



BLACKPOOL COASTAL HOUSING LIMITED

**MINUTES OF THE BOARD MEETING
HELD ON WEDNESDAY 28th JULY 2010
AT 6.00 PM, CONFERENCE ROOM 1 & 2 PROGRESS HOUSE**

PRESENT:

- Cllr Ron Bell
- Cllr Tim Cox
- Carol Hall
- Cllr Jim Houldsworth
- Cllr Fred Jackson
- Alan Marsh
- Judith Mills
- Bill Rogers
- Janet Stirling
- Alison Stringer
- Paul Whitehead
- Doreen Wightman (Chair)

IN ATTENDANCE:

- Peter Jefferson (Chief Executive)
- Cyril Holland (Director of Property Services)
- Neil Jack (Director of Finance & Resources)
- Peter Whittaker (Company Secretary)
- Maggie Cornall (Director of Housing Services)

- Habiba Adam (Client Manager, Blackpool Council)
- Alistair McIntosh (Housing Quality Network)
- Debby Ounsted (Housing Quality Network)

PART A – OPEN SESSION

1.	<p><u>Apologies</u></p> <p>Diane Bellinger, Cllr Simon Blackburn</p> <p>Peter Whittaker informed the Board that Caroline Cook had submitted her resignation at the beginning of July. Doreen Wightman expressed her regret at this but also her thanks for Caroline's contribution to the management of BCH.</p> <p>Agreed: That the Company Secretary write to Caroline on behalf of the Board to thank her for her service as a Non-Executive Customer Director.</p>
2.	<p><u>Declarations of Interest</u></p> <p>None</p>
3.	<p><u>Minutes of Board Meeting 9th June 2010</u></p> <p>Agreed: That the minutes be approved as a true record.</p>



<p>4.</p>	<p><u>Matters Arising</u></p> <p>Item 5 Business Plan – Doreen Wightman asked whether the Business Plan had been approved without further amendment and Peter Whittaker confirmed that was the case.</p> <p>Item 6 HRA Review Consultation Response - Doreen Wightman asked whether the response had been submitted and Neil Jack confirmed that the Council had sent it out.</p> <p>Item 9 Board 360 Degree Appraisal Feedback – Doreen Wightman asked if Directors had arranged their feedback appointments and it became clear that not all had been able to do so. Doreen Wightman agreed to write to Jackie Granell.</p> <p>Item 13 Date of Next Meeting – Peter Whittaker confirmed that the AGM and the next Board meeting and will take place on Tuesday 21st September 2010.</p>
<p>5.</p>	<p><u>Governance Review Report</u></p> <p>Peter Whittaker introduced the report of the outcome of the Governance Review carried out for BCH by Housing Quality network (HQN) for the Board to consider and decide upon the way in which it wishes to move forward.</p> <p>Peter Jefferson welcomed representatives of HQN, Alistair McIntosh (Chief Executive) and Debby Ounsted (Consultant), to the meeting.</p> <p>Alistair McIntosh introduced the item and set the issues of BCH governance within the emerging national context for housing governance and regulation. Debby Ounsted then outlined the main findings of the review. After discussion it was recognised that a working group of Directors would be needed to take matters forward in the necessary detail.</p> <p>Agreed that:</p> <ul style="list-style-type: none"> A. A Governance Panel be established comprising the Chair, Vice-Chair and the Chairs of the Board Committees. B. Paul Whitehead will join the panel if Simon Blackburn is unavailable and another Council Nominee Director will also be recruited to ensure that all three elements of Board membership are represented on the panel. C. The Governance Panel will report their recommendations to the Board at the November meeting.
<p>6.</p>	<p><u>2009-10 Annual Report</u></p> <p>Peter Whittaker explained the new requirement from the Tenant Services Authority to produce an Annual Report to and in conjunction with customers and that it must begin the process of developing “Local Offers” for service delivery.</p> <p>Agreed: The new Annual Report purpose and production process be noted.</p>
<p>7.</p>	<p><u>Council Budget Position Update</u></p> <p>Peter Jefferson commented on the position for BCH following the recent announcement of redundancies at Blackpool Council. He confirmed that funding for BCH from the Council’s Housing Revenue Account (HRA) is separate from the funding for other Council services and explained that the way in which BCH has managed its budgets has put it in a favourable financial position.</p>



	<p>It was noted that the redundancies in the Council will have no direct impact on BCH, but some plans which had been in place have been affected, with recruitment to six new posts that would have benefited services to tenants having been put on hold.</p> <p>Peter Jefferson also commented on the position following recent press articles about the financial position of Connaught, a contractor for BCH. He explained that BCH has other partnering contractors available to undertake the work if Connaught are unable to continue. Similarly the question of ensuring that Connaught's sub-contractors receive payment for work carried out is being monitored to try to ensure their continued viability.</p> <p>In response to a question about how the situation would affect locally recruited employees, Cyril Holland confirmed that every effort would be made to have anyone affected placed with other contractors as this possibility was included in the Partnering Agreement.</p> <p>Agreed: That the position be noted and future developments be closely monitored.</p>
<p>8.</p>	<p><u>Director Recruitment – Progress Report</u></p> <p>Peter Whittaker reminded the Board that Doreen Wightman, as the Leaseholder Customer Director, was due to retire at the forthcoming Annual General Meeting (AGM) of the company and that the established election process had been started. Two other Leaseholders had expressed an interest in standing for election but subsequently withdrew. He confirmed that, if she wishes to continue to serve on the Board, Doreen Wightman is therefore entitled to be re-elected unopposed at the AGM in September.</p> <p>Peter Whittaker further reminded the Board that Carol Hall, as an Independent Director, is also due to retire at the AGM and explained that she had expressed a wish to continue to serve as a Director for a further term of office..</p> <p>Doreen Wightman asked the Board for their thoughts on filling the vacant Tenant Customer Director position following Caroline Cook's resignation. Following discussion it was agreed that it would be sensible to defer recruitment until after the November meeting when decisions affecting the size and composition of the Board might be made</p> <p>Agreed that:</p> <ul style="list-style-type: none"> A. Blackpool Council be advised that the Board recommends that Doreen Wightman be re-appointed as the Leaseholder Customer Director at the next AGM. B. Blackpool Council be advised that the Board recommends that Carol Hall be re-appointed as an Independent Director at the next AGM. C. Recruitment to the vacant post of Tenant Customer Director be deferred until after the Board Meeting due to be held in November 2010.
<p>9.</p>	<p><u>Head Office Accommodation – Progress Report</u></p> <p>Cyril Holland confirmed that the hand over of the building from the contractors to the Council, scheduled for the end of August, was on target. 75% of fitting out had been completed with individual office and meeting room walls formed. The Council had agreed that the building will be named Coastal House and it is now anticipated that BCH staff will move in during October.</p> <p>Agreed: That progress be noted</p>



