



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

24 February 2010

Present: Agnes Bradley (Chair), Linda Baldry, Peter Glover, Anthony McKeown, John Pritchard, Awaad Rashed, Simon Rogers, Mike Watson, Chris Webster,

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

1. **Apologies** – John Arden (Vice Chair), Linda Downings, Graham Fox, Linda Leather, Kerry Martin, 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.

3. **Carelink Review**

This report was presented by Diana Kelly, Projects and Support Manager who reiterated that there was a need to develop the service of Carelink. She then highlighted the ways already identified as to how this could be achieved.

Paul Muir the consultant who has also been working on this review also highlighted HPCH's unique selling point of the response service which is something that could be capitalised on.

The full report had been posted on the Pulse and during the discussion and presentation that took place the following points were noted:

- There is some capacity in the north of the borough to take on more work but the south would need additional resourcing
- Income from CCTV has been reduced
- Hard wire system is nearing the end of its life and will need replacing

- Other markets could be explored
- There is a potential to work with Health professionals in obtaining and keeping people in the community instead of hospitals
- Discussions are being held with Supporting people first week of March
- Telecare is up from 38 to 78
- Need to show a clear efficiency for other agencies / partners to work with Carelink
- Joint meeting with Derbyshire PCT and Glossop and Tameside PCT to take place in March
- Age Concern are hosting a new post which will signpost elderly people with housing concerns
- Carelink should ensure that they are the front of people's thinking when looking for this kind of service
- It was queried if the Police should be approached to contribute more to the CCTV service they receive
- To deliver more it needs to be resourced more and there is a need to move to a sustainable service.

Board members thanked Diana and Paul Muir for their time and agreed to the recommendations below:

- 1. Ensure that Carelink complies with the Supporting People framework agreement.**
- 2. Ensure that needs assessment work is completed for all existing clients- this will require some additional resources in the South team.**
- 3. Carry out consultation with customers on offering an increased visiting service to better support those in need.**
- 4. Work with Paul Muir to shape the Supporting People agenda and engage better with commissioners.**
- 5. Develop a clear vision for the future lettings of the sheltered schemes**
- 6. Explore other opportunities to increase income to the Carelink service to maintain financial viability.**
- 7. Explore other growth opportunities for the Carelink service**

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

The minutes from the meeting held on 27th January 2010 were proposed by Simon Rogers, seconded by Linda Baldry and agreed by the Board to be a true and accurate account of the meeting.

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Matters Arising

The Board were assured that work had been carried out to ensure that once the figures

have been received regarding the HRA the company would know what was acceptable.

Board were informed that a meeting had been held with Penningtons and the stock condition survey costs are now on the internal system. Once the offer is made on the HRA the company have to state what it wants to do and what it can afford to do and have a reasoned argument for why. Once the model has been confirmed confidence will be in that the company will know what this figure is.

Follow up Actions

The Board were informed that registration with the TSA is being investigated but the timescales are unknown at this time.

5. Chair's Update

The Chair stated that the Board had decided to delegate a small group to carry out the six month review of the Chief Executive.

6. High Level Performance Summary

(i) Overview

The Board were notified that following the recent meeting of the HPBC Planning Committee permission had been granted to convert Highfield House from a 2 dwelling property to a 3 with some office space for support staff.

The new Health and Safety committee has had it's inaugural meeting and had proposed some better systems of monitoring and recording and a fuller report will be brought back shortly.

Following the Customer Service Excellent Award the company has been asked to present at the national conference in Harrogate. Congratulations were expressed and it is hoped that this will prove to be a good marketing opportunity and assist in raising the profile of HPCH.

High Peak Community Housing have also been shortlisted in the Housing Heroes awards. The Board agreed for a table to be purchased for staff involved in the tour to attend the awards ceremony.

Board were informed that the company are taking on the running of the community facility at Gamesley on a 6 month no risk basis. During this time a risk analysis and business case will be drafted for taking and making best use of this facility for the benefit of the community – if appropriate. If a business case can be proved this will be brought back to Board for approval. This has been flagged as a unique facility and these is an opportunity to access a strand of funding as long as we are able to meet the demands of the wider community. Board were assured that the question of the projects long term funding would be investigated.

(ii) Finance

Dealt with later in the meeting.

(iii) Performance

No comments or questions raised.

(iv) Capital Programme

Board were informed that there have been problems surrounding the kitchen contract at Whaley Bridge and that these would be resolved before the end of the week.

There has been an issue with a change of personnel and this is being addressed with both the contractors and Fusion 21 (the framework provider).

The Board queried why this was not highlighted at the last Board meeting and why this is still indicated green as it should clearly be amber.

Board discussed and noted this report.

Confidential Items

7. Update on HRA Modeling

8. Update on Accommodation

9. Budget Update

The minutes for this part of the meeting can be found under separate cover.

10. Review of Strategic Risks

This report was presented by the Head of Business Services who went through each of the risks as they are listed at present and asked the board to review their relevancy, if any new ones were identified .and to agree the new strategic risks for the coming year.

The result of the review will be taken to the Executive meeting and then to the Audit and Resources sub group. It was noted that the Audit and Resources sub group would be monitoring the process and not the risks as these are the responsibility of the Board as a whole.

Board Members

1. **Reviewed** the strategic key risks to the company
2. **Agreed** the risks pertinent to the current business plan and external environment
3. **Agreed** that the on going management of these risks be carried out at full board with the process being monitored by the Audit and Resources sub group as a standing item on their agenda.

11. Minutes from Sub groups

Asset Management sub group – The Chair from this group reported to the full board that this had been a good meeting. There were some minor concerns but overall satisfaction was expressed in terms of performance. It was noted that an Asset Management strategy is required.

Board Members **Ratified** the terms of reference for the Asset Management sub group
Noted the minutes from the February 2010 meeting
Approved the installation of ground and air source heat pumps to Cromford Court as stated.

Performance and Value for Money sub group – a member of this sub group reported that the group had discussed the cost of Tenant Involvement and whilst HPCH were expensive this was a good thing. They had looked at a Performance Management Health Check report and there was a request to send this out to all Board Members for their information. The group were pleased to report that there had been a positive improvement in the Call Centre. Board were also informed that the group would be reviewing the performance indicators at the next meeting to ensure that they are fit for purpose.

Board Members were informed that there was a need for a new member to join this group and that it was felt that a Tenant Board Member might be best to fill the gap.

Board Members were asked to think about how they wanted to resolve this situation not only for the sub group but also for the board as a whole. Co-option may be a solution. This is to be discussed at the Governance working group meeting and reported back to full board in March.

Board Members:

1. **Noted** the minutes
2. **Accepted** the recommendations contained within the Performance Health Check report and
3. **Agreed** the following recommendations following the review between the Head of Customer services at the Alliance and HPCH head of Business services namely

- a. To **agree** to a revised service level agreement to reflect the performance measures and future developments as detailed under item 4.
- b. To **recommend** undertaking a detailed analysis of the avoidable contact data and for an improvement plan be developed and monitored to show greater efficiencies
- c. To work to enhance the customer experience as identified through future developments at item 4 (3) - 4 (6).

Date of next meeting:	24 March 2010
Time:	6.00pm
Venue:	Head Office, Municipal Buildings, Glossop

Signed: _____

Date: _____