



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

28th October 2009

Present: Agnes Bradley (Chair), John Arden (Vice Chair), Graham Fox, Kerry Martin, Anthony McKeown, John Pritchard, Awaad Rashed, Mike Watson, Chris Webster.

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

1. **Apologies** – Linda Baldry, Linda Downings, Peter Glover, Linda Leather, Simon Rogers, Roger Wilkinson
2. **Expressions of Interest**
Other than that which might reasonably be expected from tenants and Council nominees, no Expressions of Interest were declared.

Confidential Matters (this part of the meeting will be a closed session)

3. **Further report on Senior Interim Structures and proposed structural changes within teams**
4. **Resume and summary pre Board business planning workshop**

Minutes for the above may be found under separate cover.

Matters for Discussion and Decision

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

It was stated that Mike Watson attended the board meeting in September 2009 and it was requested that this amendment be made to the Minutes from September 2009.

With the addition of the above, the minutes of the last meeting were proposed by Graham Fox and seconded by John Pritchard as a true and accurate account of the meeting held on 23rd September 2009.

The confidential minutes from the last meeting were proposed by Kerry Martin and seconded by Awaad Rashed as a true and accurate account of the confidential part of the meeting held on 23rd September 2009.

Matters Arising

In response to a query it was stated that the central heating contract at Whaley Bridge, after a shaky start, is now progressing very well and feed back is very positive. Thanks were expressed that this work was now underway.

Follow up Actions

It was explained that following consultation the Forum have stated that they will report back to Board regarding the training that they will undergo for Tenant Scrutiny Inspectors. It was requested if this could be added to the training schedule for the board.

6. Chair's Update

- The Chair and John Pritchard had attended the Midlands ALMO Board member meeting at Rykneld Homes the previous week. The Chair of the company had died the previous week but they had decided to go ahead as they had asked for some guest speakers to attend. The Chair and Cllr Pritchard felt that they were already aware of the issues discussed and thanked the staff for keeping them up to date.
- The Chair and Chief Executive are to attend the AGM at Derby Homes the following day
- All board members have an invitation to the Xpress Yourself Tour celebration day which they are requested to complete and return. Staff stated that the Xpress Yourself tour undertaken in the Summer was seen as ground breaking and innovative by the industry and as a company we wanted to celebrate its success with not only staff but all those who helped with this event. There will also be an opportunity to evaluate the tour and to feedback some of the information that was collated. In response to a query it was stated that we will be putting ourselves forward to some national awards and Marketing the idea and putting the brand of

- HPCH into the industry to promote the fact that we are an excellent company.
- Board members' attention was drawn to a flyer for the Scrutiny Roadshow being held in December and asked to contact the Governance Co-ordinator if they wished to attend.
 - There were other community events which the board were informed of and reminded that they would be made more than welcome should they wish to attend.
 - Adjustments have been made to the reception area following a visit by the Chair and Chris Webster to Staffordshire Moorlands

7. High Level Performance Summary

(i) Finance

It was noted that an extra line has been added to the finance sheet which refers to former tenant arrears which are recommended for write off. The figure is in line with what might be expected. It was requested that a cost benefit analysis of the new outsourced arrangements be presented to the Performance and Value for money sub group.

It was reported that there is further progress on a Derbyshire wide Credit Union. The study group is aiming to report on the feasibility of a scheme in January 2010. Members will be kept informed of progress.

The Head of Finance asked that two additional signatories be added to the bank account, namely Chris McKiernon and Emma Copsey. The upper limit for these two signatories to be £1,000.00.

This was proposed by Graham Fox and seconded by Kerry Martin. The Board approved the recommendation.

(ii) Performance

The Chief Executive informed the Board that the company have been awarded the Customer Services Excellence award. The Head of Business Services stated that this was a very prestigious award and replaces Charter Mark. The TSA are proposing that this will be used as a quality benchmark assessing customer service. and this will stand us in good stead when that regime comes in place.

This had been a company wide effort and the company had undergone a rigorous and intense two days inspection. The assessor visited all areas of the business, and undertook various reality checks with staff and tenants.

Some areas of the business were marked out showing particular good practice, such as the 'Approved By Tenants' stamp on leaflets, and the Xpress Yourself Tour. In some areas were identified as not only achieving compliance with the standard but were credited with "compliance plus". There were a small number of partial compliance areas such as the website but these are already being addressed.

The Chair asked that the Board's congratulations and thanks be conveyed to all those who had been involved.

Board members noted and discussed the remainder of the reports.

8. Minutes from the sub group meetings held since the last board meeting.

The Asset Management and Performance and Value for Money sub group meetings had been held since the last Board meeting but the minutes had not been approved by the Chairs of the groups due to the timings. The Chairs of each group were not present to brief the board on the meetings. Other board members who had attended the meetings stated that they had been informative and productive.

It was agreed that the minutes would be presented at the November Board meeting.

Items for Information

9. Review of Board decisions taken to date April to September 2009

This item was to remind Board members of the decisions they have already taken this year.

Board members noted the report.

There being no further business the meeting closed at 8.55 pm.

Date of next meeting:	25th November
Time:	AGM - 5.30pm Board meeting – 6.00 pm
Venue:	Head Office, Municipal Buildings, Glossop

Signed: _____

Date: _____