



**HIGH PEAK COMMUNITY HOUSING LIMITED
COMPANY NUMBER 4983817
BOARD MEETING**

27 April 2011

Present: Agnes Bradley (Chair), Jason Good, Kerry Martin, Anthony McKeown, Margaret Nield, John Pritchard, Awaad Rashed, Simon Rogers

In Attendance: Mark Ford, Mike Coppock, Jason Hawkes, John Moss, Louise Pearce, Linda McAlinden (Minutes).

Also in attendance Teresa Bellamy, Keith Woods and Anne Shaw from Tenants' Scrutiny, Linda Levin, Sandra Webster, Customer Services Manager HPCH, Clare Wild, Ian Young

The Chair opened the meeting by extending a welcome to the Tenant Scrutiny Group and Linda Levin from Linda Levin Partnership. She praised the work which had gone into the production of the document which was being presented and the findings and recommendations it contained. Board were reminded that the group had undergone extensive training and had explored the many aspects of the voids process. It was acknowledged that whilst there was a process in place this was not always adhered to. It was also noted that had the company had to pay for this investigation considerable cost would be incurred.

Several members of the Board commented and commended the report as honest, thorough and in depth, and stated that the following action plan and recommendations would be implemented and monitored through the Homes and Communities sub group in line with timescales requested. Board particularly noted the telephone surveys and felt that the group may have received more honest replies from tenants than members of staff may. It was also noted that the issue of Voids had come back to the board many times and it was hoped that this report would build on the knowledge gained from the Xpress tour. It was stated that lessons had been learned on both sides, both operational and practical.

Board were informed that the current Chair is now standing down and the next scrutiny would

be led by Martin Brennan. The current Chair wished to express her thanks to all who had assisted in this first endeavour, Linda Levin, Sandra Webster, Clair Wild, Senior Management team, Tenants.

The incoming Chair stated that there was a proposal to change the process in that initial reports on the next scrutiny topic would be reported into the sub groups with an annual report coming to full board.

A member commented that this might not then get the attention it deserved. Following a discussion it was agreed that Tenant Scrutiny would be reported to each Board meeting within the High Level business report. There would also be an escalation process whereby should there be any areas of concern an agenda item could be requested in order to draw whole board attention and discussion.

The Chair of HPCH Board thanked the Scrutiny group again for their efforts and hoped that tenants realised the amount of work they had put in on their behalf.

At this point the group, Linda Levin, Sandra Webster and Clair Wild left the meeting.

1. **Apologies** – Peter Glover, Chris Webster, Linda Baldry, Linda Leather, Graham Fox

2. **Expressions of Interest**

Other than that which might reasonably be expected from tenants and Council nominees, no Expressions of Interest were declared.

3. **Minutes of last meeting / Matters Arising / Follow-Up Action Summary**

It was agreed to pass the minutes of the last meeting later in the meeting under confidential items.

4. **Chair's Update.**

The Chair stated that she had attended the quarterly strategic meeting where shared services had been discussed. She had also attended a meeting with Supporting People. Both of these subjects were to be discussed later in the meeting.

5. **Scrutiny Report on Voids Process**

See beginning of meeting.

6. High Level Business Summary

Management Accounts

The Head of Finance stated that this was the first 'cut' of Year End figures and that they were 'subject to Audit' and final accruals. He also stated that the deficit is £57k not £51k as forecast – this is due to the change in the Capital Commissioning income. A letter of arrangement had been received and passed to the Chair of the Audit and Resources sub group to assess and he asked for permission to sign this off once validated by the Chair of the sub group.

Board agreed.

In response to a query the board were assured that the immediate impact on the further issues of Integra had been assessed by both the internal and external auditors and found to be negligible at this time. It is a cause for concern and is being pursued vigorously. Response is being sought from Capita/iSoft to resolve the issues identified.

It was stated that the work to be carried out on the CESP funding is moving into the final stages. It has been out to tender and presentations are being made on 10 May 2011. Companies are being requested to present on a 'final and best offer' basis.

It was queried if the work being undertaken on CESP funding would be offered to those who had bought their properties. It was stated that contractors would be expected to offer householders favourable deals should they wish to have the work done, but this would be dealt with directly by the contractors.

In response to a further query it was stated that there might be other CESP funding available but this would probably only apply to a small number of properties in the Fairfield area of Buxton. There may also be some 'green funding' available.

Stock Option - it was reported that a meeting had taken place that day with Dai Lerner and Ian Young from the Alliance with regards to how this would be progressed.

This had been a very productive meeting with a genuine partnership approach. It had been identified that there were, in the main, two large pieces of work required. First would be the assessment of the HRA reform. Working with external consultants this will need to be ready by 31 March 2012. It will address such issues as how will the debt be serviced, what headroom might there be and the implications of various models.

The second piece is about the future management of the housing stock and looking at all the options available.

It was felt that there was a true openness on working together and dialogue on the governance issues. It was proposed that a project board to be set up to work on this.

Carelink – We are still waiting for Supporting people to announce when the tender process will take place. However we do now know the structure on which they will be basing future services. This will lead to significant impact on the services which are currently provided by HPCH as stated in the report. Tenders are being requested on a competitive dialogue basis and will need to be assessed carefully as this may not be the most competitive way forward.

