



NORTH LINCOLNSHIRE HOMES BOARD MEETING

**Held on Wednesday 16 September 2009
3.00pm, Conference Room, Wortley House Hotel, Scunthorpe**

MINUTES

Attendance:

Members: Tony Lightfoot (Chair)
Cheryl Leaning
Roni Wilson
Colin Boyce
Edgar Patchett
Rob Waltham (arrived late)
Len Foster
Peter Clark
Gordon Rowlands
Edna Kenyon
Richard Leach
Sandra Bainbridge
Mark Harland

NLH: Andy Orrey – Director of Finance & Deputy Chief Executive
Steve Hepworth – Director of Housing
Steve Wardrope – Head of Business Improvement
Pete Stones – Assistant Director of Regeneration/Investment
Allan Kelley – Interim Director of Technical Services
Jo Sugden – HR Manager
Fiona Ruddick – Governance Officer (Minutes)

Guests: Duncan Carson – Mentor
Mike Gaskill – Trowers & Hamlin

Observers: Tony Sanderson (Tenant)
Cherrill Page (Tenant)

Apologies: Tony Scrase-Walters

613 Declarations of Interest

There were no declarations of interest.

614 Minutes of the Previous Meeting and Matters Arising

The minutes of the meeting held on 5 August 2009 were agreed as a true record with the following amendment:

Item 600 – Edgar Patchett had also volunteered to be involved in the group looking at Board KPIs.

There were no other matters arising.

615 Deputy Chief Executive's Report

The Deputy Chief Executive presented his report to the Board. In terms of gap funding, the suggestion is there is no proposal to reduce gap funding in totality but to change the timing of payments. Barclays are aware of this and are leading a national negotiation with the HCA. The Chair added that the banks will be present in any meeting with the HCA and will be defending us vigorously. A request was made to move the reporting lines of the Resident Involvement Team into the Business Improvement area. A development panel has been arranged for 22 October at 4.30pm – Len Foster indicated his desire to attend that meeting.

Approved:

The Board approved the move of Resident Involvement reporting structure into the business Improvement Team.

Noted:

The Board noted the report.

616 HR Strategy Report

The HR Manager presented the report to Committee and explained that it had been drafted by an external HR Consultant. It is a working document and will change over time. The document is broken down into four key areas and then specific tasks are included in action plans.

The meeting agreed this was a very sophisticated document and the Chair of Resources recommended that Board approve it in its current form and allow it to be discussed in more detail at the next Resources Committee.

One Board member raised a concern there was no way of negotiating with non-union staff members. It was explained that non-union staff are consulted with via the Staff Forum but the recognised negotiation route was with the trade unions under collective bargaining.

Approved:

The Board approved the strategy in its current form and agreed for it to be tabled at the next Resources meeting for more detailed discussion.

Action 001: HR Strategy to be tabled at next Resources Committee meeting.

617 Performance Management Framework

The Head of Business Improvement presented the report to Board. In terms of embedding a performance management culture within the organisation, this has progressed but there is room for further work and improvement.

A Board member queried what would happen if a staff member was not doing their job properly? The various options available to managers were outlined.

Several Board members expressed their appreciation for the work of the Performance Team in compiling this document.

Approved:

The Board approved the framework.

618 PR and Communications Strategy

The Head of Business Improvement presented the strategy to Board for their information. A board member queried whether staff had received training on customer care as suggested at a previous meeting. Contact Centre and Area Office staff are receiving training this week. Officers want to see the impact this training has and ultimately roll it out to all frontline staff.

There is work to embed the PR and Communications Strategy throughout the organisation.

An appendix within the strategy refers to 2001 data regarding the ethnic make up of North Lincolnshire's population. Len Foster explained there is a more up to date data available via the Local Strategic Partnership,

Action 002: To ensure that the most recent data is used where available from reliable sources.

Approved:

The Board approved the strategy.

619 Balanced Scorecard

The balanced scorecard has been through the Operations and Resources Committees prior to coming to this meeting. In answer to a question from a Board member, when an area is performing poorly, a spotlight report is produced for the Committee responsible for that indicator – examples of this document will be shown to the Board member.

Action 003: Examples of spotlight report to be shown to Mark Harland by Steve Wardrope.

620 Action List

The action list was discussed. Action 003 from 5 August related to a revised code of conduct. Having given the matter further discussion, the Chair felt there were more pressing issues to be dealt with and, with no dissent from the Board, decided to close this action and not progress the matter at this time.

In relation to Action 004 from 5 August, Gordon Rowlands hopes to have a meeting of the working group to look at board KPIs in mid-October. The Governance Officer will make the arrangements for this meeting.

621 Attendance List

The attendance list was noted.

622 Any Other Urgent Business

There was no other business for discussion.

623 Date of Next Meeting

The next meeting will be held on Wednesday 11 November 2009 at 5.30pm.