

FREEBRIDGE COMMUNITY HOUSING BOARD

Minutes of a Meeting of the Board held on Monday 3 November 2014 at 6.30pm in "The Barn", 2 Chapel Lane, King's Lynn

PRESENT:

Ray Johnson (Chairman)
Lesley Bambridge
Matthew Brown
Steve Clark
Marie Connell
Tony Hall (Chief Executive)
Sean Kent (Deputy Chief Executive)
Ian Pinches
Jasmine Rigg
Colin Sampson

IN ATTENDANCE:

Robert Clarke - Director of Housing
Angus MacQueen - Company Secretary

OBSERVER:

Liz Potter - Campbell Tickell

217/14 WELCOME AND APOLOGIES

The Chairman welcomed Liz Potter of Campbell Tickell who was observing the meeting as part of the annual Board appraisal and review process.

An apology for absence was received from Kimberley Ely.

218/14 MINUTES

The minutes of the meeting held on 6 October 2014 were confirmed as a correct record and signed by the Chairman.

219/14 MATTERS ARISING

There were no matters arising.

220/14 DECLARATIONS OF INTEREST

There were no declarations of interest.

221/14 CHAIRMAN'S UPDATE

The Chairman said that, in addition to his weekly meetings with the Chief Executive, he had attended a filming session for a video to mark the completion of Phase 1 of the Hillington Square project.

222/14 **CHIEF EXECUTIVE'S UPDATE**

A written update from the Chief Executive, covering a number of issues, had been previously circulated and was noted by the Board.

223/14 **FINANCIAL PLAN UPDATE 2014**

Confidential item

224/14 **FURTHER REVIEW OF ANNUAL BUDGET 2014/15**

Confidential item

225/14 **PLAXTOLE HOUSE UPDATE**

Confidential item

226/14 **REVIEW OF THE EQUALITY AND DIVERSITY POLICY**

The Director of Housing presented a report which reviewed the Equality and Diversity Policy.

RESOLVED: That the revised Equality and Diversity Policy be approved, as presented, and renamed as the "Diversity Policy".

227/14 **REVIEW OF THE COMMUNITY DEVELOPMENT POLICY**

The Director of Housing presented a report which reviewed the Community Development Policy.

RESOLVED: That the revised Community Development Policy be approved, as presented.

228/14 **PROCUREMENT APPROVALS**

Confidential item

229/14 **REQUEST TO LEASE A WORKSHOP AT PROVIDENCE STREET TO THE HUSBAND OF A MEMBER OF THE TENANT PANEL**

Confidential item

230/14 **PROVISION OF A TENANCY TO AN EXISTING EMPLOYEE**

Confidential item

231/14 **APPOINTMENT OF SHAREHOLDERS**

The Company Secretary presented a report which listed applications for tenant shareholding.

RESOLVED: That the applications for tenant shareholding set out in Appendix 1 to the report be approved.

232/14 OPERATIONS PERFORMANCE OVERVIEW

The Director of Housing presented the Operations Performance Overview report for the quarter ending 30 September 2014.

Discussion took place on some aspects of the report, as set out below:

- It was noted that relets were running one day over target. The Director of Housing said that an external piece of work had been commissioned to review the lettings process, and the results of this would be reported to the Board by the end of March 2015.
- The Director of Housing highlighted the improvement in performance around former tenant arrears. This was the result of additional staff resource.
- The Board noted that several complaints had been received around staff communication and attitude, and asked that this was investigated.
- It was highlighted that a Stage 1 complaint had been ongoing since 1 May 2014. The Company Secretary explained that the situation was taking significant time to resolve, but that regular contact was being maintained with the complainant who had not, as yet, felt it necessary to raise the complaint to Stage 2.
- The Board was pleased to note the considerable number of compliments that had been received.

The Board noted the report.

233/14 FINANCE AND HUMAN RESOURCES QUARTERLY MANAGEMENT REPORT

The Deputy Chief Executive presented a report which provided financial information for the quarter ending 30 September 2014, together with Human Resources key performance indicator information.

The Board was pleased to note the low level of staff turnover.

The Board noted the report.

234/14 TREASURY MANGEMENT AND STRATEGY UPDATE

Confidential item

235/14 **QUARTERLY RISK MANAGEMENT AND FRAUD AWARENESS UPDATE**

The Deputy Chief Executive presented a report which detailed risk management activity during the quarter ending 30 September 2014 and provided an update to the Risk Map.

The Deputy Chief Executive advised that, following a query from a Board Member about the Risk Map, Risk 2.8 – Operational Failures – and Risk 4.8 – Not Providing a Sustainable Solution to Hillington Square – would be changed from amber to green, as there were no outstanding actions required on these.

The Board noted the report.

236/14 **2014/15 BUSINESS PLAN – SECOND QUARTER UPDATE**

The Chief Executive presented a report which set out the second quarter update to the 2014/15 Business Plan.

The Chief Executive said that, at its meeting on 4 August 2014, the Board had agreed to remove action 4.3, “Assess Opportunities for Chargeable Services”, as it had been expected that this work would be incorporated into action 2.1, “Develop a Social and Commercial Enterprise Strategy” (minute number 169/14 refers). However, this would not now be the case, and so the action would be included in next year’s Business Plan.

The Chief Executive highlighted that 10% of the Business Plan Bond had been reserved for the Board’s discretion, and asked that the Board give consideration as to how this would be allocated.

A Board Member pointed out that a number of actions were targeted for completion in March 2015. The Chief Executive responded that many of these were activities which were ongoing over the year, and that the timescale for completion was realistic.

The Board noted the report.

237/14 **CHIEF EXECUTIVE’S APPRAISAL**

Confidential item

238/14 **URGENT ACTIONS TAKEN – PROVISION OF TENANCIES TO CLOSE RELATIVES OF EXISTING EMPLOYEES**

The Board noted five requests for urgent action that had been approved, to enable the Association to provide tenancies to the close relatives of existing employees.

In answer to a question regarding the purchase and letting of 96 Hillen Road (Urgent Action Request 80), the Company Secretary confirmed that the

employee concerned had not been involved in either the purchase of the property or the allocations process. The Chief Executive said that he would circulate details of this case to the Board, as it was unusual in that it involved the purchase of a property from a private landlord.

The Board noted the reports.

239/14 WORK UPDATE

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

- Action Sheet
- Future Work Programme of the Board.

The Deputy Chief Executive advised that the possible use of crowd funding had been investigated, but that it had been decided that this was more appropriate for big cities and unlikely to be successful in the King's Lynn and West Norfolk area. The Board, therefore, agreed that this should be removed from the action sheet.

The Board noted the update.

240/14 ANY OTHER BUSINESS

There was no other business.

241/14 NEXT MEETING

The Board noted that its next meeting was scheduled for Monday 8 December 2014 at 6.30pm.

The meeting closed at 7.50pm.

CHAIRMAN