

**2010 ROTHERHAM LTD**

**MINUTES OF BOARD MEETING HELD ON 22<sup>nd</sup> FEBRUARY 2006  
AT THE BOARDROOM, EASTWOOD**

**Present:**

**Board of Directors:**

<i>Clive Hartley (Chair)</i>			
<i>Cllr Jane Austen</i>	<i>Tony Billingham</i>	<i>Keith Stringer</i>	
<i>Anita Heaton</i>	<i>Cllr Barry Dodson</i>	<i>Liz Booth</i>	
<i>Harry Tooley</i>	<i>Dr Giles Bloomer</i>	<i>Cllr Glyn Robinson</i>	

**In Attendance:**

<b>Chief Exec – Isobel Riley</b>	<b>Executive Team – Angela Rhodes</b>
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**By invitation:**

<i>Richard Walker – 2010</i>	<i>Mark Johnson - 2010</i>	<i>Phil Rees - 2010</i>
<i>Gary Kyte – 2010</i>	<i>Ian Hillier – PWC</i>	<i>Simon Bunker - RMBC</i>
<i>Jim McAusland – Interim Chief Executive</i>		

<b>Minute No.</b>		<b>Action By</b>	<b>Target date</b>
<b>B26/1</b>	<b>A Governance</b>		
B26/1/1	<p><b>Apologies for Absence</b></p> <p>Apologies were received from</p> <ul style="list-style-type: none"> <li>• Dr Heather Jones</li> <li>• Cllr Neil License</li> <li>• Cllr Paddy Burke</li> <li>• Almas Abbasi</li> </ul>		
B26/1/2	<p><b>Minutes of Previous Meetings -</b></p> <p>Minutes of 25<sup>th</sup> January 2006 were considered and approved.</p>		
B26/1/3	<p><b>Chairman’s Report</b></p> <p>The Chair welcomed Isobel Riley the new Chief Executive of 2010 to the meeting.</p>		
B26/1/3/1	<p><b>Liaison Meetings</b></p> <p>The Chair informed the Board that he was unable to attend the last weekly Liaison meeting due to professional commitments but he will attend the next meeting on 24<sup>th</sup> February 06.</p>		

<p>B26/1/3/2</p>	<p>The Board were advised that the Chair and Interim Chief Executive had attended a meeting with Mike Cuff to discuss problems with the Liaison meetings. The Chair indicated that the meeting had been very productive.</p> <p><b>Chair &amp; Chief Executive Meetings</b> The Board were advised that the Chair and Chief Executive would meet on a weekly basis every Tuesday morning to discuss any current issues.</p>		
<p>B26/1/4</p> <p>B26/1/4/1</p>	<p><b>Chief Executive Report</b> The Chief Executive read an agreed letter from the Audit Commission which indicated the factual inaccuracies between RMBC/2010.</p> <p>All points were accepted except paragraph 76 - "Current Investment Programme"</p> <p>Paragraph 76 has not been removed from the report but included in a separate paragraph and referenced within the final report.</p> <p>The Chief Executive informed the Board that 2010 would now provide a two page response to the Audit Commission detailing how 2010 will proceed with the recommendations.</p> <p>The details of the response would be cleared with RMBC before sending to the Audit Commission for publishing.</p> <p><b>The Board noted the comments of the Chief Executive and endorsed the proposal.</b></p> <p><b>Audit Commission Round Table</b> The Board indicated that the Audit Commission's comments were very encouraging and that 2010 Rotherham Ltd had a solid foundation to build on for the future and ultimately achieve 3 Stars.</p> <p>The Board raised concern regarding the timeline in which 2010 Rotherham would be re-inspected and indicated that debate should take place with 2010 and RMBC to consider this timeline in detail.</p> <p>The Board indicated that 2010 Rotherham Ltd should consider the latest date for re-inspection so that 2010</p>		

<p>B26/1/4/2</p>	<p>consider the latest date for re-inspection so that 2010 has time to build on the good aspects of the Audit Commission report and ensure policies and procedures are embedded.</p> <p><b>National Federation of ALMO's Conference</b> The Chief Executive recommended that Board members should attend the forthcoming NFA Conference on 26<sup>th</sup> &amp; 27<sup>th</sup> April 06 at York.</p> <p>Members were asked to indicate if they were able to attend.</p>		
<p>B26/1/4/3</p>	<p><b>Decent Homes Ceremony at Swinton</b> The Board were advised that the PR exercise on 20<sup>th</sup> February 06 to celebrate the opening of the latest Decent Homes phase at Swinton was an excellent success.</p> <p>The Chief Executive indicated that this type of positive publicity and marketing should continue for subsequent phases.</p> <p><b>The Board agreed that members would fully support the continued PR process for each DH phase.</b></p> <p>The Board also indicated that further to the formal publicity 2010 Rotherham Ltd should communicate accurate programmes to customers detailing when work will commence in each area.</p> <p><b>The Chief Executive agreed that this would be pursued as a matter of urgency.</b></p> <p><b>The Board were further advised that each area office had received a list of 'Decent Homes Frequently Asked Questions' to enable staff to assist customers until the final programmes have been finalised.</b></p>		
<p>B26/1/5</p>	<p><b>Verbal Report by Chairs of Sub Committees</b></p>		
<p>B26/1/5/1</p>	<p><b>Business Development Sub Committee presented by Mark Johnson</b> The Board were advised that at part of the evaluation to secure potential strategic partners further 'one to one' discussions will take place over the next month with the contractors who have supplied tenders.</p>		

