

Non Confidential Minutes

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

Tuesday 5th November 2019 at 6:30pm

Chair: Robin Lawler (Items 1,2,3 only), Sue Abbott (Item 4 onwards)

Present	Sue Abbott (SA) Sharon Thomas (ST) Donna Bowler (DB) Janice Gotts (JG) Olusegun Ogunbambo (OO) Michelle Carmichael (MC) Marina Teat (MT) Gary Lamb (GL) Fiona Sharkey (FS) Wayne Melia (WM)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Co-optee
In Attendance	Robin Lawler (RL) Mike Stevens (MS) Andy Plant (AP) Robbie Chapman (RC) Emma Broom (EB) Kevin Lowry (KL) Yvette Newton (YN)	Chief Executive Director of Neighbourhood Service Director of Property Services Director of Business Services Head of Communications Interim Director of Housing & Residential Growth, MCC Governance Risk & Compliance Manager (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions RL welcomed everyone to the meeting.	
2	Apologies for Absence Veronica Kirkpatrick (VK) John Farrell (JF) Carol Southern (CS)	
3	Appointment of Board Chair & Vice Chair RC presented the report. He explained that it was proposed that SA remain as the chair of the Board until the AGM in 2020 when her term of office comes to an end. RC informed the meeting that since the papers had been circulated, he had received a nomination for Sharon Thomas to become vice chair. The Board approved the appointment of Sue Abbott as Chair of the Board and Sharon Thomas as Vice Chair. SA assumed the Chair.	

4	<p>Declaration of Interests / Confidential Matters / Requests to un-star information items There were no declarations of interest or requests to un-star information items.</p>	
CONFIDENTIAL ITEMS		
5	<p>MINUTES OF PREVIOUS MEETINGS</p> <p>a Board Confidential 10 September 2019 Please see confidential minutes.</p> <p>b Audit Confidential 2 October 2019 Please see confidential minutes.</p> <p>c Confidential Matters Arising Please see confidential minutes.</p>	
6	<p>RELATIONS WITH THE COUNCIL</p> <p>a R&M Contract Options Report Please see confidential minutes.</p> <p>b Review of Northwards Please see confidential minutes.</p> <p>c Management fee discussions update Please see confidential minutes.</p> <p>d Future Office Accommodation Options update Please see confidential minutes.</p>	
7	<p>MINUTES OF PREVIOUS MEETINGS</p> <p>a Board 10 September 2019 It was noted that WM was present at the September Board meeting and needed to be added to the minutes. Subject to this amendment the Board approved the minutes of the Board meeting held on 10th September.</p> <p>b Northwards AGM 15 October 2019 The Board noted the minutes of the AGM held on 15th October 2019. RL informed the Board that they will be approved by the Council at the 2020 AGM.</p> <p>c Matters Arising There were no matters arising</p>	YN
8	<p>CHAIRS ITEMS</p> <p>a AGM Feedback SA advised that the AGM had been a success and had been well attended.</p> <p>The Board noted the update</p>	

<p>9</p> <p>a</p> <p>b</p>	<p>STRATEGIG AND PERFORMANCE</p> <p>Corporate Performance 2019/20 (Quarter 2) RC presented the report. He explained the challenges faced around performance.</p> <p>RC informed the Board that the performance of the Customer Service Centre (CSC) was below target. He confirmed that the Head of Customer Experience had given a detailed presentation on the CSC to Board at their September meeting. Following on from this presentation, work had started on the 'Right First Time Strategy'. RC explained that some staff from the CSC had moved on to other jobs in the organisation and this had given an opportunity to advertise for replacement staff to work part time to help at peak periods.</p> <p>DB asked how many rings equates to the 20 seconds to answer performance indicator. It was confirmed this was approx. 5 rings.</p> <p>RC informed the Board that calls are typically abandoned between 1 minute 50 seconds and 2 minutes.</p> <p>JG commented that there is a noticeable drop of in performance for both repairs and Home Improvements.</p> <p>AP explained that the Home Improvement Work currently being carried out on the High-Rise Blocks was more complex than usual. AP informed the Board that changes in delivery had been introduced and satisfaction is set to improve on the next phase of works.</p> <p>It was noted that the Repairs appointments kept (NHL815) performance information graph did not match the data. RC confirmed he would investigate this.</p> <p>DB queried where targets had been reduced, RC explained that performance targets are reviewed and agreed with Board on an annual basis.</p> <p>The Board noted the report</p> <p>Communications Plan 19/20 Update EB presented the report. She confirmed to the Board that she had taken on their comments and had tried to include outcomes and the effectiveness of communications.</p> <p>FS asked if any financial impact of the rightsizing work could be reported. MS agreed that this would be picked up as part of the rightsizing project evaluation.</p> <p>The Board noted the progress of the Northwards Housing communications plan.</p>	<p>RC</p> <p>MS</p>

