



## BLACKPOOL COASTAL HOUSING LIMITED

### MINUTES OF THE BOARD MEETING HELD ON WEDNESDAY 29th OCTOBER 2008 AT 6.15 PM, PROGRESS HOUSE

#### PRESENT:

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

#### IN ATTENDANCE:

Peter Jefferson  
Maggie Cornall  
Cyril Holland  
Neil Jack  
Peter Whittaker

Peter Cross – Independent Consultant

	<b>PART A – OPEN MEETING – 29<sup>TH</sup> OCTOBER 2008</b>
1.	<b>Apologies</b> Ron Bell, Irene Bishop, Joan Greenhalgh,
2.	<b>Declarations of Interest</b>  There were no items of interest declared.
3.	<b>Election of Chair and Vice-Chair of the Board</b>  Doreen Wightman was elected as the Chair and Bill Rogers was elected as the Vice-Chair, both unopposed, to serve until the first Board Meeting to follow the next Annual General Meeting in 2009.
4.	<b>Sub-Committee Membership</b>  Peter Whittaker presented the new membership proposals for the Sub-Committees.  <b>Agreed</b> That the proposals be accepted.



5.	<p><b>Minutes of Meeting 10th September 2008</b></p> <p><b>Agreed</b> That the minutes be accepted as a true record.</p>
6.	<p><b>Matters Arising</b></p> <p><b>A.</b> Customer Involvement Awards – Diane Bellinger asked that all staff involved in arranging the Customer Involvement Awards be congratulated on what was an excellent and successful evening.</p>
7.	<p><b>Minutes of Sub-Committees &amp; Matters Arising</b></p> <p><b>A. Operations Sub-Committee – 30<sup>th</sup> September 2008</b></p> <p>In the absence of the Sub-Committee Chair, Jim Houldsworth reported that the Richmond Fellowship gave an excellent presentation. The Operations Team Plan was presented and very well received.</p> <p><b>Agreed</b> That the minutes be accepted.</p> <p><b>B. Human Resources Sub-Committee – 9th October 2008</b></p> <p>The Sub-Committee Chair, Carol Hall, confirmed that the meeting did not take place as circumstances arising on the day of the meeting prevented her from attending and the meeting would not have been quorate. Carol asked that the hard work of the HR Team and the improvements they have recently brought about be noted along with the fact that there have been several issues which have been tackled very quickly.</p> <p>Alan Marsh asked about progress with regards to the Equal Pay Review. Neil Jack confirmed that BCH will have to undertake a pay review but that no final decisions had yet been made about the manner of carrying it out. He explained that we are currently looking at how other organisations have completed the review successfully.</p> <p><b>Agreed</b> That the minutes be accepted.</p> <p><b>C. Asset Management Sub-Committee – 14<sup>th</sup> October 2008</b></p> <p>The Sub-Committee Chair, Alan Marsh, reported that BAAS had provided an update relating to their schedule of works. Updates had also been provided on the Decent Homes work so far. Alan Marsh stated that, following the home visits to view completed the Decent Homes work there had been some very positive feedback.</p> <p>Tim Cox asked what level of buildings insurance cover BCH have. Neil Jack confirmed that BCH uses a mixture of insurance and self-insurance depending upon the property type and the type and likely level of risk. The insurance arrangements cover only the buildings and tenants must insure the contents of their homes themselves.</p> <p><b>Agreed</b> That the minutes be accepted.</p>



