



BLACKPOOL COASTAL HOUSING LIMITED

**MINUTES OF THE BOARD MEETING
HELD ON WEDNESDAY 10th DECEMBER 2008
AT 6.15 PM, PROGRESS HOUSE**

PRESENT:

Diane Bellinger
Cllr Simon Blackburn
Caroline Cook
Cllr Tim Cox
Cllr Joan Greenhalgh
Carol Hall
Cllr Jim Houldsworth
Alan Marsh
Bill Rogers
Alison Stringer
Paul Whitehead
Doreen Wightman (Chair)

IN ATTENDANCE:

Peter Jefferson (Chief Executive)
Maggie Cornall (Director of Housing Services)
Cyril Holland (Director of Property Services)
Peter Whittaker (Company Secretary)

Peter Cross (Independent Consultant)

	PART A – OPEN MEETING – 10TH DECEMBER 2008
1.	Apologies Cllr Ron Bell
2.	Declarations of Interest There were no items of interest declared.
3.	Minutes of Meeting 29th October 2008 Agreed That the minutes be accepted as a true record.
4.	Matters Arising There were no matters arising



<p>5.</p>	<p>Board Recruitment Update</p> <p>Peter Jefferson confirmed that Judith Mills from NHS Blackpool had been interviewed and appointed to the Independent Director vacancy.</p> <p>Peter Whittaker confirmed that Irene Bishop had resigned from her position on the Board. Doreen Wightman expressed thanks to Irene for the work she had undertaken and asked that a letter of thanks to be sent to her. He then outlined the options available to the Board to replace Irene, including leaving her place vacant until the next AGM, an option to which Simon Blackburn was strongly opposed.</p> <p>It was noted that holding another election would be a lengthy process and, in view of the voting pattern in the 2008 election it was decided to offer the position to Janet Stirling, who had taken third place but with a substantial margin of votes above the other unsuccessful candidates. Peter Whittaker reminded the Board that, because she would be succeeding to the directorship, Janet would have to stand for election in 2009 in the same way that Irene would have done under the rotational retirement rules.</p> <p>Peter Jefferson then asked for a volunteer to take on the role of Equality & Diversity Board Champion previously undertaken by Irene and Bill Rogers offered to take on this role.</p> <p>Agreed That:</p> <ol style="list-style-type: none"> 1. Irene Bishop's resignation be accepted and that the Board's thanks for her contribution to the work of BCH be conveyed to her. 2. Janet Stirling be offered the vacant Directorship on the basis that, having succeeded Irene Bishop, she must stand for re-election in 2009. 3. That Bill Rogers be appointed as Board Champion for Equality & Diversity
<p>6.</p> <p>A.</p> <p>B.</p>	<p>Minutes of Sub-Committees & Matters Arising</p> <p>Asset Management Sub-Committee – 25th November 2008</p> <p>The Sub-Committee Chair, Alan Marsh, reported that Herbert T Forest had provided an update relating to their schedule of works. Updates had also been provided on the Decent Homes work so far and the Electrical Maintenance Contract.</p> <p>Joan Greenhalgh asked whether tenants were ever left without cooking facilities whilst kitchens were being replaced. Cyril Holland stated that tenants were left with running water and an electric supply each evening.</p> <p>Agreed That the minutes be accepted.</p> <p>Finance & Audit Sub-Committee – 3rd December 2008</p> <p>The Sub-Committee Chair, Simon Blackburn, reported that a report had been provided relating to the recent notification of Housing Subsidy for 2009-10. Simon explained the implications and confirmed that the Sub-Committee had agreed that he write to the Blackpool MPs to make representations about the adverse effect of the settlement.</p>



	<p>Simon also confirmed that there had been discussion of rent increase options for 2009-10 and it had been agreed that BCH should recommend a 3% rent increase to Blackpool Council whose responsibility it is to set rent levels.. Neil Jack confirmed that the effect of such an increase on BCH budgets was affordable.</p> <p>Agreed That:</p> <ol style="list-style-type: none"> 1. The minutes be accepted. 2. BCH recommend a 3% rent increase for 2009-10 to Blackpool Council. <p>C. Operations Sub-Committee – 9th December 2008</p> <p>The Sub-Committee Chair, Alison Stringer, reported that the Customer Involvement Team Plan was presented and very well received. A discussion had also taken place about complaints and it was agreed that issues regarding the report would be taken to the Customer Care Team who deal with complaints on behalf of BCH.</p> <p>Agreed That the minutes be accepted.</p>
<p>7.</p>	<p>Customer Service Excellence</p> <p>Peter Jefferson presented a report which considered the possibility of this new approach being taken to the quality management and assurance of the customer services provided by BCH. Peter recommended that BCH start working towards this standard along with Investors in People rather than continuing to work to ISO. Simon Blackburn agreed that we should be moving away from ISO and redirecting any released resources into front line staff. Peter confirmed that BCH would keep the best elements of ISO, essentially those that help to record and review processes and procedures.</p> <p>Agreed That the Customer Service Excellence approach should be taken.</p>
<p>8.</p>	<p>Developing Vision and Values</p> <p>Peter Jefferson presented a report that summarised the content and outcomes of the Board Strategy & Development event with the purpose of agreeing business planning priorities.</p> <p>Tim Cox asked whether we use our sub-contractors to offer services to non customers, as the report did not make reference to this. Simon Blackburn was of the opinion that the report is not a strategy document in itself but is rather an overview of the outcomes of the event..</p> <p>Agreed That this document be used to form the strategy which will link into the Business Plan.</p>



<p>9.</p>	<p>Meeting Dates for 2009-10</p> <p>Peter Whittaker presented a report proposing meeting dates for the Board and Sub-Committees from January 2009 to March 2010.</p> <p>Agreed That the proposed dates for Board meetings be agreed with one amendment to the September 2009 meeting which will be changed to the 16th as will the date of the AGM.</p>
<p>10.</p>	<p>Any Other Business</p> <p>A discussion took place regarding the use of titles of attendees on the minutes. Simon Blackburn asked if the Cllr title could be used. Tim Cox also asked whether officer title could be used. This would provide clarity as to whom is present at the meeting. Peter Jefferson made a recommendation that we look at what other ALMO's do.</p> <p>Agreed That other ALMO's use of titles on attendance records at meetings be checked.</p>
<p>PART B – CLOSED MEETING – 10TH DECEMBER 2008</p>	
<p>1.</p>	<p>Investors in People Review</p> <p>Peter Jefferson presented a report relating to the recent Investors in People review. Simon Blackburn stated that the reported findings and outcomes were excellent and this was supported by Tim Cox.</p> <p>Agreed That the report be passed to the HR Sub-Committee for a detailed consultation.</p>
<p>2.</p>	<p>Performance Management</p> <p>In line with its previous decisions the Board considered the finalised proposals for the scheme.</p> <p>Agreed That the Performance Management Scheme as now presented be approved and implemented.</p>
<p>3.</p>	<p>Date and Time of Next Meeting</p> <p>The next meeting will take place on Wednesday 4th February 2008 at 6.00pm in Conference Room 1 at Progress House.</p>
<p>The meeting closed at 7.50pm.</p>	