

## Board Meeting Minutes

**Date:** 24<sup>th</sup> September 2008

**Time:** 6.30pm

**Venue:** The Rosewood Room, Marriott West India Quay Hotel, 22 Hertsmere Rd, E14 4ED

<b>Present</b>	
<b>Chair Person</b>	Terry Stacy
<b>Island Homes Resident Board Members</b>	Pam Cole – (Kingsbridge Tenant)
<b>Independent Members</b>	Mary Goyder
<b>Co-opted Members</b>	Catherine Kyne
<b>One Housing Group Members</b>	Hugh Lake Nigel Duerdoth Rumana Khair
<b>Island Homes Officers</b>	Grace Frederick – PA to MD (minutes)
<b>One Housing Group Officers</b>	Josephine Robinson – Company Secretary Barry Aspland – Finance

*The Chairperson made the following recommendations for future board meetings:*

1. *Board Papers and minutes to be printed double sided.*
2. *A separate copy of the previous meeting's minutes to be presented for Chairperson's signature.*
3. *Terry Stacy Board Chair expressed thanks to staff on behalf of the Board for the organisation of the board tour which took place earlier today.*

Item		Action
1.	<b>Apologies for absence</b> Mohammed Maium Miah –(St. John's leaseholder)	
2.	<b>Minutes of the meeting of 11<sup>th</sup> June 2008</b> Agreed as a true record of the meeting and signed by the Chairperson.	
3.	<b>Matters Arising from the minutes of 11<sup>th</sup> June 2008</b>	
3.1	Under item 8 Terry Stacy requested that a check be made as to whether the Intra Group Agreement and service level agreement had been signed by the Chair.	JR
3.2	Under item 12 there was no report back provided in regard to the Resident Involvement Framework. This will be presented at the next board meeting.	
4.	<b>Items for discussion</b>	
4.i	<b>Appointment of Managing Director to the Board</b> The current Interim Managing Director Catherine Kyne was formally appointed onto the board of Island Homes Housing Association as a	

	co-optee.	
<b>4.ii</b>	<p><b>Future Direction</b> Jo Robinson presented the paper and explained the process and timetable for the development of the Group's new 5 year corporate strategy, which it is planned will start on 1 April 2009</p> <p>An away weekend for the group board members took place in July which agreed the titles of the new objectives. The Group's executive team are currently developing these ideas for presentation of the first draft of the strategy to the group board in November. The Island Homes board will be consulted on the first draft at its meeting on 10 December.</p> <p>This item was debated at length and the board agreed the following:</p> <ul style="list-style-type: none"> <li>- Strategies and policies should be drafted at group level . The Group Board should approve them for consultation purposes and the RRSLs should then all be consulted with their recommendations feeding into the final version, as appropriate.</li> <li>- Tenant feed back and consultation needs to be included.</li> </ul>	
<b>4.iii</b>	<p><b>Delegation arrangements for Group wide Treasury Approvals</b> Jo Robinson explained the purpose of the creation of a Group Finance Committee to take all treasury decisions across the group and confirmed that no decision about Island Homes' treasury matters could be approved by the Committee unless the RRSL Chair (or his proxy) was present. This is the same for all RRSLs . The I. H. Board Chair recommended that any decision relating to assets of RRSLs be reported back to that particular RRSL.</p> <p>The Island Homes Board was promised a list of business opportunities. The board requested that the Development Director provide a quarterly summary of new initiatives and an update on the external works package.</p> <p>The I. H. Board Chair approved the Terms of Reference for the Group Finance Committee and agreed that the Chair should sign the formal minute of this decision together with I.H. board meeting minutes.</p>	<b>AW/MB</b>
<b>4.iv</b>	<p><b>Equality and Diversity Strategy</b> This paper was presented by Jo Robinson. The draft strategy was approved by the board of One Housing Group in July and the purpose of this agenda item is to consult the RRSL board on the proposed strategy before it is finalised. All policies will sit under the strategy in order to keep consistency across the whole organisation. The Board requested Jo to ensure that the policy is sent to Tenant and Resident Reps and ask them to report back with their comments. CK to liaise with Community Development Team and LBTH LAP 8 sending a letter to their members and feedback to this board.</p>	<b>CK</b>
<b>4.v</b>	<b>Business Integration</b>	