In response to a query it was stated that personal care services are set up and monitored differently. High costs of registration and staff training coupled with low wages and high staff turn over may make this option expensive and not value for money. Further analysis is required of the whole service to see where the focus should be. It may be that the discussion is required before the June board meeting should a deadline for tendering be brought in. At this time, it is not clear whether redundancies would be required. One self contained element of this service is visiting and it may be this is where our efforts should be concentrated.

A member noted that there would be a requirement to ensure robust alternatives are in place for our out of hours service, if the monitoring side of the business was no longer required and would the company then be able to move that side of the business into Furness Vale. It was noted that HPBC sees this as a shared issue and will look to resolve this on a collaborative basis.

Management Accounts – The Head of Finance noted that the figure for bad debt was up as this includes provision for repairs billed and not yet recovered. Final out turn figures would be available by June Board meeting.

Performance - in response to a query regarding handling complaints, the Head of Business services stated that this had been a neighbourhood issue. However, further training of Managers is being undertaken to ensure that they are fully aware of their responsibilities in their responses to complaints. The Customer Services manager is also looking to see if there are any recurring themes and assisting members of staff to learn by their mistakes and trying to reduce our recurrent complaints.

Team Plans - The Chair of Quality and Performance sub group assured board that the sub group drilled down to ensure that the progress reported was in fact.

With regards to the Introductory Tenancies the Head of Business services stated that the distribution of the new handbooks was currently being arranged and therefore this action was not 100% complete.

The Board members discussed and noted the report.

7. Minutes from sub groups

Homes and Communities – in the absence of the Chair of this group Jason Good informed the board that this meeting had been very productive. The members had

discussed and set targets for the group to monitor which would be meaningful. They also recommended to board that they approve the local offer for Homes and Community.

The Board:

1. **Ratified** the 'Homes and Community' local offer
2. **Noted** the minutes from the meeting and the recommendations therein

Audit and Resources – The Chair of the sub group reported that the meeting had been extremely pleasing as both the Internal and External auditors had given good reports on the company. In the meeting without the members of staff present no issues had arisen. A member of the group had requested a breakdown of the monies spent from the community funding and made a request that this be better promoted.

The group were unable, however, to recommend the Risk Map for approval following the discussions which had taken place in the March board meeting and possibly tonight's so it was proposed that this be revised brought back to the June 2011 meeting. The member who attends the Health and Safety meetings informed board that this was now making very good progress and the next meeting of this committee would take place next week.

Board agreed to:

- **accept** the reports from the Internal auditors
- **Revisit** and **assess** the impact from the Board meeting on 10 March 2010 on the Strategic Risk Map
- **Approve** the signing of the Health and Safety and the Fire Policy by the Chair and CE
- **Approve** the minutes

Quality and Performance sub group – The Chair of this group reported that they had requested that the Governance group look at making the sub groups more decision making which would add more focus to their remit. The group had a detailed look at Performance and they were pleased to note the progress with regards to the IIP although, due to cost implications a 'badge' would not be applied for. The local offers were well received and an excellent piece of work.

It was proposed at the next meeting to discuss the Year end in detail and take another look at targets to ensure they are SMART. There was also to be a review of the Grounds maintenance SLA.

It was noted that there was an error on the Summary for the meeting and that Linda Leather did not attend the meeting.

Board agreed to:

- **ratify** the appointment of Simon Rogers as Chair of this sub group
- requested amendments as listed to the terms of reference and also a discussion be held on decision making and requested that Board **ratify** at the April 2011

board meeting

- **Approve** that the process for IIP to be followed but no financial costs to be incurred at this time.
- **Note** the minutes of the meeting.

Asset Management – In the absence of the Chair of this group Margaret Nield informed the board that Opti time was now working well. The group had been asked to approve the implementation of text messaging tenants on a trial basis to remind them that an operative was en route to fix their repair. This is in an effort to reduce the number of no access calls. It was also reported to the group that the number of gas service checks was at 100% and this was due to 3 members of the team putting in supreme efforts to achieve this. It was also noted that there had been no progress on Peveril House but dialogue with HPBC means that this will be progressed on a collaborative basis after the local election.

Board members agreed to:

- **Approve** the introduction of the text reminder system and that notification be in the next Tenants' newsletter stating that this was being done on a trial period to see how it worked.
- **Approve** the Legionella and CDM policy be signed by the Chair
- **note** that the actions from the Health and Safety Audit will be monitored by the Audit and Resources sub group
- **Approve** the investment in a more robust system to allow history to be kept and servicing checks flagged if they are overdue
- **Note** the fire assessment actions
- **Approve** the upgrade at Cromford Court and that this can be tendered through Choice Derbyshire and a contractor appointed to undertake the work.
- **Agree** to continue to support the Health and Safety resources within the organisation
- **Approve** the minutes of this sub group meeting

The minutes from the March 2011 meeting, Items 8 and 9 on the Agenda are confidential and the minutes may be found under separate cover.

There being no further business the meeting closed at 9.00 pm

Date of next meeting:	Wednesday 22 June 2011
Time:	6.00 pm
Venue:	HPCH Head Office, Furness Vale

Signed: _____
Chair of the Board

Date: _____