<p>10</p>	<p><u>New Council House Building – Progress Report</u></p> <p>Cyril Holland gave an update on the development work</p> <ul style="list-style-type: none"> • The first completion and handover is due at the end of October on Portree Road. • Work has now commenced on Cranbrook Avenue. • One block has been erected in Forshaw Avenue. <p>Agreed that:</p> <p>A. Construction progress be noted</p> <p>B. Cyril Holland will arrange a tour of the developments for Board Members.</p>
<p>11.</p> <p>A</p>	<p><u>Minutes of Committees and Matters Arising</u></p> <p><u>Operations – 25th May 2010</u></p> <p>The Committee Chair, Alison Stringer, presented the minutes.</p> <p>Item 5 Sheltered Tenants Satisfaction Survey – Bill Rogers commented that the figure of 18% of sheltered housing tenants having experienced Anti Social Behaviour (ASB) seemed quite high but Maggie Cornall explained that, by comparison with the experience of tenants in general needs housing, this is not a high figure. Bill Rogers asked to see a breakdown of incidents.</p> <p>Alan Marsh asked if BCH works with Neighbourhood Watch or attends PACT meetings and Maggie Cornall stated that BCH works with BeSafe. Jim Houldsworth stated that, although the figures may seem high, ASB is a wide ranging problem and unless the real facts are available it can be very difficult to deal with adverse public and tenant perceptions about the incidence of ASB.</p> <p>Item 6 – Rents year End Report - Tim Cox requested that the Value for Money assessment referred to in the report be circulated to all Board Members.</p> <p>Agreed that:</p> <ul style="list-style-type: none"> A. The Minutes be accepted B. The Value for Money assessment be circulated to all Board members. C. Maggie Cornall will provide information to allow the Operations Committee to look further into ASB issues at sheltered housing schemes <p>B</p> <p><u>Finance & Audit – 2nd June 2010</u></p> <p>Jim Houldsworth, in the absence of the Committee Chair, presented the minutes.</p> <p>Agreed that:</p> <p>A. The Minutes be accepted</p>
<p>12.</p> <p>A.</p>	<p><u>Any Other Business</u></p> <p>Board Annual Strategy Event</p> <p>Peter Whittaker reminded the Board that the annual Strategy Event is scheduled to take place on 15th and 16th October. In view of the current economic climate, and because it would minimise costs, he asked the Board to consider restricting the event to a single full day using the facilities available in the new office at Coastal House.</p> <p>Agreed:</p> <p>That the Strategy Event will take place on Saturday 16th October at Coastal House.</p>



<p>B.</p>	<p>Awards Peter Jefferson announced that BCH had recently won four separate awards.</p> <p>Aimee Bond, an apprentice joiner in Property Services, had received two awards:</p> <ul style="list-style-type: none"> • Apprentice of the Year at Blackpool & Fylde College • UK Winner in the Female Building Skills Category of the Association of Public Service Excellence Housing and Building Apprentice Awards 2010 <p>At the Housing Excellence Awards, BCH came top in the category for Innovation in Housing Technology for their work on implementing Connect by Telecetera, a new remote working capability for BCH employees</p> <p>At the National Federation of ALMO awards, BCH won the category of best Community Initiative for its work in creating a Community Centre at the Traveller's Site.</p> <p>Doreen Wightman expressed thanks on behalf of the Board to all concerned for their hard work in obtaining these awards.</p> <p>Agreed that: A letter to be sent from the Board to Aimee Bond congratulating her on her success.</p>
<p>13.</p>	<p><u>Motion to Move Into Part B Closed Session</u></p> <p>Agreed That in view of its confidential and commercially sensitive nature the remaining item on the agenda be discussed in Part B Closed Session and that any members of the press or public currently present be excluded from that part of the Board Meeting.</p>
	<p><u>PART B – CLOSED MEETING – 28th JULY 2010</u></p>
<p>1.</p>	<p><u>Performance Management Scheme</u></p> <p>That the minutes of the Sub-Committee be accepted and its recommendations approved</p>
<p>2.</p>	<p><u>Any Other Business</u></p> <p>There were no other items of business.</p>
<p>3.</p>	<p><u>Date and Time of Next Meeting</u></p> <p>The next meeting will take place on Tuesday 21st September 2010 at 6.00pm in Conference Room 1 at Progress House.</p>
	<p>The Meeting Closed at 7-50pm</p>