

## NEWARK AND SHERWOOD HOMES

Minutes of the Meeting of **THE BOARD OF NEWARK AND SHERWOOD HOMES** held on Thursday 6 March 2008 at 5.00pm in the Drawing Room, Kelham Hall.

**Present:** Miss M Butler (Chair)  
Cllr Mrs NA Armstrong  
Cllr Mrs B Brooks  
Mrs K Chaffe  
Mrs J Clark  
Mrs L Clayton  
Mr A Fell  
Miss S Murphy  
Mr GT Parkinson  
Cllr Mrs C Rose  
Mrs P Taylor

### **Officers in**

**Attendance:** Mrs R Rance (Chief Executive)  
Mr F McElhinney (Customer Services Director)  
Mr S Feast (Business Services Director)  
Miss S Williamson (Finance Manager)

The Chair opened the meeting with a tribute to Ken Brooks, Treasurer, Newark and Sherwood Federation of Tenants and Residents, who died suddenly in January.

Ken had given 25 years of service to the community in various roles in the Tenants' Organisation, including Chair of the Federation.

Ken had joined Karen Willis, along with Nora Armstrong, Mary Butler and Rebecca Rance on the Stock Option Appraisal Committee in October 2003 and continued for a short period on the shadow Board in January 2004 before Ken and Karen decided they could not give their time and commitment to the Board and the Federation at the same time.

Ken was a man who could always be relied upon to stand up and be counted. Over the years a great many tenants had known him for his help and support. He was committed to improving their homes and the services they received.

The Chair had once heard Ken describe himself as just an ordinary bloke. The Chair thought this 'ordinary bloke' who cared about the people to whom he gave his time and commitment, was more than he realised.

The Chair was very pleased he was one of the first people to whom the Company presented an 'Outstanding Contribution to the Community Award'.

The Board paid tribute to Ken Brooks 'an ordinary man' who gave of himself to help and support a great many ordinary people.

### 19. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Mr R Ainger, Mrs G Hughes, Cllr L Sprigg and Cllr S Wallace.

20. **MINUTES OF THE BOARD MEETING HELD ON 10 JANUARY 2008**

The minutes of the Board meeting held on 10 January 2008 were discussed and the following amendment was identified:

Minute 14c – Human Resources Committee Meeting held on 12 November 2007 should read, Miss M Butler introduced those minutes, and not as previously stated.

AGREED (unanimously):

that the Minutes of the meeting held on 10 January 2008 with the above amendment were accepted as a correct record of events and signed by the Chair.

The Chair welcomed Mr Stephen Feast, Business Services Director to his first Board meeting and also advised the Board that the Vice Chair was currently unwell.

21. **CHAIR'S ANNOUNCEMENTS AND URGENT ITEMS**

a) Urgent Item – Prolonged Absence of a Director of the Board

The Chair introduced an urgent item to enable Directors of the Board to consider the absence of a Director of the Board for more than 6 consecutive months.

The report outlined that Len Sprigg will have been absent from meetings of the Board for more than 6 months at the next Board meeting to be held on 1 May 2008. In line with Article 18 of the Newark and Sherwood Home's Constitution, the Board considered whether to grant permission for continued absenteeism for more than 6 months.

AGREED (unanimously) that:

- a) permission be granted for the continued absence of Len Sprigg.

22. **MINUTES FROM COMMITTEE MEETINGS**

a) Finance & Probity Committee Meeting held on 30 January 2008

The Vice Chair of the Finance & Probity Committee, Mrs P Taylor, introduced the minutes, highlighted key areas and asked for questions.

b) Service & Performance Committee Meeting held on 5 February 2008

The Chairman of the Service & Performance Committee, Mr G Parkinson, introduced the minutes, highlighted key areas and asked for questions.

AGREED (unanimously) that:

the Minutes of the Finance & Probity Committee Meeting held on 30 January 2008 and Service & Performance Committee Meeting held on 5 February 2008 be noted.

23. **RESIDENT INVOLVEMENT STRATEGY**

The Chair introduced the report to consider the approval and implementation of Newark and Sherwood Homes' Resident Involvement Strategy.

The report outlined a fresh approach to how residents and leaseholders are involved in the core business, giving tenants and leaseholders the opportunity to make a difference to the work of Newark and Sherwood Homes and the services they receive, putting the residents at the heart of everything.

