



CHESHIRE
PEAKS & PLAINS
HOUSING TRUST

**Minutes of the meeting of the Trust's Board held on 18 May 2010,
6.00pm at Ropewalks, Macclesfield**

<u>Present</u>	David Gooda	DPG	Chairman
	Kevin Richardson	KR	Vice Chairman
	Louise Booth	LB	Board Member
	Diana Thompson	DT	Board Member
	Sheila Coulson	SC	Board Member
	David Kent	DK	Board Member
	Mike Page	MP	Board Member
	Don Ellis	DE	Board Member
	Olivia Hunter	OH	Board Member
	David Greening	DG	Board Member
	Nick Mannion	NM	Board Member
	John Narraway	JN	Board Member
	Tim Pinder	TP	Chief Executive
	Jacqui Sinnott-Lacey	JSL	Director of Operations
	Pauline Gosling	PG	Executive PA
	Liz Cross	LC	The Connectives (observing)

1. Apologies & Declarations of Interest

- .1 Apologies were received from Jan Hennessey, Jim Crockatt, Roger West and Greg Bones
- .2 There were no declarations of Interest

The Chairman welcomed Liz Cross who was present to observe the meeting as part of the annual appraisal process.

The Chairman requested that Board members who had diaries with them arrange their 1-2-1s with him at the end of the meeting.

2. Minutes of last meeting and Matters Arising

- .1 The minutes of the meeting held 16 March 2010 were reviewed.

The Board Decided

- 188)** That the minutes of the meeting held on 16 March 2010 be agreed as a true and accurate record and would be signed off by the Chairman.

.2 Matters Arising

MP gave an update from Audit and Risk (A&R) Committee held on 26 April (the full minutes are available on the A&R Section of the portal),

A&R received recent internal audit reports, one of which was Governance. Although the Governance Audit received substantial assurance the A&R committee felt that there were a few items that should be brought to the attention of the Board:

- Appraisals – A&R feel that Board members should be more pro-active in keeping up to date with appraisals
- Whistle Blowing – A&R felt that they, along with the Board, would benefit from some additional training
- Cashflow – internal audit suggest the A&R should be looking at cashflow, however A&R disagree as this is a matter for the Board as a whole
- Finance Reports – A&R agreed to some changes in the way the reports are presented
- Raising the profile of A&R committee with staff - minutes to be published on the intranet

5. Year End Performance Reports

The Chairman asked for any comments by exception on the report.

Board members were pleased to see that staff attendance was improving although it was still below target.

Board members congratulated the income and repairs teams on their performance.

The Board Decided:

- 190)** To note the year end performance report

6. Challenge Group Terms of Reference

Board was asked to approve the revised Challenge Group Terms of Reference following the incorporation of suggestions made by the Members & Staffing Committee.

A discussion took place on what the Challenge Group will be looking at and where they will get their information.

TP explained that the Group had some external support in considering the terms of reference and their fit within the Trust's standing orders. The Group has also recently worked with HQN in setting up their yearly work plan.

TP further explained that it is a requirement of the TSA that the Trust publishes its method for setting local offers (standards) by October and that the Challenge Group is heavily involved in the development of them.

Board discussed the possible implications of the Ministerial appointments within the new Government. Board agreed that the risk map should be updated accordingly.

The Board Decided:

191) To approve the Challenge Group Terms of Reference enabling the group to commence recruitment and develop the local offers

7. Review of Customer Service Policy (formerly Customer Care)

Board was reminded that this is one of the key policies which remain with the Board for approval and is not delegated. The policy has been reviewed by customers and staff.

Board received training in April on the subject of putting the customer at the heart of the business with BDA who informed that the focus is now very much around customer 'service'.

The Board Decided:

192) To approve the Customer Service Policy

8. Anti Social Behaviour Service Review

Board was informed that the service was being reviewed as part of the continuous improvement programme for 09/10.

The report outlined how the review had been carried out with the involvement of both customers and staff.

Board agreed with the principles of the review but were not quite convinced that the new title of 'Secure Neighbourhoods Team' reflected the aim of the service.

It was explained that whilst the name 'Enforcement' was appropriate at transfer, things have moved on and the focus of the team is now on prevention rather than enforcement.

It was agreed that the Head of Housing would contact Board members for their preference on a mutually agreed title for the team.

The Board Decided:

193) To approve the review of the Anti Social Behaviour Service.

9. Amendment to Asset Plan

An internal audit recommendation was that the asset plan should contain details of the right to buy process and sales since transfer along with updated details on the number of completed kitchens, bathrooms, electrical upgrades, heating installations and external doors since transfer

As the asset management plan is a key document approved by Board it is necessary to report any amendments to it for approval.

The Board Decided:

194) To approve the amendment to the Asset Management Plan to show right to buy activity and progress towards decent home since transfer.

10. Performance Against Service Standards Update

Board received an update report on performance against the service standards for February – March 2010.

The Board Decided:

195) To note the performance against service standards update for February/March 2010.

11. Performance Reporting Framework

Board was asked to approve the alterations made to the performance reporting framework which has been reviewed following regulatory changes and the implementation of the performance dashboards.

MP queried whether the framework provides a review across the Trust although he was please to see that there were some development P.I.s included.

Discussion was held around the local offers and how they will contribute to the framework.

TP suggested that the report on local offers is brought to the September meeting ahead of its submission in October.

The Board Decided:

196) To approve the changes to the Performance Reporting Framework

12. Regulatory Statistical Return (RSR)

The Trust is required to complete its annual RSR and return to the TSA's contractors by 31 May.

The completed RSR was made available to Board on the portal with the invitation to raise any queries prior to its submission. No comments or queries were received.

The Board Decided:

197) To note the Regulatory & Statistical Return (RSR) for 2009/10.

14. Any Other Business

There was no other business

The meeting ended at 8.00pm.

Signed.....

Date.....