<p><b>B26/1/5/2</b></p>	<p><b>Barbot Hall Business Plan</b> The Board were advised that Barbot Hall has an excellent opportunity to become a 'Company within a Company' and to develop itself the DSO and the external market.</p> <p>The financial forecast is still at the draft stage and will be presented to the Executive Management Team for discussion.</p> <p>A decision is required in relation to the lease on the current premises...any interim decisions would be presented to the Board for consideration.</p> <p><b>The Board indicated that a separate meeting should be held to fully debate the issue of Barbot Hall.</b></p> <p><b>The Chief Executive made the recommendation that work should continue to produce a robust Business Plan which should then go to the BD Sub Committee for scrutiny before being presented to the Board for approval.</b></p> <p><b>The Chair endorsed this decision.</b></p>		
<p><b>B26/1/5/2</b></p>	<p><b>Community and Partnership Development Sub Committee presented by Cllr Austen</b> Three issues arising from CPD Sub Committee on 10<sup>th</sup> February are: Succession Strategy; The Tenant Compact and Equalities and Diversity Targets</p> <p>The Board were advised that following the Stage 3 Customer Complaints Panel held at Eastwood on 21<sup>st</sup> February a training issue had been highlighted for Board members who have not been through this process before.</p>		
<p><b>B26/1/5/3</b></p>	<p><b>Performance Management Sub Committee presented by Anita Heaton</b> The Board were advised that Dave Roddis, John Mansergh and Andy Williams attended the last meeting to discuss the key issues around the KPI's.</p>		

<p>B26/1/5/4</p>	<p><b>Leaseholders Questionnaire</b></p> <p>The Board were advised that a status style questionnaire had been sent out to Leaseholders by Strategic Services on behalf of 2010 Rotherham Ltd.</p> <p>The Board noted that complaints have been received regarding the use of intrusive and confusing questions.</p> <p><b>Simon Bunker on behalf of Neighbourhoods expressed is concern regarding the Leaseholder letters.</b></p> <p><b>The Chief Executive indicated that consideration should be given to sending a letter of apology to Leaseholders and recommended that a protocol should be developed for the approval of similar correspondence.....The Chief Executive will raise these issues at the Liaison meeting on 24th February 06.</b></p> <p><b>The Chair endorsed this decision.</b></p> <p><b>Resources Sub Committee presented by Giles Bloomer</b></p> <p>The Board need to formally ratify the Terms of Reference for the Sub Committee.....and identify which project manager will be responsible for the Governance arrangements.</p> <p>The Trades Unions attended the meeting which was very productive the TU representatives personally thanked the Interim Chief Executive for his contribution in developing the relationship with 2010 Rotherham Ltd.</p>		
<p>B26/1/6</p>	<p><b>Declaration of Interests</b> None</p>		
<p>B26/1/7 B26/1/7/1</p>	<p><b>Governance Strategy</b></p> <p><b>Protocol for Conduct of Sub Committee Meetings</b> The Board indicated that two amendments should be made to the protocol:</p> <ol style="list-style-type: none"> <li>1) Identify who the Project Manger is</li> <li>2) Re-write to page 2</li> </ol>		

B26/1/8	<p><b>Succession Strategy</b> The Board were advised that Liz Booth will retire at the AGM and then will seek re-election.</p> <p>The Board were advised that Dean Kerry from RMBC Strategic Services would be assisting 2010 Rotherham Ltd with advertising the election process locally and has produced an election ballot paper to appear in the next Open House.</p> <p>It was mentioned that the election advertising should convey the enormous workload and commitment required to become a Board member.</p> <p>Simon Bunker on behalf of Neighbourhoods suggested that this strategy should be a more strategic document and include the long term issues to build capacity and develop area Boards.</p> <p>The Chief Executive indicated that a process will be developed for the AGM....this will then sit within a much wider document.</p> <p><b>The Chair advised members that with immediate effect because of family commitments...Dr Heather Jones would be standing down as a Board member.</b></p> <p><b>Annual General Meeting</b> Board were advised that 2010 Rotherham Ltd must hold an AGM within the first 18 months of the Company being registered.</p> <p><b>The Board indicated a date should be agreed as a matter of urgency.</b></p>		
B26/2	<b>B Strategic Management</b>		
B26/2/1	<p><b>Decent Homes Phase 1 / 2 Programme</b> David Burton....Project Manager for Ryder Hunt gave a presentation on the current position of the Decent Homes programme.</p> <p>The presentation incorporated the key issues for Phase One</p> <ul style="list-style-type: none"> <li>• The original partnership arrangements and</li> </ul>		