	<p>Catherine presented the report and explained the links to the groups Customer Contact Centre (CCC).</p> <p>The boards attentions was drawn to the groups integration plans set out in appendix 1 (The Groups Business Case). This had been approved by the group board. The IH board approved the business case.</p> <p>The board discussed the following two key areas:</p> <ul style="list-style-type: none"> <li>• Staff restructure</li> <li>• Accommodation strategy</li> </ul> <p>The board reviewed the proposed structure and approved the consultation process. Concerns were raised regarding staff at risk. Catherine explained that at this stage it not envisaged that any staff would be at risk of redundancy. The structure has more vacancies than employees affected by the re-structure. If a staff member could not be matched into a position they could be considered for an alternative role.</p> <p>The board noted the options available under the accommodation strategy. The preference was to relocate staff to a central location on the island.</p> <p>Catherine confirmed that all front line service would remain on the island and the IH office would need to accommodate all external workers. The back office functions mentioned in the report would be transferred to the CCC. The number of staff affected by this was minimal.</p> <p>The Board made it clear that they did not expect any dip in performance and expected clear monitoring of resident satisfaction.</p> <p>The Board requested full consultation to occur with all residents on the implemented of the changes.</p> <p>A visit to the CCC to be arranged for board members.</p>	<b>GF</b>
<b>5.</b>	<b>Items for Discussion</b>	

	<p>The recommendation is not to appeal against the scoring as this is an accurate reflection of where the organisation is.</p> <p>The action plan will be presented to the board at the next meeting following the publication of the report. .</p> <p>The matter of a resident led board being a legal requirement in the I.H. Offer document was raised, it was reported that there is no legal requirement (source: Devonshires Solicitors). The only legal requirement is to bring homes up to decent standard. The make up of the board will be reviewed following delivery of the action plan.</p> <p>The Board felt that at this stage the priority is to restore effective governance and improve service to residents.</p> <p>The AC preparation project will be closed and replaced with the Service improvement plan which will incorporated the AC recommendation and time table.</p> <p>The Board thanked Catherine and congratulated her exemplary leadership of the project team. They also thanked the staff for their efforts during the inspection process.</p>	
<b>5.ii</b>	<p><b>Key Performance Indicators</b></p> <p>The Board examined the tables and charts and noted areas of improvement. They questioned performance on maintenance. The MD explained that the increase activity was the result of catch up on issues such as gas serving. This should start to level off in quarter 3. It was agreed to compare the monthly data at the next board meeting.</p>	
<b>5.iii</b>	<p><b>Management Accounts</b></p> <p>The Board approved the accounts.</p>	
<b>5.iv</b>	<p><b>Board Member Appraisal – Process and Timetable</b></p> <p>Jo Robinson informed board members about the timetable for this year’s appraisals. Chairs and members to meet individually by end of October.</p> <p>A summary report and revised skills matrix will be presented to the Group Board in January and to RRSB boards in February.</p>	
<b>5.v</b>	<p><b>Regulatory Statutory Return (RSR)</b></p> <p>A copy of the report was presented with the board papers. It was agreed to delegate signing of the report on behalf of the board to Terry Stacy who also made a recommendation that the name of this housing association should be made uniform on all documentation.</p>	
<b>5.vi</b>	<p><b>Housing Corporation Self Assessment Return</b></p> <p>The purpose of this paper was to inform the board of the contents of the group’s self assessment compliance statement (SCAS) with the Housing Corporations Regulatory Code and to ask the board to note the group’s self assessment compliance statement for 2007/8. This was noted.</p>	
<b>6</b>	<p><b>Minutes</b></p> <p>These were received.</p>	

<b>7.</b>	<b>Risk Map</b> The risk map will be revised and brought forward.	
<b>7.i</b>	<b>2009 Board Meetings Schedule</b> The board agreed not to have a meeting in August 2009 and requested dates to be proposed between 19 <sup>th</sup> -30 <sup>th</sup> for the September 09 meeting.  The Board approved the cancellation of the next meeting scheduled for 15 <sup>th</sup> October 2008.	
<b>8.</b>	<b>Any Other Business</b> <ol style="list-style-type: none"> <li>1. <u>Public dissemination of Board Papers</u> It was agreed to release minutes to the public once they had been agreed and signed with the omission of confidential items.</li> <li>2. <u>Observers at Board Meetings</u> This will be reviewed after six months.</li> <li>3. <u>Review of Estate Agreements</u> Peter Higgins to provide update for next meeting.</li> </ol>	
<b>9.</b>	<b>Date of Next Meeting</b> Wednesday 10 <sup>th</sup> December 2008	