<p>c</p>	<p>Business Plan Action Plan 19/20 Update RC presented the report. He explained that overall the action plan is on course to be completed by the end of the financial year. OO asked when the Board could expect a new action plan. RC confirmed that the plan is to bring a new action plan to Board in April 2020.</p> <p>The Board noted the update on the progress of the business plan action plan.</p>	
<p>d</p>	<p>Complaints Policy RC presented the report. He explained that the main change to the complaints policy was a reduction to the number of complaints stages.</p> <p>The Board approved the implementation of the new complaints policy</p>	
<p>e</p>	<p>Risk Management Strategy RC presented the report. He explained the Strategy had been taken to October's Audit Sub-Committee for discussion.</p> <p>There were no further questions from the Board.</p> <p>The Board approved the updated risk strategy for 2019-21</p>	
<p>f</p>	<p>Assurance Framework RC presented the report. He confirmed that the Board had approved Northwards key objectives at their September Board meeting and the revised assurance framework had been approved at October's Audit Sub-Committee.</p> <p>RL informed the Board that once approved by the Board the Assurance Framework would be shared with the Council.</p> <p>The Board approved the revised Assurance Framework</p>	
<p>g</p>	<p>Business & Delivery Plan 2020-2023 Update RC presented the update report on the Northwards Business & Delivery Plan 2020-23. He explained that the report sets out the timetable for the customer consultation for the plan.</p> <p>The Board noted the update</p>	
<p>10</p>	<p>GOVERNANCE</p> <p>a</p> <p>Sub-Committee Terms of Reference, Membership and Revised Work Plans RC presented the report. He explained that, following the AGM in October, the Board had a significant number of new Board Members.</p> <p>RC informed the Board that a review of the NHF Code of Governance had been carried out and areas for improvement had been identified. These areas relate to Terms of Reference (TORs) for Sub-Committee,</p>	

<p>b</p> <p>c</p> <p>d</p> <p>e</p>	<p>composition of Sub-Committees and work programmes for the Board and Sub-Committees.</p> <p>RC confirmed that the report sets out the new proposed Sub-Committee membership, new TORs for all Sub-Committees and work plans for Board and Sub-Committees.</p> <p>RC explained that due to the changes to the makeup of the Board there were a number of new members on the Audit Sub-Committee and a session on the Role of a Audit Sub-Committee would be held prior to the next Audit meeting in December.</p> <p>The Board approved the revised sub-committee terms of reference, membership and revised work plans.</p> <p>Meeting Dates 2020</p> <p>The Board approved the proposed meeting dates for 2020.</p> <p>Declaration of Interests – Annual Return Board E&D Monitoring – Annual Return</p> <p>The annual Declarations of Interest form and E&D Monitoring form were handed out at the meeting for all Board Members to complete.</p> <p>Consumer Regulation Update</p> <p>RC presented the report. RL informed the Board that the report gives the Board a sense of preparedness on how we will be judged externally.</p> <p>The Board noted the update.</p>	
<p>11</p>	<p>RESOURCES</p> <p>There were no Resources Sub-Committee meetings since the last Board meeting. The next meeting is on 13th November 2019.</p>	
<p>12</p>	<p>OPERATIONS</p> <p>The Board approved the minutes of the Operations Sub-Committee held on 4th September 2019, subject to Sub-Committee approval at their next meeting.</p>	
<p>13</p>	<p>AUDIT</p> <p>The Board approved the minutes of the Audit Sub-Committee held on 2nd October 2019, subject to Sub-Committee approval at their next meeting.</p>	
<p>14</p>	<p>HORIZONS GROUP</p> <p>RL informed the Board that the Horizons Group is not part of the formal structure of the Board and its Sub-Committees. He explained</p>	

	<p>that attendance of the Horizons Group was open to all Board members, but recently had been difficult for people to attend.</p> <p>Discussion was had on if the Horizons Group should continue. It was agreed that group should continue to meet and that RL will speak to Greig Lees to arrange the next meeting and will circulate some ideas of topics the group could explore.</p>	RL
15	<p>AOB</p> <p>None.</p>	
	<p>Date of Next Meeting</p> <p>Northwards Training/Strategy Session Equality Impact Analysis Tuesday 3rd December 2019, 6:00pm-8.00pm, Board Room, Hexagon Tower</p> <p>Board Business Meeting Tuesday 14th January 2020, 6.30pm-8.30pm, Hexagon Tower Board Room</p>	
	<p>End of Meeting SA thanked everyone for attending and closed the Board Meeting at 8.33pm.</p>	