<p><b>D.</b></p>	<p><b>Finance &amp; Audit Sub-Committee – 22<sup>nd</sup> October 2008</b></p> <p>In the absence of the Chair, Simon Blackburn, at the Sub-Committee meeting, Diane Bellinger was the Acting Chair and confirmed that the reports discussed also form part of the agenda of the Board Meeting itself.</p> <p><b>Agreed</b> That the minutes be accepted.</p>
<p><b>8.</b></p>	<p><b>Operational Performance - 2008-09 Second Quarter</b></p> <p>Peter Jefferson presented the Balanced Scorecard in the new format. Following consideration by the Sub-Committees targets for 2008-09 have been set. In the case of Homestop &amp; Emergency Housing and the Organisational Development KPI's, where it is good performance to be representative of the community, the target figures relate to the composition of Blackpool's population. It was noted that these figures are best seen more as goals to which BCH aspires rather than as the harder targets used for other KPI's.</p> <p>CUS08-09 – Paul Whitehead stated that the percentage of complaints was high but it was still indicated as being good. Peter Jefferson confirmed that BCH tries to encourage customers to make complaints because of the valuable feedback they provide and the learning opportunities they create. Neil Jack stated that BCH receives a quarterly report from the Customer Care Team and this could be taken for consideration to the Operations Sub-Committee.</p> <p>BUS01 – Diane Bellinger asked whether we have a 10 or 12 month gas servicing and safety programme and whether we could carry out a “catch up” at the end of it. Cyril Holland confirmed that we have the necessary procedures and supporting documentation in place to allow us to gain access and thus comply with HSE regulations.</p> <p><b>Agreed</b> That the full report on Complaints be taken to the next Operations Sub-Committee. A simpler report dealing with just the timescales for complaint resolution and performance against them should be taken to the to the full Board.</p>
<p><b>9.</b></p> <p><b>A.</b></p> <p><b>B.</b></p>	<p><b>Financial Performance 2008-09 Second Quarter</b></p> <p><u>BCH Quarter Two 2008-09 Financial Report</u> Neil Jack stated that, at the end of the second quarter, it is projected that BCH will generate a surplus of £270,000, compared to a budgeted surplus of £100,000. This would increase balances to £492,000.</p> <p><u>HRA Quarter Two 2008-09 Financial Report</u> Neil Jack stated that at the end of the second quarter, it is projected that there will be a surplus on the HRA of £279,000, compared to the budgeted level of £120,000.</p> <p><b>Agreed</b> <b>That:</b></p> <ol style="list-style-type: none"> <li>1. The 2008-09 Quarter Two financial position be noted</li> <li>2. Neil Jack will circulate a breakdown of the capital funding from Government.</li> </ol>



<p><b>10.</b></p>	<p><b>National Housing Issues Update</b></p> <p>Peter Jefferson presented a report which provides an update on current national housing issues. Jim Houldsworth asked what effect the “credit crunch” was on having on tenants purchasing their homes from us. Peter Jefferson stated that the number of right to buy properties has been dropping for some time and continues to drop still further.</p> <p>Alan Marsh asked whether there was anything BCH could do to help alleviate fuel poverty and encourage tenants to conserve energy. Cyril Holland confirmed that BCH does send out leaflets relating to energy efficiency advice to tenants.</p>
<p><b>11.</b></p>	<p><b>Any Other Business</b></p> <p><b>A.</b> <u>Heating in High Rise</u> – Caroline Cook asked whether there would be any possibility of having central heating installed in the high rise flats. Cyril Holland stated that options are being explored and consultation will take place. However, in relation to gas-fired systems he commented that safety is the most important factor.</p> <p><b>B.</b> <u>ISO Inspection</u> – Peter Jefferson stated that BCH had kept their ISO accreditation following the ISO inspection last week. ISO will be brought to a future Board meeting as we may in the future look at standards linking in with Charter Mark and Customer Excellence rather than ISO.</p> <p><b>C.</b> <u>Independent Director Recruitment</u> – In view of Mick Buchanan’s resignation it was noted that it will now be necessary to recruit a replacement for him. Peter Jefferson stated that Judith Mills, a manager with the PCT, had expressed an interest in joining the Board as an Independent Director.</p> <p><b>AGREED:</b> That Mrs Mills be interviewed for the vacant Directorship.</p>
	<p><b>PART B – CLOSED MEETING – 29<sup>TH</sup> OCTOBER 2008</b></p>
<p><b>1.</b></p>	<p><b>Performance Management</b></p> <p>Peter Cross circulated a report and explained the background.</p> <p>Jim Houldsworth commented that this item now needs to be finalised as it has been ongoing for some time. Diane Bellinger stated that the working group so far dealing with it are keen to get the matter resolved as soon as possible.</p> <p><b>Agreed That:</b></p> <ol style="list-style-type: none"> <li>1. A new Sub-Committee, to be known as the Remuneration Sub-Committee, be formally constituted to consider these matters.</li> <li>2. The terms of reference included in Appendix A be adopted by the Sub-Committee and it be further agreed that these terms cannot be changed except by agreement of the Board.</li> </ol>



2.	<b>Date &amp; Time of Next Meeting</b>  The next meeting will take place on Wednesday 10th December 2008 at 6.15pm in Conference Room 1 at Progress House.  A Meet and Greet session with the Managers will take place from 5.15pm until 6.15pm and a buffet will be available in Conference Room 1 from 5.15pm onwards..
	<b>The meeting closed at 8.35pm.</b>