

## Board Meeting Minutes – Tuesday 18<sup>th</sup> April 2023

### 1. Welcome & Introductions

Chair: Ann Webb

Attendees: Amie Merry Chief Officer, Stuart Harrison, Sarah Harrison, Ste Webb, Debbie Bentley, Andrew Slater, Janet Smith.

Lyndsey Beckett Minute Taker.

#### 1.1 Welcome & Introductions

#### 2. Meeting Opening

##### 2.1 Apologies – Adam Collinge

##### 2.2 Declaration of Interests - None

##### 2.3 Previous Minutes January 2023 – LB to correct DB surname. Proposed and agreed by SW Seconded by St.H. AW signed

**Matters Arising** – Action plan: Police funding applications have not re-opened yet. AM to assist AS with application. HSF – still awaiting decision. Safeguarding policy – MG to update. Decant policy – in draft stage. Skills audit – Still awaiting paperwork from GC, AM to chase. Car park maintenance – awaiting update from AC.

### 3. Correspondence

#### 3.1 Cllr Enquiry Mr C email – AC received an email from [REDACTED] regarding misinterpretation of [REDACTED]. Response sent to AC confirming no issue with tenancy.

#### 3.2 Confirmation of Allowance – AM received email regarding allowances for next quarter, slight rise 5%.

### 4. Chief Officer Report – No excel report due to it being end of year. New set of KPI's has been received from CWC, to be discussed at away day on Thursday. Performance will be discussed quarterly so Board can see trends, patterns etc and create strategies. Will be presented in graph form. NFTMO criticised the way our data was presented, need to focus on items of importance. All board agreed to trial quarterly reports.

### 5. Matters for Discussion

#### 5.1 Complaints/Compliments – No complaints, 1 compliment for WF.

#### 5.2 Engagement policy – AM displayed draft on monitor. AM to invite a group of tenants in to discuss how we engage. Must have adequate representation on the panel from all communities. AM will advertise in next newsletter and the 1<sup>st</sup> panel will meet after the AGM in September. Board agreed 2 panels per year. **Vote – Unanimous.**

Break 6.05pm – 6.15pm

#### 5.3 Household Support Fund – Still awaiting confirmation of funding.

- 5.4 **CCTV Haymarket** – Waiting for Openview to attend the office to show staff how to use new system.
- 5.5 **Cost of Living Crisis** – Claire is still helping tenants maximise their income. Looking into different grants they could be entitled to and checking they are receiving correct benefits.
- 5.6 **Community Events** – Weston-Super-Mare trip has sold out. A few spaces left on the other 2 trips. £400 loss per trip, £1200 over the year due to subsidising the ticket prices.
- 5.7 **Vacant Tenant Post/Ryan** – Ryan has missed 3 meetings. He did text Amie to say he couldn't commit his time going forward. Board to send letter of thanks and request equipment and uniform to be returned.
- 5.8 **Damp/Mould/Condensation** – AM has started to write a policy on DMC. Warren has attended an all-day course which he found informative, he will share information with AM and policy will be ready for review by the board for the next meeting.
  
- 6. **Community Chest** – Pot of money to be allocated to help people into employment. Partnership work with other organisations. Will be Board led, AM to look into for next meeting.
- 6.1 **Board Skills Audit** – Discussed earlier in 2.3
  
- 7. **Health and Safety**
- 7.1 **Office Plan/Building** – Awaiting quote from Baker Flooring. AM to request quotes from Tony Davies and McDougall's.
- 7.2 **Lone Worker Arrangements** – Staff now using OK Alone app. £55 per month cheaper than solo protect.
  
- 8. **AOB**

AM – discussed arrangements and agenda for the Away Day.

6.42pm Meeting closed

Signed by Chair \_\_\_\_\_

Date \_\_\_\_\_