

**Northwards Housing - ALMO Board Meeting
Norton Grange Hotel**

Friday 10th July 2009 at 6:00pm

Chair: Paul Seymour

Present	Paul Seymour (PS) Mark Hackett (MH) Rachel Christie (RC) Anna Trotman (AT) Michelle Carmichael (MC) Joan Fitzgerald (JF) Marjan Bazargan (MB) Martin McKeivitt (MM) Fatima Adamjee (FA) David Leah (DL)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member
In Attendance	Robin Lawler (RL) Steve Wood (SW) Mike Stevens (MS) Larry Patrick (LP) Yvette Newton (YN)	Chief Executive Director of Business Services Director of Neighbourhood Services Director of Property Services Customer Services Officer (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions The meeting was confirmed as being quorate.	
2	Apologies for Absence Apologies were given by Sue Ratchford, Naeem Ul Hassan, Michelle Blakeley, Karen Blakeley and Diane Roberts.	
3	Declaration of Interests/Confidential Matters/ Requests to un-star information items Items 7a, 7b, 10c, 10f 12b, 12d and 14b were confidential.	
4 a b	Minutes of Previous Meeting The minutes of the meeting held 13 th May 2009 and subsequently the confidential minutes of the same date were approved as a correct record and were signed by the Chair. <p style="text-align: right;">Approved</p>	
5	Matters Arising Item 7 Relations with the Council RL informed the meeting that Paul Beardmore was unable to attend this meeting but will attend a future Board Meeting. Item 8b Employee Volunteering Scheme RL reported that the scheme had started and he had completed 2 half day sessions at the Mustard Tree and also the Finance Team had revamped the gardens at one of our retirement housing schemes at Joseph Dean Court.	

ITEM	SUBJECT	ACTION
	<p>Item 8c Quarter 4 Corporate Performance SW informed the meeting that discussions are being had with covalent to make the report more consistent.</p> <p>Item 9b Area Panel Constitution Review MS confirmed that the change to the Area Panel Constitution had been made and the Resident Involvement Agreement had also been amended.</p> <p>Item 9c Champion Review DR will contact the review group in due course.</p> <p>Item 9d Standing Orders SW confirmed that the standing orders had been amended.</p>	DR
6	Chair's Items	
a	<p>Excellence Seminar RL confirmed that the seminar had been held in May and approx 70 delegates attended. 5 workshops were held. All documents and presentations from the seminar are available on the Internet. We have received positive feedback from people who attended.</p>	SW
b	<p>FaD 09 International Food and Dance Festival MS informed the meeting that the event took place at the end of May. Feedback is currently being analysed which also includes feedback which was taken from people who attend Big Brother style.</p>	
c	<p>Staff Conference – 21st September RL informed the meeting that, instead of the usual cascade briefing we hold for staff in September, we will be holding the first annual staff conference which will bring all staff together at the same time for the full day. Offices will be closed but On Call will be fully operational and managers will have mobile phones. RL informed all Board Members they were welcome to attend for the full day or even part of the day. A draft agenda will be circulated to everyone in due course.</p>	
7	Strategic and Performance	
a	<p>Option Appraisal (Confidential) Please see confidential minutes</p>	
b	<p>Annual Accounts 2009-09 (Confidential) Please see confidential minutes.</p>	
c	<p>On Call Update The Board were informed that the new Contact centre went live on 1st July 2009 with new technology and On Call staff had transferred from the Council over to Manchester Working. RL informed the Board that Northwards had already achieved savings on what was previously paid for the service and that further efficiency savings were being investigated. It was confirmed that the rate for calling the contact centre is still a local call charge on a new telephone number which is cheaper using mobile phones. The Board noted the update.</p>	
8	Governance	
a	<p>Board Appraisal 2009 RL informed the meeting that Sue Ratchford (SR) and Diane Roberts (DR) are looking at the annual Board Appraisal. They will roll out something similar to previous years. SR will look at any individual concerns.</p>	DR/SR

ITEM	SUBJECT	ACTION
10	Involvement of Residents	
a-h	The Board noted the Area Panel Minutes	
11	Customer and Communities	
	Sub-Committee Minutes - 22 May Minutes were noted.	
	Tour of Retirement and High Rise Schemes – 26th June The Board noted the tour of Retirement Houses and High Rise Scheme.	
	CSE Accreditation MS informed the Board of the outcome of the assessment for Customer Service Excellence (CSE), the replacement for Chartermark. He advised the Board that the assessor spoke to staff, partners and tenants and was very positive about Northwards. The CSE assessment has 57 elements and Northwards were partially non compliant on 3 elements. There were three examples of compliance plus (best practice) cited by the assessor. The assessor's findings are set out in the full report. The Board noted the report and asked for congratulations to be passed on to staff.	
12	Asset Management	
a-d	Sub-Committee Minutes Minutes were noted.	
13	Audit	
	No meetings since the last Board Meeting	
14	Resources	
a-b	Sub-Committee Minutes Minutes were noted.	
15	Relations with the Council	
16	Any Other Business	
	None	
	Date of Next Meeting	
	The date for the next meeting Tuesday 11 th August will be used for the mock meeting for tenants interested in becoming Board Members.	
	End of Meeting The Board congratulated Mark Hackett on his appointment as Deputy Mayor. With thanks to everyone the Chair closed the meeting at 7.39pm	