



CHESHIRE
PEAKS & PLAINS
HOUSING TRUST

**Minutes of the meeting of the Trust's Board held on 16 March 2010,
6.00pm at Ropewalks, Macclesfield**

<u>Present</u>	Kevin Richardson	Vice Chairman (Chairman for this meeting)
	Louise Booth	Board Member
	Diana Thompson	Board Member
	Sheila Coulson	Board Member
	David Kent	Board Member
	Mike Page	Board Member
	Don Ellis	Board Member
	Olivia Hunter	Board Member
	David Greening	Board Member
	Nick Mannion	Board Member
	Roger West	Board Member
	Tim Pinder	Chief Executive
	Greg Bones	Director of Resources
	Jacqui Sinnott-Lacey	Director of Customer Services
	Pauline Gosling	Executive PA
	Hugo Stephens	Cobbetts LLP

Kevin Richardson chaired the meeting in the absence of the Chairman

The Chairman opened the meeting by wishing John Narraway a speedy recovery on behalf of all the Board.

The Chairman introduced Hugo Stephens of Cobbetts, the solicitors appointed on the Trusts behalf to negotiate the loan agreement with Barclays.

1. Apologies & Declarations of Interest

- .1 Apologies were received from Jan Hennessey, David Gooda, John Narraway, Jim Crockatt
- .2 There were no declarations of Interest

2. Minutes of last meeting and Matters Arising

.1 The minutes of the meeting held 26 January 2010 were reviewed.

The Board Decided

181) That the minutes of the meeting held on 26 January 2010 were agreed as a true and accurate record and would be signed off by the Chairman

.2 Matters Arising

Minute 174.11 (Performance) – The update report on Winlowe will be brought to the May meeting which will focus on customers.

Minute 175.i – A consultant has been appointed to work with the Challenge Group on Terms of Reference and Recruitment.

Minute 177 TSA Action Plan – The meeting with TSA went well with very good input from customers. The action plan was signed off and we are just awaiting written confirmation.

Good Writing/Report Drafting Course – Kevin delivered the course which was very well received and appreciated by managers. The course may be rolled out to other groups and Kevin is happy to pass on the course material to other Board members.

10. Treasury Management Policy & Practises

Greg explained that the first draft of the revised Treasury Management Policy went to A&R Committee in November. It was then reviewed by non-finance staff to improve clarity.

One key principle to note is that the Trust takes the lowest risk option.

Greg highlighted times that information would be reported back to Board and the arrangements for segregation of duties.

5. Performance Report for Dec/Jan

A slight increase in the number of red lights within the report. These are predominantly due to void issues, those at Winlowe being one example. A report on the way forward will be brought to the next meeting.

Vacating the ground floor at Sunnybank due to a damp problem has also contributed to the higher figures.

There was a lengthy discussion on voids and possible ways to improve the situation. It was then agreed that the Exec team would bring a comprehensive report to the next meeting. The report will cover:

- Context and ideas to address

- Status of voids
- Summary of the problem
- An action plan showing how/when ambers will turn to green

Several Board members had attended a briefing earlier in the day which covered local standards and it was questioned whether we are actually measuring the right things.

Tim confirmed that when the Trust looks at local standards it will work with the Challenge Group to determine what KPI's we should be measuring.

The Board Decided:

- 182.i) To note the performance report for December '09/January '10
- 182.ii) To receive a comprehensive report on voids, including Winlowe at the next meeting.

6. Performance Dashboard

Greg explained that the dashboard had been developed in consultation with manager and A&R Committee looking for three PI's to monitor in each of the six key corporate objectives

Board members questioned the lack of a development indicator. Following discussion it was agreed to include milestones for the development programme.

The Board Decided:

- 183.i) To note the contents of the report
- 183.ii) To approve the format and detail of the Dashboard
- 183.iii) To approve three performance indicators per corporate objective
- 183.iv) To include development milestones within the Dashboard

7. Service Standards

The Audit Commission inspection in June 2009 identified that there were a number of service areas where the standards were particularly clear and measurable, such as voids. However it did note that there was still a shortfall in others and made recommendations in the inspection action plan.

The service standards were revised in conjunction with residents/staff and the Board sub-group and the inspection action plan was signed off by the TSA in February. This reports documents performance against the revised standards and will in future be reported on within the two monthly performance report received by Board.

Overall the Trust has seventy five green and five red traffic lights.

The Board Decided:

184) To note the service standards update report.

184.ii) To accept annual updates for non variable standards

8. Repairs Team Value For Money Review

The repairs service review was reported to Board in February 2009 with a commitment to review the position again in April 2010, including a decision on whether market testing was to be conducted.

Greg informed Board that the Trust benchmarks repairs services within a small repairs only club of approximately thirty organisations. The Trust is top quartile on cost and performance for responsive repairs and average level for void repairs.

The Board wished to send an endorsement of thanks to the staff.

The Board Decided:

185.i) To approve the implementation of the following actions:

- Review and improve customer focus in void repairs service to emulate the successful 'feedback' approach in the responsive team.
- Review and retrain skills in void repairs team to optimise trades that add value
- Conduct market research to assess business case for providing repairs services to other organisations and individuals

185.ii) To resolve not to formally 'market test' the service, i.e. not to outsource the service

185.iii) To put in place a series of continuous improvement targets to be monitored by appropriate resident groups

185.iv) To continue to benchmark on an annual basis to check how costs and performance compare

11. Choice Based Lettings Update

No comments were received on the Choice Based Lettings Update which was posted on the portal as an information item.

The Board Decided:

186) To note the choice based lettings update

12. Promises Monitoring Report Update

No comments were received on the Promises Monitoring Report Update which was posted on the portal as an information item.

The Board Decided:

187) To note the promises monitoring report update

13. Any Other Business

Board was informed that the Trust has today received confirmation of a £1.8million HCA grant for Honford Court with the condition that start on site is by the end of this month.

Board was reminded that the Residents Conference was to be held the next day at Ropewalks.

Training was offered to Board members on the new web portal if required. Please contact Pauline.

Nick mentioned the 'What we are proud of awards' asking if the Trust was going to enter. Jacqui confirmed that the Trust would like to submit an entry.

The meeting ended at 8.10pm.