

Agenda



ALMO BOARD MEETING

3 March 2020, at 5.30pm, The Training Station, Harvey Road, Bilborough, NG8 3BB

	Prior to the start of the meeting, interested Board Members are invited to tour the Harvey Road Site. The meeting point will be at the entrance of the Training Station.		5.00
1.	WELCOME		5.30
2.	APOLOGIES FOR ABSENCE		
3.	ANYTHING TO DECLARE		
4.	ITEMS FROM THE CHAIR		
5.	SIGN OFF OF THE 16 JANUARY 2020 MINUTES	Attached	5.30
6.	FEEDBACK FROM <ul style="list-style-type: none">- Group Board- NCH RP Board- NCHEL Board		5.30
7	SERVICE AREA REPORTING		
7.1	Quarter Three Performance Monitoring Report		5.40
7.2	HouseMark Benchmarking Presentation		6.00
8	DEEP DIVE INTO REPAIRS		
8.1	Presentations from: <ul style="list-style-type: none">- Director of Construction, Repairs and Maintenance Services- Director of Investment and Business Services- Customer Relations Manager		6.10
8.2	Q&A and Agreed Actions		6.45
9	ITEMS TO NOTE		7.15
	FEEDBACK TO: <ul style="list-style-type: none">- Group Board- ARCC		

- NFA

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CLOSING ITEMS

ANY OTHER BUSINESS

DATE OF NEXT MEETING – 5 MAY 2020

NOTTINGHAM CITY HOMES LIMITED

THE ALMO BOARD

MINUTES of the **PUBLIC MEETING** held on **16 JANUARY 2020** at The Hope Centre, Southchurch Dr, Clifton NG11 8AR

Board Members

Geoff Bagnall
Karen Humble
Dave Pitt
Ethan Radford
Sarita-Marie Rehman-Wall (Chair)
Michael Savage

Also in Attendance:

Gillian Dack	Chair of the Tenants Complaints Panel
Cathy Dobb (Minute Taker)	Head of Governance
Lisa Dawkins	Head of Tenant and Leaseholder Involvement
Julia Townsend	Chair of Winwood Community Group and Block Champion
Kathy Sheldon	Assistant Director of Tenancy and Estate Services
Janet Storer	Customer Excellence Panel Member
Al Taylor	ACE Inspector and Street and Block Champion

1 WELCOME, INTRODUCTIONS & CHAIR'S ANNOUNCEMENTS

- 1.1 The Chair opened the meeting and welcomed Board Members. The Chair thanked Michael Savage for chairing the first meeting in her absence.

2 APOLOGIES FOR ABSENCE

Apologies were received from Lynn Clayton.

3 ANYTHING TO DECLARE

Nothing declared.

4 ITEMS FROM THE CHAIR

None.

5 SIGN OFF OF THE 28 NOVEMBER 2019 MINUTES

The minutes were agreed as a true record. The Chair signed the minutes.

6 FEEDBACK FROM BOARDS AND COMMITTEES

6.1 AUDIT, RISK AND COMPLIANCE COMMITTEE

6.1.2 Dave Pitt fed back to the meeting the key items from the Audit, Risk and Compliance Committee (ARCC) held on 14 January 2020:

- Members were updated on the current position of Oracle Fusion. The project was delayed but is still going to progress. Oracle will cover finance and HR systems.
- Concerns were raised in some cases as goods/services were being provided without the necessary Purchase Order being raised beforehand and this is being monitored.
- Internal Audit provided limited assurance on the audit titled 'Health and Safety New Build September 2018'.
- Members were provided with an update on the Group Risk Register and the Tunstall Development. Risk Registers should inform managers' day to day activities.
- Members agreed to use RSM UK as the external auditor for this year. RSM UK will only be conducting audits on the Group accounts, and not the subsidiaries, unless a full audit is requested by Nottingham City Homes Registered Provider (NCH RP) Members.
- Telecare Services Association (TSA) audit inspection of Nottingham on Call (NoC) was discussed. The audit was very successful with NoC being awarded the TSA accreditation. Only one small improvement area was noted and the auditor referenced three areas of good practice demonstrated by the service.

7 DEEP DIVE INTO TENANT AND LEASEHOLDER INVOLVEMENT

7.1 PRESENTATION FROM NCH HEAD OF TENANT AND LEASEHOLDER INVOLVEMENT

7.1.1 The Head of Tenant and Leaseholder Involvement (TLHI) gave a presentation to the Board and the key items were:

- Nottingham City Homes (NCH) vision is to ensure that our residents are truly at the heart of everything we do. There are four themed outcomes to achieve this –
 - Making our tenants' voices heard at a national level and tackling the negative stigma experienced by people who live in social housing.
 - Keeping tenants at the heart of NCH by providing opportunities for residents to be involved in governance, decision making, scrutiny and improvement at every level.
 - Creating places where people want to live by inspiring, empowering and supporting the active involvement of residents and community groups to make a positive difference in their local communities.

