

NEWARK AND SHERWOOD HOMES

Minutes of the Meeting of **THE BOARD OF NEWARK AND SHERWOOD HOMES** held on Thursday 15 November 2007 at 5.00pm in the Lady Chapel, Kelham Hall.

Present: Miss M Butler (Chair)
Mrs G Hughes (Vice Chair)
Mr R Ainger
Councillor Mrs NA Armstrong
Councillor Mrs B Brooks
Mrs K Chaffe
Mrs J Clark
Mrs L Clayton
Mr A Fell
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)
Mrs M Proud (Business Services Director)
Mr Barry Brassington (Investment Manager)
Miss Caroline Meek (Customer Access & Support Manager)
Miss Suzanne Williamson (Finance Manager)

1. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr L Sprigg.

2. **APPOINTMENT OF CHAIR AND VICE CHAIR OF THE BOARD**

The report of the Business Services Director detailed that under the Company's Constitution at the first Board Meeting following each AGM that Directors of the Board shall appoint a Chair of the Board and that a Vice-Chair to action in the absence of the Chair may also be appointed.

Nominations for the Chair were requested by the Business Services Director.

Mary Butler was the sole nomination.

The Business Services Director requested nominations for the position of Vice Chairman of the Board.

Ginette Hughes was the sole nomination.

AGREED (unanimously):

- a) Mary Butler be appointed as Chair of the Board.
- b) Ginette Hughes be appointed as Vice-Chair of the Board.

3. CHAIR'S ANNOUNCEMENTS AND URGENT ITEMS

a) Appointment to Business Services Director Post

The Chair announced that the current Business Services Director, Mrs Martinette Proud would be leaving the Company at the end of the year. As this was Mrs Proud's last Board meeting, the Chair thanked her for her hard work and dedication to Newark and Sherwood Homes. The Directors of the Board wished Mrs Proud the very best for the future.

The Chair informed the Directors of the Board that a process to appoint a new Business Services Director began on receipt of Mrs Proud's notice. The Chair advised that following a well planned recruitment and selection process, the Human Resources Committee had resolved to offer the post to the successful candidate. Subject to acceptance and final procedures, the new Business Services Director should be joining the Company in February/March 2008.

b) Chair's Charity – Homeless International

The Chair announced that Andrew Ceriati an Apprentice Plumber based at Farrar Close, had successfully completed his mission to ascend Mount Kenya at the same time raising around £4,000 for the Chair's Charity – Homeless International. Andrew and staff right across the Company had been raising funds in support of the Mount Kenya trip for over 6 months.

Andrew had valued the experience, opening his eyes to some of the tremendous work already being done by Homeless International. The Board thanked Andrew and all the staff involved in the fundraising effort.

c) ISO Accreditation

The Chair announced that after two days of intensive scrutiny the Company had been recommended for ISO9001 accreditation.

Over the last few months staff had been writing procedures and standardising documentation. The Company had undertaken several internal audits using these procedures, which had enabled individuals to identify areas for improvement within their own operation.

The Chair informed the Directors of the Board that this widely recognised quality standard demonstrates the Company's commitment to delivering high quality services to its customers. David Stack the assessor from European Quality Organisation could not praise Newark and Sherwood Homes enough for its achievement and said he was very impressed with the overall standard of our processes and procedures.

The staff had shown that they were committed to giving customers a quality service. The Board thanked everyone for their continued efforts.

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

4. **MINUTES OF THE BOARD MEETING HELD ON 20 SEPTEMBER 2007**

AGREED (unanimously):

that the Minutes of the meeting held on 20 September 2007 were accepted as a correct record of events and signed by the Chair.

5. **REVIEW OF THE STRATEGIC LEADERSHIP OF THE BOARD**

The Chair introduced the report to consider the outcomes of the review of strategic leadership of the Board.

The report outlined the background to the review and the role of the Board. The report explained the process the review had taken and the information informing it. This included consideration of information from a facilitated session of Directors of the Board, Critical friend feedback, the Company's Governance Guide, the Company's Meeting Procedure, requirements of the prospects for improvement key line of enquiry, the Good Governance Standards for Public Services incorporating a self assessment.

