered under relevant items.	
<b>4</b> <b>a</b> <b>b</b>	<b>Minutes of Previous Meeting</b> The minutes of the meeting held on 10 July 2009 and subsequently the confidential minutes of the same date were approved as a correct record and were signed by the Chair.	<b>Approved</b>
<b>5</b>	<b>Matters Arising</b>  <b>Steve Wood, Director of Business Services</b>	

ITEM	SUBJECT	ACTION
	<p>SR and PS thanked Steve for his work at Northwards and were sorry that he was leaving Northwards. The Board showed their appreciation to Steve.</p> <p>RL informed the Board of the recruitment process for Steve's replacement.</p> <p><b>Item 5 Champion Review</b> In progress.</p> <p><b>Item 8a Board Appraisal 2009</b> In progress.</p> <p><b>Item 8c Annual General Meeting</b> Board agenda item 7a</p> <p><b>Item 8d Board Membership and Recruitment</b> Board agenda item 7b</p>	
<b>6</b>	<b>Chair's Items</b>	
<p><b>a</b></p> <p><b>b</b></p> <p><b>c</b></p> <p><b>d</b></p>	<p><b>Manchester Tenants Forum</b> JF updated the Board on the TSA consultation and discussion about a new Manchester Tenants Group.</p> <p><b>Board Away Day (Confidential)</b> PS summarised the day and the Board agreed that it had been successful. Further discussion about the future options would be discussed under agenda item 9.</p> <p><b>Staff Conference – 21 September</b> SR encouraged the Board to attend the event. RL reported that this was the first Annual Staff Conference.</p> <p><b>Pride 09</b> SR reported the success of the joint Northwards/Eastlands bus. DR reported that the aim to show that Northwards is an LGBT friendly organisation was achieved.</p>	
<b>7</b>	<b>Governance</b>	
<p><b>a</b></p> <p><b>b</b></p> <p><b>c</b></p>	<p><b>Annual General Meeting</b> DR updated the Board on arrangements for the AGM.</p> <p><b>Board Membership and Recruitment</b> SW presented the report. It was agreed that the results of the tenant vacancy ballot would be communicated to candidates prior to the AGM in confidence. The Board noted that Karen Blakeley is a co-optee on Customers and Communities Sub-Committee leaving one vacancy. The Board were advised that Sue Pemberton has moved from co-optee to advisor status leaving two vacancies on Resources Sub-Committee. AT advised that Councillor Paul Andrews had raised an issue regarding the ballot. SW reported that there had been a minor administrative error in sending papers which had affected 65 joint tenants. This had been resolved and ballot papers sent to those affected. <b>The Board noted the progress with Board recruitment and approved the mechanism for filling the remaining Co-optee places on the Sub-Committees.</b></p> <p><b>TSA Response</b> RL presented the report. The Board had considered Northwards</p>	<p><b>SR</b></p>

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d	<p>response to the Draft Regulatory Framework at the Board Away Day and had delegated the formulation and sending of the response to the Chief Executive.</p> <p>PS asked how Northwards are implementing local standards. RL said that local service standards will be built upon. Further work will be carried out with Area Panels.</p> <p><b>The Board endorsed the response</b></p> <p><b>Manchester City Council Scrutiny</b></p> <p>MS reported that MS, SW, Paul Beardmore, Councillor Paul Andrews and Councillor Anna Trotman were present at the Council's Resources and Governance Scrutiny Committee. Northwards inspection result and governance structure were discussed. The meeting was positive.</p> <p><b>The Board noted the verbal report</b></p>	MS/DR
8	<b>Strategic and Performance</b>	
a	<p><b>Quarter 1 Corporate Performance</b></p> <p>SW highlighted the voids performance. It was agreed that all three Sub-Committees have responsibility for voids performance and that a joint meeting of members should be convened in October to facilitate a wider discussion. All Board Members would be invited to the meeting. EMT would discuss dates with Sub-Committees.</p> <p>SW reported that an internal audit report on the voids review was also imminent.</p> <p><b>The Board noted the report and commented on current performance, and where required delegated detailed analysis as necessary to the relevant Sub-Committee.</b></p>	EMT
b	<p><b>Performance of new contact centre</b></p> <p>RL presented the report. SR and MS reported that they had not had any adverse comments about the change over or the new service.</p> <p><b>The Board noted the report.</b></p>	
9	<b>Future Options (Confidential)</b>	
a	Please see confidential minutes	
10	<b>Involvement Of Residents</b>	
a-i	The Board noted the Area Panel Minutes	
11	<b>Asset Management</b>	
a-b	<p><b>Sub-Committee Minutes</b></p> <p>Minutes were noted.</p>	
12	<b>Audit</b>	
a	<p><b>Sub-Committee Minutes</b></p> <p>Minutes were noted.</p>	
13	<b>Resources</b>	
a-b	<p><b>Sub-Committee Minutes</b></p> <p>Minutes were noted.</p>	
14	<b>Customers and Communities</b>	
a	<p><b>Sub-Committee Minutes</b></p> <p>Minutes were noted.</p>	

ITEM	SUBJECT	ACTION
15	<b>Relations with the Council</b>	
	RL agreed to circulate the Manchester City Council Scrutiny Report	<b>RL</b>
16	<b>Any Other Business</b>	
	None	
	<b>Date of Next Meetings</b>	
	<b>Monday 21 September – Staff Conference</b> , Sheridan Suite, Oldham Road, 9.30am - 4.00pm <b>Saturday 3 October – Customer Experience</b> , St Matthews Church Hall 9.30am – 1.00pm <b>Tuesday 13 October</b> - cancelled <b>Thursday 15 October, Annual General Meeting</b> , Sheridan Suite, Oldham Road, 6.30pm – 10pm Tuesday 10 November, Board Meeting, <b>Hexagon Tower Board Room 6.30pm – 8.30pm</b>	
	<b>End of Meeting</b>	
	With thanks to everyone the Chair closed the meeting at 7.50pm	