- Fulfilling individual potential by equipping our residents with the knowledge, tools and skills to meet their needs and provide them with a variety of individual opportunities to enhance their quality of life.
- The new tenant involvement structure was explained to Board. The Involvement Pool includes those who want to be contacted about opportunities. These will complement the Make a Difference Group, Street and Block Champions, Complaints Panel and Achieving Customer Excellence (ACE) Inspectors.
- Resident Involvement highlights brought to Boards attention were:
 - Creation of the Tenant led ALMO Board.
 - Tenant Academy course attendance has doubled in the last year to 1600.
 - Fun Day 2019 engaged with over 2,500 residents.
 - 100 Years Celebration saw external funding being secured to plant 100 fruit trees in community areas.
 - Just Grow initiative.
 - Summer and Christmas Party for families living in dispersed housing.
- TLI Strategy to 2022 and the challenges are the recruitment of more residents to get involved; attracting a more representative pool of involved residents; getting the message out there; timely and varied opportunities for residents to get involved; maintain effective relationships and timely contact with involved tenants and community groups; and identify other existing established community groups including social media groups.

7.1.2 It was confirmed that there were 70 active Street and Block Champions so far, with 100 signed up in total. Young Inspectors do not have to be NCH Tenants, and the initiative is rolled out in schools to encourage uptake.

7.2 FEEDBACK FROM INVOLVED TENANTS

7.2.1 Gillian Dack – Complaints Panel:

- Became involved about 12 years ago after meeting a member of the Tenant and Leaseholder Involvement team, who invited her to attend the Area 6 panel for her area.
- Interested in how she could have a say in policies and plans for her area, such as the Gas Policy and Repairs Policy.
- The Vice Chair of the panel wanted to get involved as he had a bad experience and he wanted to stop others from having the negative experiences that he had. He had a building background which helps with complains about repairs.
- Main involvement is through the Tenants Complaints Panel. She has input into policies which affects all tenants and makes recommendations to resolve issues and improve lives for tenants.

7.2.2 Clarification was given on the Complaints Panel's involvement in complaints, and it was confirmed that they deal with complaints that have been escalated to the appeals process. A recent development has been for those that have been escalated, to be referred to the department that the complaint was about, to see if they can resolve it before it goes to the Complaints Panel meeting. This has seen a reduction in cases that reach the Panel.

7.2.3 It was confirmed that tenants have the option to appeal to the Complaints Panel, or make a complaint to the local Councillor or to go to the Local Government Ombudsman. The majority of tenants opt to go through the Complaints Panel. Board would like to have more information on complaints and to know and understand what the trends are in this area and see those trends overlaid with members' enquiries to ensure all areas are covered. This led to the Board agreeing that the May Board will have a deep dive into Complaints and the results of the trends research would be brought to that meeting.

7.2.4 Janet Storar – Customer Excellence Panel (CEP) and Street Champion:

- Became involved at the formation of the NCH Board 18 years ago to try to improve the services provided to tenants. She was the Secretary of the Sherwood Tenants and Residents Association at the time.
- Janet was a member of the Operational Board North, a Board Member and has been Chair of the Board. Since retiring as Chair, she is an active member of various NCH Panels.
- She has also received an MBE for services to Communities, Diversity and Social Housing in Nottingham.
- Janet is a member of the CEP, Communications Panel, Tender Evaluation Panel and Equality and Diversity Steering Group
- CEP is chaired by Sue Stevenson, and they choose areas that they feel have not been looked at for a while to ensure they are fulfilling what they should be doing. The next area they will be looking at is garages. CEP reviewed Independent Living in the past. Reports are well received by the Board. Janet was most pleased to be involved in the recent Repairs investigation.

7.2.5 It was confirmed that the ALMO Board can commission the CEP to look at certain topics. This would involve the use of the Involvement Pool members, and those who have an interest in that topic could be brought in to assist CEP in that review.

7.2.6 Julia Townsend – Chair of Winwood Community Group and Block Champion:

- Julie has been involved with NCH since October 2018. She moved to live in community living only 13 months ago and this is her first experience of being a tenant in social housing.
- Winwood Heights has a sky lounge, a gym and a huge community lounge.
- Julia thanked Lisa Dawkins for her help in getting the group up and running.
- Julie is also the Chair of a new Community Group at Winwood Heights. She also runs the Committee and selected Sub Committees. It is run as a business.
- Julie works as part of a team and not as a one person committee.
- Julie has brought the team together bit by bit and more people now want to join the group. 40 residents are now involved in Winwood Heights.
- Councillors will now hold an open surgery at Winwood Heights.

