

NEWARK AND SHERWOOD HOMES

Minutes of the Meeting of **THE BOARD OF NEWARK AND SHERWOOD HOMES** held on Thursday 1 May 2008 at 5.00pm in the Lady Chapel, Kelham Hall.

Present: Mrs G Hughes (Vice-Chair – acting Chair)
Mr R Ainger
Cllr Mrs NA Armstrong
Mrs K Chaffe
Mrs J Clark
Mrs L Clayton
Miss S Murphy
Mr GT Parkinson
Cllr Mrs C Rose
Mrs P Taylor
Cllr S Wallace

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)

29. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Miss M Butler (Chair), Cllr Mrs B Brooks, Mr A Fell.

30. **PRESENTATION BY THE AUDIT COMMISSION**

(Cllr Mrs Christine Rose joined the meeting at this point)

The Audit Commission will undertake an inspection of Newark and Sherwood Homes during September this year. The Vice-Chair welcomed Anne Bennett and Graeme Bennett from the Audit Commission to the meeting as part of the preparation process for the inspection.

Anne and Graeme gave a presentation covering:

- Inspection judgements including the Commissions' expectations on governance
- The inspection process and how the Board will be involved
- Some of the national developments since the last inspection

(Cllr Mrs Nora Armstrong left the meeting at this point)

The Vice-Chair stressed that she considered much in the presentation was relevant to Newark and Sherwood Homes and she felt that Newark and Sherwood Homes was meeting the requirements of the commission in many areas including areas where

standards have risen and area's with greater emphasis such as Equality and Diversity and Value for Money.

31. **MINUTES OF THE BOARD MEETING HELD ON 6 MARCH 2008**

AGREED (unanimously):

that the Minutes of the meeting held on 6 March 2008 were accepted as a correct record of events and signed by the Chair.

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

a) **Chair's Announcement – Councillor Mr Len Sprigg – Resignation as Director of the Board**

The Vice-Chair informed the meeting that Councillor Len Sprigg had not been well for some time and following the advice of his doctors, had submitted his resignation from the Board on 30 April 2008.

The Board expressed their thanks to Len for his time, efforts and contribution whilst serving as a Director of the Board of Newark and Sherwood Homes.

33. **MINUTES FROM COMMITTEE MEETINGS**

a) **Finance & Probity Committee Meeting held on 26 March 2008**

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

b) **Service & Performance Committee Meeting held on 31 March 2008**

The Vice-Chair of the Service & Performance Committee, Cllr Mrs Christine Rose, introduced the minutes, highlighted key areas and asked for questions.

AGREED (unanimously) that:

the Minutes of the Finance & Probity Committee Meeting held on 26 March 2008 and Service & Performance Committee Meeting held on 31 March 2008 be noted.

34. **STRATEGIC RISK REVIEW**

The Vice-Chair introduced the report to consider the outcomes of the Senior Management Team six-monthly review of Strategic Risks and recommended outcomes.

The report outlined the outcomes of the review on 11 March 2008 identified both proposed changes to the probability and impact of four risks and the emergence of one new risk.

AGREED (unanimously) that:

- a) the corporate risk register be amended to include a new risk:

Reference 18: Failure to deliver three star inspection judgement.

- b) the probability and impact of the risks below be changed as detailed:

Reference 5: Failure to deliver three star inspection judgement – change to low and critical

Reference 6: Relationship with Partners / Suppliers – change to low and critical

Reference 10: Financial constraints resulting from two star not being achieved – change to low and critical

Reference 11: Disaster / Building / Infrastructure – change to very low and critical

35. **INTERNAL AUDIT PROGRAMME 2007/8 & 2008/9**

The Vice-Chair introduced the report to consider the progress of the 2007/8 Internal Audit Programme and to approve the 2008/9 Internal Audit Programme.

The report outlined progress of the 2007/8 internal audit programme, along with Newark and Sherwood District Council's internal audit service providing a summary of the audits and a statement of assurance. The Board was pleased that all the internal audit work was completed for 2007/08 and that all audits were either satisfactory or sound.

The report then discussed the proposed audit plan for 2008/9 providing information about how the plan had been formulated using a risk based process to provide maximum reassurance on service areas with higher risk scores.

AGREED (unanimously) that:

- a) the 2008/9 Internal Audit Programme be approved.

36. **VALUE FOR MONEY STRATEGY**

The Vice-Chair introduced the report to consider the revised Value for Money Strategy and the Director of the Board Lead for Value for Money highlighted key aspects of the strategy for the Board in particular the achievements so far, the areas of focus moving forward and how key performance indicators were incorporated within the Company's balanced score card.

An amendment was highlighted to the strategy that the last paragraph of 1.1 should have read May 2008 and not May 2007.

AGREED (unanimously) that:

- a) the Value for Money Strategy 2008/09 attached at Appendix A with the highlighted amendment be approved.

37. **PROCUREMENT STRATEGY**

The Vice-Chair introduced the report to consider the recommendation of the Finance and Probity Committee.

The Procurement Strategy had been considered and recommended for approval by the Directors of the Board on Finance and Probity Committee.

AGREED (unanimously) that:

- a) the revised Procurement Strategy 2008/09 be approved.

38. **EQUALITIES AND DIVERSITY STRATEGY**

The Vice-Chair introduced the report to consider the recommendation of the Service and Performance Committee.

The 'Equalities and Diversity Strategy' Strategy had been considered was recommended for approval by the Service and Performance Committee.

AGREED (unanimously) that:

- a) the Board approves the Equalities and Diversity Strategy.

39. **ACCESS & CUSTOMER CARE STRATEGY**

The Vice-Chair introduced the report to consider the approval and implementation of the Access and Customer Care Strategy.

The report outlined the strategy setting out the standard of care and service, customers, could expect from Newark and Sherwood Homes.

In taking the strategy forward, the Service and Performance Committee on 31 March 2008 considered the proposed 'Access and Customer Care Strategy' and recommended it to the Board for approval.

AGREED (unanimously) that:

- a) the Access and Customer Care Strategy be approved.

40. **CUSTOMER INSIGHT MANAGMENT STRATEGY**

The Vice-Chair introduced the report to consider and approve the Customer Insight Management Strategy.

The report explained that Customer Insight is the use of data on, and knowledge about customers to understand the common needs of groups of customers. Customer

Insight has been used successfully within the private sector for many years and mounting Government pressure on Local Government to deliver more tailored services is resulting in many public services adopting Customer Insight Protocols as a tool to develop customer focussed services.

Newark and Sherwood Homes has been consulting with customers on what services they require and the preferred means of delivery and the Customer Insight Management Strategy aims to build on these excellent foundations.

AGREED (unanimously) that:

- a) the Customer Insight Management 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.

41. **PARTNERSHIP AND INWARD INVESTMENT PROTOCOL**

The Vice-Chair introduced the report to consider the Partnership and Inward Investment Protocol.

The report outlined the purpose and benefits of the Company having a Partnership and Inward Investment Protocol. The need to maximise inward investment and effectively utilise partnership is an important area to support service delivery improvement and improved Value for Money. With the introduction of this protocol and supporting performance indicators in the balanced score card the Company is seeking to improve the use of partnerships and inward investment.

AGREED (unanimously) that:

- a) the Partnership and Inward Investment Protocol be approved.

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 item.

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

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

The meeting closed at 19.30

Chairman