

801 Minutes and Matters Arising

The minutes of the previous meeting held on 26 April 2011 were agreed as a true and accurate record.

802 Chairs Actions

The only chairs action had been the approval of applications to ordinary membership. It was requested that in future, addresses of the applicants should not be included in the report.

Noted: The report was noted.

Action 08 / 11: Address details of applications for ordinary membership to not be included in future reports.

803 Chief Executive's Report

Regarding the bid to the HCA, there is a negotiation meeting scheduled for 3 June. The Chief Executive felt NLH had submitted a strong bid as another landlord had submitted a bid with a build cost of £25,000 per unit. A request was made that the revised costings with the extra eight units included in the bid are shared with board. In line with granting permission to pursue the Solar PV project, Barclays are asking to re-price the loan. Discussions are ongoing with them and members will be kept updated on progress.

Action 09 / 11: circulated to board members revised bid costs with additional eight units

804 STATUS Tenant Satisfaction Survey 2011

Members discussed the content and were advised that the information provided was the first draft. There are some amendments required and the final report should be issued at the end of May. This would be made available to all on the NLH website. Discussions then moved to the request to make a one off payment to relevant staff as a thank you. Sandra Bainbridge was unable to support this for a variety of reasons, including that NLH is partly funded by public sector money and given the cuts in the public sector, she did not think it would be an appropriate use of resources. Other members wondered if alternative rewards, e.g. an additional day's leave could be considered. Discussions at Resources had proposed that the Chair write to relevant staff offering this payment, which should help to make it clear that this was a one off payment. The Chair decided to take a vote on this issue, the results were:

To Pay: 8

Not to pay: 3

Noted: Board noted the results of the STATUS tenant satisfaction survey and plans to continually improve satisfaction results.

Approved: Following a vote, board approved the Resources Committee recommendation to grant a one off payment of £100 to relevant staff.

Action 10 / 11: A report on staff rewards to be tabled at future Resources committee.

805 Draft Marketing Strategy and Action Plan

Approved: Board approved the draft marketing strategy.

806 Resident Scrutiny Panel Investigation into Call Handling

Trevor Lewis and Jo West presented the resident scrutiny report. Their recommendations had not been prioritised and it was agreed that in future, this would be a really useful addition to the report. The Chair thanked Jo and Trevor for their report.

Approved: Board approved the resident scrutiny panel report and accepted the recommendations that it contained.

807 Complaints, Comments and Compliments Policy

Agreeing this policy would mean ten of the thirteen recommendations from the previous resident scrutiny panel report would be complete. Some members felt the policy was weak on how compliments were recognised. There are processes already in place, and these will be added into the policy.

Approved: Board approved the Complaints, Comments and Compliments policy.

808 Board Membership, Recruitment and Development

Rob Waltham stated that it had been agreed by all parties at the earlier North Lincolnshire Council Annual meeting that NLH needed to move towards a tenant led organisation and as such further discussions would take place on North Lincolnshire Council nominations.

Approved: Board agreed the proposal for Board Appraisals to be undertaken by 3DK Solutions on 26 / 27 / 28 July and 4 / 5 August. Board agreed the proposed agenda for the Board Development Day on 11 June 2011.

Noted: Board noted the governance update report and the minutes from the Governance and Regulation Working Group.

809 Balanced Scorecard

Noted: The balanced scorecard was noted.

810 Sub-Committee Minutes

The minutes of Community Voice from 2 March and 4 April, Resources from 20 April and Audit and Risk from 4 May were all noted.

811 Action List

The action list was noted. Action 05 / 11 was complete as the action required an email to be sent to all board members and this had been done. Following on from that, further discussions are needed at the next Operations meeting to decide a way forward. This would be allocated as a new action (11 / 11).

Regarding action 07 / 11, a member reported that the Fire Service have established the hoax calls were coming from the payphone within Sutton House although the callers, who have been caught on camera, are not believed to be tenants. There may have been an issue with contractors not keeping the door secure during refurbishment works. Steve Hepworth was confident that despite him not being aware of this issue when first raised, his manager, who is empowered to deal with such issues, was fully aware and working in partnership with the Fire Service. It was NLH who installed the cameras to enable footage of the hoax callers to be obtained.

812 Any Other Urgent Business

A member stated she enjoyed the discussion at the extraordinary board meeting held on 26 April where time was allowed for a full discussion of strategic issues. She would like this to be repeated.

813 Date of Next Meeting

The next meeting will be held on Wednesday 3 August 2011 at 5.30pm.

With no further business the meeting closed at 7.20pm.