The Strategy has been formulated through a process of working with tenants to create a working document.

Directors of the Board asked that Julie Davidson, the manager responsible for the strategy formulation be thanked and praised for good work.

Directors of the Board were particularly pleased to see the inclusion of clear resources, information management and the focus on hard to reach groups.

Directors of the Board sought clarification on the method they would use to monitor successful delivery of the strategy. The Customer Services Director confirmed this would be through regular reporting via the Director of the board information process.

The Board focussed on gypsy and traveller involvement and considered it would be useful for input or presentation through an informal mechanism from a community representative at a future time.

AGREED (unanimously) that:

- a) the Resident Involvement Strategy be approved and implemented.

24. **BUSINESS PLAN AND BUDGET 2008/2009 REVISIONS**

The Chair introduced the report to consider changes to the narrative of the approved Business Plan, (Appendix F), the Balanced Scorecard and the Budget 2008/2009.

The report explained following approval of the Plan at the Board meeting on 10 January 2008, normal company business processes have now been implemented to project-plan work for the next year. Changes to the narrative of the Plan and the Balanced Scorecard have therefore been identified.

The draft budget for 2008/2009 was also approved on 10 January 2008 and the budget has been revised and finalised.

The report outlined that the balanced scorecard was simpler to understand and focused on exception reporting where value could be added. The document was discussed page by page including Directors of the Board attendance, which was

proposed to increase from 70% to 75% and the need to include a key performance indicator for gas servicing performance.

AGREED (unanimously) that:

- a) the amended Business Plan, Budget and Balanced Scorecard 2008/2009 be approved.
- b) the annual elements of the Delivery Plan and Performance Plan be approved for submission to the Council.
- c) the target for Director of the Board attendance of formal meetings be 75%.
- d) the Chair of Service & Performance Committee be given delegated authority to set the Gas Service performance indicators and targets.

## 25. **DIRECTORS OF THE BOARD - REMUNERATION**

The Chair introduced the report to review and discuss payment of Directors of the Board, considering the options available.

Directors of the Board considered the report and discussed the reasons why remuneration for Directors of the Board may be appropriate, such as difficulties in recruiting and the need to ensure the relevant and necessary skills, knowledge and experience are present within the Board.

The Board discussed the matter in detail and recognised that should requirements of the roles of Directors of the Board change or enhance through changes to the Company's make up or business or difficulties were experienced in recruiting – it could well be necessary to look in more detail at remuneration. Further this could also require a review of Board make up and size. It was noted that the reimbursement of expenses scheme was in need of review.

AGREED (unanimously) that:

- a) Directors of the Board should not receive remuneration at this time.
- b) the matter be reconsidered at the Board meeting on 13 November 2008.

## 26. **COMMUNICATIONS STRATEGY**

The Chair introduced the report to approve the revised Newark and Sherwood Homes Communications Strategy for adoption by the Company.

The report explained that the Newark and Sherwood Homes Communications Strategy was approved at the Board meeting in April 2006. After recent gap analysis, a number of issues were identified which led to the formulation of the 3 Star Action Plan and a review of the Communications Strategy.

The Board understood the concept of the report and the positive requirements to enhance Newark and Sherwood Homes communications effectiveness.

AGREED (unanimously) that:

- a) the Communications Strategy be approved.

**To enable the Directors of the Board to complete the agenda, in accordance with Meeting Procedure Principle 2, the Chair extended the meeting for one hour at this point.**

*(Cllr Mrs Betty Brooks and Cllr Mrs Nora Armstrong left the meeting at this point)*

**In compliance with Principle 6 of the Company's Meeting Procedure, the public observing the meeting were asked to leave at this point as confidential information would be discussed within the next 2 items.**

27. **CONFIDENTIAL ITEM - CORPORATE THREE STAR ACTION PLAN DELIVERY**

*(Mrs Jean Clark and Cllr Mrs Christine Rose left the meeting at this point)*

The Directors of the Board considered the exempt report of the Business Services Director.

28. **CONFIDENTIAL ITEM - SHARED SERVICES**

The Directors of the Board considered the exempt report of the Chief Executive.

The meeting closed at 19.20

Chairman