

Minutes of the Eighty-Fifth Board Meeting

Held on 27 October 2015 at 5.30 pm
At St John Payne Catholic Church,
Greenstead, Colchester CO4 3QD

Present:

Nigel Chapman (Acting Chair)
Alan Blois (Vice Chair)
Julie Parker
Tina Graves
Geoff Foster
Michala Carey
Michael Lilley
Dionne Philp
Gerard Oxford
Julia Havis

In Attendance:

Greg Falvey
Michael Hadjimichael
Karen Loweman
Mark Wright
Karen Williams (Item 9)

Ria Eustace (Minutes)

Observing:

Gareth Mitchell (CBC)
Jan Sexton (TLCC)

1. Apologies and quorum

- 1.1 Apologies were received from Anne Grahamslaw and Glenn Houchell. Nigel confirmed that the meeting was quorate.

2. Welcome to newly re-elected Tenant Board Members

- 2.1 Nigel welcomed guests and the newly re-elected Board Members, Alan Blois and Michala Carey.

3. Declaration of interests by Board Members and Officers

- 3.1 There were no new declarations of interest.

4. Minutes of the meeting held 28 September 2015 and Matters Arising

- 4.1 The minutes of the previous minutes were agreed as an accurate record and signed by the Chair.
- 4.2 Nigel gave an update that there is an outstanding action from the Board Meeting held on 17 June 2015. Greg Falvey to ensure a request link to our annual report is put to CBC regarding their website. **Action:** Greg to meet with Gareth Mitchell to discuss.
- 4.3 Under 9.2 of the previous minutes it was agreed that the Board was notified upon completion of the annual review of the Data Protection Register and re-registration with the Information Commissioner. **Action:** To include record when obtained.

5. Voice your view

- 5.1 No members of the public had requested an opportunity to voice their view.
- 5.2 Dionne expressed that social media was important and felt CBH were doing the right thing by utilising the available opportunities.

6. Appointment of Vice Chairs of the Board

- 6.1 Nigel Chapman and Alan Blois were re-elected Vice Chairs, unopposed by the Board.

7. Information and Confidentiality Policy

- 7.1 Michael updated the Board that the document retention procedure schedule would be followed as best practice where possible.
- 7.2 Board advised members and staff to use caution regarding retention owing to the costs involved and asked CBH to be as lean as possible. It was important to consider what is right for the business rather than trying to cover all bases.
- 7.3 Further queries regarding the policy had been sent to Owen before the meeting and answers collected and provided.
- 7.4 It was confirmed to Board that an email had been sent by Owen that answered the points raised by Geoff. **Action:** Owen to check that Geoff has received the information requested.
- 7.5 The Information and Confidentiality Report was approved by the Board, and this is to be reviewed annually.

8. Strategic Risk Register

- 8.1 Michael informed the Board that one new risk has been added to the Register, which is the release of the Housing and Planning Bill on 13 October 2015. Owing to the potential risk to the company the highest score has been awarded.
- 8.2 Six actions that were identified on the Register have now been completed and this has lowered the risk score of one of the strategic risks. Michael will continue to work through the other actions that were identified.
- 8.3 Julie commented that there may be still more to do to lower Point 8 on the Risk Register and would like to know what else could be done. Michael confirmed that we are looking at this, with the HRA budget project team and the resulting works will be included in the register once complete.
- 8.4 Nigel confirmed that the register had been reviewed and noted.

9. Annual Resident Involvement Presentation

- 9.1 Karen Williams presented to the Board on the work of Resident Involvement for the year.

- 9.2 Karen spoke of the projects that have been successful over the year. This included:
- Successful MAD days where we are focusing on pre-surveying our customers to make sure we make the most impact on the day.
 - Staff involvement in the Crucial Crew event, which consists of tackling ASB issues with school children.
 - Community Budget Group working hard to support as many applications as possible. The group are also looking at improving their working practises.
 - Older Persons Services holding AGM's in every scheme for their residents. They have also provided training around diabetes and computer literacy courses.
 - Older Persons Services are involved in 'Willowbrook Fellows' where residents attend a local school to share lunch and skills such as knitting.
 - Community fun days at Monkwick and Greenstead.
 - Judging of the Colchester Youth Awards which took place in July.

9.3 Karen informed the Board that the TLCC has had a difficult year with the loss of members. The group has been actively recruiting and has one new member and a few more interested. Recently they have just completed their scrutiny project around the Home Improvement Programme.

9.4 CBH has successfully helped organise the first ever general needs Tenants and Residents Association at Carrington Court.

9.5 We have recruited 20 new QAA's/Village voices.

9.6 In September 10 involved tenants attended the East Anglian resident's conference and awards in Norwich. CBH won the best tenant training programme award.

9.7 Nigel asked how we are doing with recruiting different age groups. Karen confirmed that there is a gap in the demographic of views we are receiving. By knocking on our customers doors we are reaching a much wider demographic.

10. Residents' consultation on Future Proofing.

10.1 Greg updated the Board, explaining that we have hosted a task and finish group on the future proofing of CBH. The comments that the Board received were the raw comments from the day and were for information purposes only.

10.2 We will deliberate on what our customers have said and capture the views from the TLCC. This will proceed through to the Project Board for use in the future.

10.3 The Board will be updated as the project goes proceeds.

11. Finance Assurance Report

- 11.1 Michael confirmed that the financial position was discussed at the Finance and Audit Committee last month.
- 11.2 There is a forecast of a small surplus owing to staff vacancies occurring in the year thus far.
- 11.3 Michael is meeting with CBC in the coming week to discuss delegated budgets to effectively forecast for year end.

12. Performance Assurance Report

- 12.1 There is nothing more to update from the last Board meeting (28 September 2015). Q2 figures were only released after Board Papers were produced.

13. Committee Minutes

- 13.1 (i) Finance and Audit Committee

No comments or questions received and the minutes were agreed.

- 13.2 (ii) Business Opportunities Panel

No Comment or questions received and the minutes were agreed.

14. Forward look

- 14.1 There were no comments or questions about the Board Forward Plan for 2015.

15. Any Other Business

- 15.1 Jan Sexton presented a report on the TLCC. The TLCC have been involved in scrutinising the work that has been done so far on the future proofing of CBH. The task and finish group examined the plans for the future and discussed. The feedback given has been received and has started to be acted on.
- 15.2 The main message from the TLCC is that growing the business would be a positive aim but should not be allowed to prevent CBH from delivering the services it currently provides to its tenants and leaseholders.

With no further business, the meeting finished at 6.10 pm.