

## **FREEBRIDGE COMMUNITY HOUSING BOARD**

### **Minutes of a Meeting of the Board held on Monday 16 May 2016 at 6.20pm in "The Barn", 2 Chapel Lane, King's Lynn**

#### **PRESENT:**

Ray Johnson (Chairman)  
Matthew Brown  
Steve Clark  
Marie Connell  
Tony Hall (Chief Executive)  
Brian Long  
Ian Pinches  
Jasmine Rigg  
Colin Sampson

#### **IN ATTENDANCE:**

Colin Davison - Director of Property (minute numbers 87/16 – 109/16)  
Andy Edmonds - Head of Property (minute numbers 87/16 – 109/16)  
Clare Flynn - Finance Business Partner (minute numbers 87/16 – 109/16)  
Angus MacQueen - Company Secretary  
Aashish Soni - Trainee Solicitor (observer) (minute numbers 87/16 – 109/16)

#### **85/16 MATTERS ARISING**

Confidential item

#### **86/16 SENIOR MANAGEMENT STRUCTURE**

Confidential item

#### **87/16 APOLOGIES AND INTRODUCTION**

There were no apologies for absence.

The Chairman introduced Aashish Soni, Freebridge's Trainee Solicitor, who was observing the meeting as part of his development.

The Chairman congratulated Brian Long on his recent appointment as Leader of the Borough Council.

**88/16**            **MINUTES**

The minutes of the meeting held on 11 April 2016 were confirmed as a correct record and signed by the Chairman.

**89/16**            **DECLARATIONS OF INTEREST**

Confidential item

**90/16**            **CHAIRMAN'S UPDATE**

The Chairman said that he had attended his usual weekly meetings with the Chief Executive. In addition, he advised of the following:

- He had given a talk at the Rotary Club on the history and ongoing work of Freebridge. This had been very well received.
- He had entered a Freebridge team into the Festival Too charity golf event.

The Chairman also advised that he would shortly be assisting the West Norfolk Clinical Commissioning Group with a recruitment process.

**91/16**            **CHIEF EXECUTIVE'S UPDATE**

**(a) Introduction**

A written update from the Chief Executive had been previously circulated and was noted by the Board.

The written update covered the following issues:

- Out and About Visits
- Postcode Lottery Grant Funding
- Providence Street Income
- Week of Wellbeing
- Plaxtole House
- Swarm Enterprise Heroes
- "Dealing with Unreasonably Persistent Complainants" Policy
- Bank Signatories

The Board noted that the final two items required decision, as described below.

**(b) "Dealing with Unreasonably Persistent Complainants" Policy**

Confidential item

**(c) Bank Signatories**

Confidential item

**(d) Board Recruitment Information Evening**

The Chief Executive reported that the information evening for prospective Board Members had been held on 9 May 2016. He had hosted the evening, along with the Company Secretary, as well as Marie Connell and Ian Pinches from the Board. Six prospective Board Members had attended, all of whom had appeared to be potentially good applicants.

**92/16 2015/16 BUSINESS PLAN OUTTURN REPORT**

The Chief Executive presented a report which set out the 2015/16 Business Plan outturn.

**RESOLVED:** That the 2015/16 Business Plan outturn report be approved.

**93/16 PROCUREMENT APPROVALS**

Confidential item

**94/16 REGULATORY COMPLIANCE**

The Company Secretary presented a report which provided information to enable a declaration of compliance with the Governance and Financial Viability Standard to be included in the annual accounts for the year ending 31 March 2016.

**RESOLVED:** That a declaration of compliance with the Governance and Financial Viability Standard be included in the annual accounts for the year ending 31 March 2016.

**95/16 LOVELL/PROPERTY SERVICES SUB-CONTRACTOR CONTRACT**

Confidential item

**96/16 CONSENT TO UPDATE LEASES ON HILLINGTON SQUARE**

The Director of Property presented a report which sought approval to update and reissue existing leases on Hillington Square, to reflect the changes resulting from the regeneration of the estate.

In answer to a question, the Director of Property advised that leaseholders' legal expenses for this lease update would be paid by Freebridge.

**RESOLVED:** That the granting of the revised lease be approved for those units in completed phases where the leaseholder has requested a new lease upon completion of the works in return for the surrender of the existing lease.