<p>B26/2/2</p>	<p>budget.</p> <ul style="list-style-type: none"> <li>• Breakdown of average costs for Wates and Bramalls</li> <li>• Additional work carried out with DSO Decent Homes; Window &amp; Doors; Partners Door Programme; Asbestos Surveys and Damproofing</li> </ul> <p>Phase 2</p> <ul style="list-style-type: none"> <li>• Procurement arrangements</li> <li>• Tender returns</li> <li>• Surveys</li> <li>• Refurbishments</li> <li>• Affordability Model</li> </ul> <p><b>The Board noted the current programme and were re-assured that any defects found in properties were entirely the Contractors responsibility and would be rectified without any additional costs to 2010 Rotherham Ltd.</b></p> <p>The Chief Executive requested information in relation to how employment is measured by Contractors i.e. Gender and BME and what mechanisms are in place for women to access jobs.</p> <p>David Burton confirmed that these issues have been built into the new contracts.</p> <p><b>Safer Neighbourhood Strategy</b>          Janet Greenwood the xxxxx gave a presentation on the Safer Neighbourhood Teams (SNT's).</p> <p>The presentation outlined the Safer Neighbourhood agenda which is a directive from the ODPM and Home Office. The SNT's have been set up to create greater community focus, provide information and resource sharing and gather information to delivery community priorities.</p> <p>The Board advised that the present structures do not include elected members...and mentioned that many customers consult with local Councillors with issues relating to the Neighbourhoods.</p> <p>The Boards comments were noted and Janet agreed to invite elected members to future SNT meetings.</p>		
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<b>B26/3</b>	<b>C Resource Management</b>		
<b>B26/3/1</b>	<p><b>Financial Management Position Statement</b>            Ian Hillier of PWC presented a report on the current Financial Management profiles.</p> <p>The Board were advised that the Client has identified a concern over overspend for Repairs &amp; Maintenance 2010 Rotherham informed the Board of means to ensure that this budget is balanced by the year end.</p> <p><b>The Chief Executive requested the Board to have sight of the R &amp; M figures as soon as possible.</b></p> <p><b>The Board reinforced the necessity of ensuring the robust financial information should be attained.</b></p>		
<b>B26/4</b>	<b>D Performance Management Framework</b>		
<b>B26/4/1</b>	<p>The Board were advised that three amendments have been made to January's performance report:</p> <ul style="list-style-type: none"> <li>• Indicator 69 reported as worse has improved.</li> <li>• Indicator 212 is a green flag not red.</li> </ul> <p>One KPI reported off target...Responsive against Programme repairs split.</p> <p>The Board were advised that 2010 is currently looking at this figure to establish if this is true. Two indicators show minor deterioration and ten indicators have improved.</p> <p><b>The Board accepted the reports and referred the Performance Management Framework, KPI's etc to the sub committee on Performance for detailed consideration and monitoring.</b></p> <p>The Board were advised that major issues have occurred in relation to Customer Complaints...52% are reported as being over target.</p> <p>It was mentioned that insufficient information is used when closing surgeries and often complaints are closed when an appointment has been issued and not when work has been completed. It was suggested that the process requires some clarification.</p>		

B26/4/2	<p><b>Excellence Plan</b></p> <p>The Chief Executive advised the Board of proposed changes to the Excellence Plan. It was noted that the design of the document would be updated to include the AC recommendations and KLOE's and work towards achieving the '3 Stars'.</p>		
B26/4/3	<p><b>Tenant Federation &amp; Compact</b></p> <p><b>The position statement was accepted by the Board</b></p>		
B26/4/4	<p><b>Customer Access – Review of Opening Hours</b></p> <p>The Board were advised that demand for the new opening hours had not been high but money received through the Cash Desks is increasing.</p> <p>2010 Rotherham Ltd propose to extend the pilot for a further 3 months and improve marketing strategy and promote the opening hours to generate demand and evaluate a VFM analysis.</p> <p><b>The Board agreed the proposal.</b></p>		
B26/5	<p><b>E Business Development</b></p>		
B26/5/1	<p><b>Operational Development – Management Structure</b></p> <p>The Chief Executive informed the Board that the Management Structure has been discussed in principle with the Chair and would be considered by the Resources Sub Committee.</p> <p>A final recommendation would be presented to the Board once agreement had been reached with the Client.</p> <p><b>The Board agreed the proposals.</b></p>		
B26/5/2	<p><b>Manager and Employee of the Month</b></p> <p>A presentation of a plaque and a £50 cheque was made by the Interim Chief Executive to Dave Middleton as manager of the Month.</p> <p>A further presentation of a plaque and a £50 cheque was made by the Interim Chief Executive to Julie Grashon as Employee of the Month.</p>		

	Congratulations were expressed by the Board for the hard work and dedication of these employees.		
	<b>Date of future meetings:</b> <b>29<sup>th</sup> March 2006 – 2.00pm – Eastwood Boardroom</b> <b>26<sup>th</sup> April 2006</b> <b>31<sup>st</sup> May 2006</b>		