7.2.7 Al Taylor –ACE Inspector and Street Champion:

- Al has managed pubs for many years and he would have community members approach him with regards to different issues affecting the estate.

This led him to become involved in community activities and to try to make a difference.

- The role of an ACE Inspector has grown since he started. The quality of housing has also improved over the years. Al bridges the gap between Housing Patch Managers and tenants. It does create a sense of achievement.
- Prior to being involved with NCH, Al is a qualified youth worker and Football Coach. He has worked with many young people over the years in the inner city estates, and has worked with many agencies and sports clubs including Nottingham Forrest and Notts County Football clubs.

7.2.8 The Assistant Director of Tenancy and Estates Services (ASTES) went through the performance measures in the Corporate Plan, and explained that the target of 71.20% could be improved and asked the attendees to think about this performance target when they take part in the workshops.

7.3 WORKSHOPS

7.3.1 Attendees were split into workshop groups and were presented with the following questions to discuss:

- 1) How does the new ALMO Board work and integrate with the wider involvement structure?
- 2) How can we increase satisfaction with opportunities to get involved?

7.3.2 The initial feedback from the workshops was:

- CEP Service Reviews needs to feed up to the ALMO Board.
- It would be useful, in between meetings, if an ALMO Board Member went to the next ACE Inspection meeting, see a Street and Block Champion at work and observe the Complaints Panel in action. This could then be fed back to the next ALMO Board Meeting. Michael Savage, Geoff Bagnall, Julia Townsend and Janet Storer were all interested in taking part.
- The suggestion of having an email group created for the ALMO Board Members so they could share information was agreed.
- The STAR survey method of reading a questionnaire could be a barrier to its completion. There is a low percentage who are 'dissatisfied' which means that 26.9% chose 'neither'. Members recommended that the 'neither' option should be removed from the survey. It was suggested that a conversation, either in person or over the phone, might be a better method of gathering more accurate data.
- It was suggested that changing the survey to give a more clear outcome could be useful, which could see the creation of the same level of satisfaction levels among the 'Streets' as is currently achieved in the 'Blocks'.
- Members also highlighted their own role in spreading the word to increase involvement and satisfaction with the opportunities to get involved.

7.3.3 Attendees were encouraged to email any further thoughts and suggestions to the Chair.

7.4 ROUND UP OF ACTIONS

- 7.4.1
- Interested Board Members to attend an ACE Inspection meeting, Communication Panel and see a Street and Block Champion at work. CD to circulate dates.
 - Explore option to create ALMO Board member group email - CD.
 - Consider removal of 'neither' option from related STAR survey – LD.
 - Board Members to email any further suggestions to the Chair.
 - Board Members to spread the word to increase involvement and satisfaction with the opportunities to get involved.

8 ITEMS TO NOTES

8.1 FEEDBACK TO:

8.1.1 Group Board :

- Outcome of TLI deep-dive.
- Forward Plan.
- Members reported that the format of the ALMO Board is better and that the meetings are clear and easily understandable.

8.1.2 ARCC:

- It was explained to the Board that the ARCC discusses compliance and it also has the aims of the company that need to be met. This means that there may be issues that come up at Board meeting that can be fed back.
- There was nothing to feedback at this stage.

9 ANY OTHER BUSINESS

- 9.1 It was agreed that the March ALMO Board meeting will be held at Harvey Road and would focus on Construction, Repairs and Maintenance (CR&M). This will also include Customer Services complaints. It was suggested that draft questions on Survey Monkey could be compiled and send to the Involvement Pool members. Action: The ADTES agreed to work with CR&M to get the questions compiled and and send out via the Board. CEP to provide their report in this area, and the complaints report to Board Members. It was noted that the format of this Board meeting was an improvement on previous formats. It was confirmed that Nottingham City Council's (NCC) Overview and Scrutiny Committee will be looking into Repairs at their February meeting, and it was suggested that the Board could receive a copy of the Scrutiny Committee report for their March meeting.

Following the March meeting, an ALMO Board Working Group to be established to conduct further enquiries including interviews with tenants, case studies with potential to invite Councillors to provide further detail to help identify trends and learning. Working Group to provide report back to the ALMO Board at subsequent meeting.

- 9.2 The venue for the May Board meeting was discussed and Winwood Heights was suggested.

9.3 Councillor Radford informed Board that NCC is committed to providing 1000 social houses over the next few years and that there was a need to have tenant involvement in that commitment. It would be beneficial, therefore, to take advantage of the frankness in these meetings.

9.4 Board would like the role and availability of Housing Patch Managers to be discussed at a future meeting as they are the front line of the service.

10 DATE OF THE NEXT MEETING

The next scheduled meeting will be on the 3 MARCH 2020.

The meeting closed at 19:48

SIGNED..... DATE