The report made proposals to improve the strategic leadership of the Board.

The Board discussed the proposals in the report in detail and, how these would be implemented and how they would change the way the Board operates. These proposals sought to:

- increase Board focus on key issues
- strengthen Board leadership and accountability
- strengthen the effectiveness of meetings to increase added value.

(Cllr S Wallace left the meeting at this point)

AGREED (unanimously) that:

- (a) the Committee structure and meeting cycle remain unchanged.
- (b) the Meetings Procedure Principles Eight to Ten be amended to enhance clarity of the role of a Chair in Agenda setting as outlined at paragraph 7.2 ② of the report.
- (c) the Meetings Procedure be amended to introduce a principle business type being considered at a meeting or in a report as outlined at paragraph 7.2 ⑥ of the report.
- (d) the Meetings Procedure as amended for a term of office in any one role of responsibility be no more than 3 consecutive years.
- (e) the Meetings Procedure be amended to introduce a principle for questions and comments from the public.
- (f) the Terms of Reference of Committees be as at Appendix B of the report.

- (g) the Role Description for Directors of the Boards' Role of Responsibility be as at Appendix C of the report.
- (h) the roles of responsibility for 2007/8 be:

Chair of the Board
 Vice-Chair of the Board
 Chair of Finance & Probity Committee
 Vice-Chair of Finance & Probity Committee
 Chair of Service & Performance Committee
 Vice-Chair of Service & Performance Committee
 Chair of Human Resources Committee
 Vice-Chair of Human Resources
 Lead for 'Value for Money'
 Deputy lead for 'Value for Money'
 Lead for Access and Customer Care
 Deputy lead for Access and Customer Care
 Lead for Equality & Diversity
 Deputy lead for Equality & Diversity

- (i) the following people be elected to the posts:

Chair of the Board - Mary Butler
 Vice-Chair of the Board - Ginette Hughes
 Chair of Finance & Probity Committee - Ginette Hughes
 Vice-Chair of Finance & Probity Committee - Pam Taylor
 Chair of Service & Performance Committee - Geoff Parkinson
 Vice-Chair of Service & Performance Committee - Christine Rose
 Chair of Human Resources Committee - Ginette Hughes
 Vice-Chair of Human Resources - Geoff Parkinson
 Lead for 'Value for Money' - Stuart Wallace
 Deputy lead for 'Value for Money' - Bob Ainger
 Lead for Access and Customer Care - Kathleen Chaffe
 Deputy lead for Access and Customer Care - Arthur Fell
 Lead for Equality & Diversity - Lynn Clayton
 Deputy lead for Equality & Diversity - Jean Clark

- (i) that the Committee membership be:

Finance & Probity Committee	Service & Performance Committee	Human Resources Committee
Ginette Hughes (Chair)	Geoff Parkinson (Chair)	Ginette Hughes (Chair)
Pam Taylor (Vice-Chair)	Christine Rose (Vice-Chair)	Geoff Parkinson (Vice-Chair)
Betty Brooks	Bob Ainger	Nora Armstrong
Lynn Clayton	Nora Armstrong	Mary Butler
Jean Clark	Mary Butler	Pam Taylor
Susan Murphy	Kathleen Chaffe	
Len Sprigg	Arthur Fell	
	Stuart Wallace	

6. **MINUTES FROM COMMITTEE MEETINGS**

a) Finance & Probity Committee Meeting held on 10 October 2007

The 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 16 October 2007

The Chairman of the Service & Performance Committee, Mr R Ainger, introduced the minutes, highlighted key areas and asked for questions

AGREED (unanimously) that:

the Finance & Probity Committee Meeting held on 10 October 2007 and Service & Performance Committee Meeting held on 16 October 2007 be noted.

7. **REVISED BUDGET 2007/2008**

The Chair introduced the report to advise the Board of the revised budget for 2007/8 and the major changes compared to the original budget. Also, advising the board of the revised capital programme for IT development.