**97/16**            **TENANT PANEL QUARTERLY UPDATE AND WORK PLAN  
2016/17**

The Director of Property presented a report which provided a quarterly update of the Tenant Panel's work, described the progress made against the Panel's development plan, and set out the Panel's proposed work plan for 2016/17.

Brian Long commented that he had observed a recent meeting of the Panel and had been impressed with their depth of knowledge and insight. He highlighted that the Panel was intending to start sending a representative to Board meetings to present their quarterly update. The Board welcomed this initiative, and acknowledged that Board Members often attended the Panel's meetings. The Board was pleased with the increasing linkage between it and the Panel, and paid tribute to the Governance Coordinator for her work towards achieving this.

It was also commented that appointing an external facilitator for the Panel had been a positive move in assisting the Panel to this stage in its development.

The Board noted the report and

**RESOLVED:** That the Tenant Panel work plan for 2016/17, as set out in section 7 of the report, be endorsed.

**98/16**            **STATISTICAL DATA RETURN 2016**

The Finance Business Partner presented a report which introduced the Statistical Data Return 2016.

**RESOLVED:** That the submission of Freebridge's Statistical Data Return 2016, as presented, be authorised.

**99/16**            **ANNUAL FRAUD RETURN**

The Company Secretary presented a report which set out the Annual Fraud Return 2016.

**RESOLVED:** That the submission of Freebridge's Annual Fraud Return 2016, as presented, be authorised.

**100/16**           **TREASURY MANAGEMENT AND STRATEGY UPDATE**

Confidential item

**101/16**           **OPERATIONS PERFORMANCE OVERVIEW**

The Director of Property presented the Operations Performance Overview report for the quarter ending 31 March 2016.

The Director of Property highlighted that there had been a significant increase in compliments received. The complaints received suggested trends around property condition and repairs; these were being investigated. Learning outcomes from complaints would be reported to a future Board meeting.

The Board observed that the figures seemed to suggest that there was, understandably, a desire to relet properties as quickly as possible, but that sometimes properties were not ready when the new tenants moved in. A balance needed to be struck between reletting quickly and ensuring that the properties were in a satisfactory condition for the new tenants. Ultimately, consideration should be given to selling hard-to-let properties.

The Board welcomed the ongoing exceptional performance in relation to gas servicing, and asked that its thanks be passed on to the staff involved.

The Board was pleased to note the large number of compliments that had been received, and asked that its thanks be passed on to Property Services operatives Ali Roberts and Adam Dufeu, who had each been named several times.

The Board noted the report.

**102/16      FINANCE AND HUMAN RESOURCES QUARTERLY MANAGEMENT REPORT**

Confidential item

**103/16      RISK MANAGEMENT AND FRAUD AWARENESS UPDATE**

The Chief Executive presented a report which detailed risk management activity during the quarter ending 31 March 2016. He highlighted that risks had been reallocated where staff vacancies existed.

The Board noted the report.

**104/16      UPDATE ON THE DEVELOPMENT OF THE FINANCIAL PLAN**

The Finance Business Partner presented a report which provided an update on the development of the Financial Plan and associated activities for 2015/16. She highlighted the following points:

- She and the Chief Executive would be meeting later in the month with senior representatives of the funders. The meeting would include a tour of Hillington Square.
- Multi-variate stress testing was continuing.
- Management Team was looking to identify further efficiencies.

- The Assets and Liabilities Register was in place and would be updated on an ongoing basis.

The Board noted the report.

**105/16      APPOINTMENT OF SHAREHOLDERS**

The Board noted a report which listed recently appointed shareholders.

**106/16      COMMITTEE MINUTES**

Ian Pinches, Chairman of the Audit Committee, presented the minutes of the Committee's meeting held on 25 April 2016. He highlighted that the Committee had requested that the Internal Audit report on Cultures and Behaviours be presented to the Board; this would take place at the next meeting.

**107/16      WORK UPDATE**

The Company Secretary presented the work update, which included the following:

- Action Sheet
- Future Work Programme of the Board.

The Board noted the update.

**108/16      ANY OTHER BUSINESS**

There was no other business.

**109/16      NEXT MEETING**

The Board noted that its next meeting was scheduled for Monday 13 June 2016 at 6.30pm.

**The meeting closed at 8.15pm.**

**CHAIRMAN**