(Mrs G Hughes temporarily left the meeting at this point)

The report outlined the recommended changes to form the revised budget. Areas of growth had been included within the revised budget to ensure funding continued to be targeted to Company priorities. The appendices provided information on the movement of budgets on individual cost lines to realign funding in line with business needs. A revised budget had been set for the IT development capital programme and the appendices also included an asset register.

AGREED (unanimously) that:

- a) the revised budget for 2007/2008 be approved.
- b) the revised capital programme for 2007/8 be approved.

8. **CAPITAL PROGRAMME**

The Chair introduced the report to seek Board approval for proposed revisions to the 2007/8 Investment Programme.

(Mrs G Hughes rejoined the meeting at this point)

The report explained that in March 2007 Directors of the Board approved the overall investment programme, since then it has been closely monitored by the Finance & Probity Committee. The report provided a revised programme, which took account of current identified needs and expected outcomes of individual schemes. The revision to the Investment Programme also requires the approval of the Council.

AGREED (unanimously) that:

- a) the revised 2007/8 Investment Programme at Appendix B be approved.

9. **THREE STAR ACTION PLAN**

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.

The Chair introduced the report to monitor the delivery of tasks within the three-star Action Plan and were confident in the delivery of all tasks due for completion.

The Business Services Director gave an update on progress of 3 * tasks within their area and gave comments on the following:

Reference	Item	Progress
3* Task 1	Review Communications Strategy	Resource issue identified, requested extension of delivery date to end January 2008
3* Task 7	Review Corporate Board report template requirements	Completed
3* Task 9	Review mechanisms to assess staff satisfaction	Achieved within target
3* Task 14	Formulate a Project Management Framework for all IT Development	Completed
3* Task 15	Review Performance Management System	Completed
3* Task 22	Review Central Log of Policies and Strategies	Completed
3* Task 23	Develop Protocol for Continuous Professional Development (CPD)	Completed
3* Task 24	Formulation and Implementation of Customer Insight Management Policy	Resource issue identified, requested extension of delivery date to end January 2008

(Cllr Mrs C Rose left the meeting at this point)

The Customer Services Director gave an update of all current 3 * tasks within their area and gave comments on the following:

Reference	Item	Progress
3* Task 4	Develop Financial Inclusion Policy	Resource issue identified, requested extension of delivery date to end January 2008
3* Task 11	Review of Tenant Participation Compact (TP Review)	Resource issue identified, requested extension of delivery date to end January 2008
3* Task 12	Review of Resident	Resource issue identified,

	Involvement Strategy (TP Review)	requested extension of delivery date to end January 2008
3* Task 19	Produce a Customer Equality and Diversity Strategy	Identified weaknesses, survey out by end of November
3* Task 20	Devise a Customer Impact Assessment Policy	Requested extension of delivery date to end January 2008

The Chief Executive gave an update on progress of the 3 * task within their area and gave comment on the following:

Reference	Item	Progress
3* Task 10	Review Strategic leadership of Board	Completed

AGREED (unanimously) that:

- a) the Board considered the progress on delivery of the Three-Star Action Plan and approved amended target dates.

10. **VALUE FOR MONEY FOR RENT PAYMENTS**

The Chair introduced the report to consider the value for money for rent payment methods offered to tenants.

The report explained that following discussion at the Service & Performance Committee of 16 October 2007, the Committee had requested a report be brought to the Board for consideration regarding value for money of rent payment methods offered to tenants.

The Board discussed the present ways the Company offers tenants to pay rent. As part of a value for money review of front line services, further consultation will take place with tenants on the provision of rent payment methods.

AGREED (unanimously) that:

- a) the value for money review of front line services includes consultation with tenants on removal of high cost rent payment methods, in particular door to door rent collection.
- b) the result of that tenant consultation is incorporated into the report to Service & Performance Committee on the outcome of the value for money review of front line services.

The meeting closed at 19.47

Chairman