

## Board Meeting Minutes – Tuesday 5<sup>th</sup> September 2023

### 1. Welcome & Introductions

Chair: Ann Webb

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

Lyndsey Beckett Minute Taker.

**1.1 Welcome & Introductions** – AW requested mobile phones are switched off or turned to silent and to raise hands if wish to speak.

### 2. Meeting Opening

**2.1 Apologies** – Councillor Barbara McGarity, Councillor Jane Francis, and Councillor Alan Butt.

**2.2 New Declaration of Interests** – None

**2.3 Previous Minutes January 2023** – Proposed and agreed by SW. Seconded by St.H. AW signed.

**Matters Arising** – AM has started work on the Community Chest project and will be ready to present at the next meeting.

### 3. Correspondence

**3.1 Email AB Proposed Consumer Standards** – AM received email from Andy Bryant with the revised consumer standards. Currently going through a consultation period. AM to share standards with the board and the regulator would like feedback from landlords by 17<sup>th</sup> October 2023.

**4. Chief Officer Report** – AM displayed report on monitor. Mid quarter report as Q2 ends September. AM met with the repairs team regarding void times. White kitchens are being left if in good condition and then completed on tenancy to reduce times. Board is still concerned. The Board would like to know about any voids that take longer than 12 weeks to complete.

AM is still waiting to complete year end on sage, chase Martin at Jerromes GCN. 3 days lost in Q1 due to staff sickness, none so far in Q2.

Training – AM issued courses to staff on Croner to be completed by the end of November.

AM to look at more ergonomic chair for BM following on from DSE forms completed.

AM to speak to staff about DSE in Thursday's team brief.

AM to create a rota for a duty officer for the cash desk, PM's so CSO not on their own.

1 accident recorded. No fire incidents

## 5. Matters for Discussion

### 5.1 Complaints/Compliments – Ombudsman Report received. AM shared with Board via email and displayed on monitor. AM read out key points.

The ombudsman report details the following:

- Severe Maladministration/Record keeping/evidence – needs improving – AM to contact IT to request the contact management function is available to us via Northgate.
- Equality, diversity, and inclusion training to be completed by all staff – AM has organised this for 26<sup>th</sup> October 2023. AM to advise ombudsman we cannot do this within the 4 weeks' notice period due to staff leave but it has been booked.
- Senior Management review to be completed – this is to be reported back to the ombudsman within 4 weeks. AM has requested help with this.
- Review fencing policy to clarify processes for assessing objectives – to be discussed in this meeting.

[REDACTED]

- Apology from senior Director – CWC have offered to write an apology, but AM thinks it should come from Chair of the Board.

JS – “I was on the review panel, and I feel I made the best decision at the time with the information that was provided and the current equalities policy that was in place. The new policy has only been in the public domain this week and if the panel had of had this then we would have possibly made a different decision”.

### 5.2 Fencing Policy Review Considerations – Taking into consideration the ombudsman complaint the board need to review the current fencing policy. AM made recommendations, displayed on monitor. The board agreed to set up sub committee meeting to discuss.

### 5.3 Complaint DTMO2023014 Lessons Learned and Eastney Crescent Fencing Quote and Proposal – 1 complaint received regarding ball games, the way we handle ASB and communications from officers.

[REDACTED] – reasonable adjustment policy to be included in complaints procedure.

AM has visited the area in question, [REDACTED] and obtained a quote from Secure-A-Fence, proposal displayed on screen. £5195.00 + VAT. Fencing would create a safer place for children to play and hopefully stop further ASB. Additional work to fence in front of 88 – 94 Eastney Crescent, £3400 + VAT – AM to complete additional work on this area and bring back to board.

**Vote for Bebington Close/Cosgrove Walk - Proposed by AS. 5 votes in favour, 2 abstentions. Motion – Passed**

AM has completed equality impact assessment and work can be completed in 4 weeks.

### 5.4 Household Support Fund/Cost of Living Crisis – 6 applicants have received help so far from the HSF.

### 5.5 Community Events 2023 – MacMillan café to be held at office on Friday 29<sup>th</sup> September.

### 5.6 Business Delivery Plan 2023 -2025 – Action Plan – AM has created action plan and will invite board via outlook calendar to monthly meetings to meet objectives.

- 5.7 Board Skills Audit Report – Action Plan** – AM Displayed on monitor. AM updated board skills on action plan. DB and AS to be enrolled on online course. Contract management course available online, £199.00.  
AM booked TPAS webinar for 26<sup>th</sup> September to take place in the Board Room.  
AM sent in meeting pack details of Board Champion roles and responsibilities. This is to be voted on at next meeting on 3<sup>rd</sup> October.
- 5.8 Financial Assistance Scheme** – AM displayed on monitor. Money Smart Team will be running. Developed a new budget of money from HRA revenue of £300,000 to help people in hardship. All council tenants can apply for money from the scheme to clear rent arrears. We can make a referral. AM to advertise in next newsletter.
- 5.9 TSM Q2 Report** – AM displayed on monitor. Overall satisfaction for Dovecotes is 85%. 13 responses received. AM to share with Board to look at results in their own time.
- 6. Health and Safety**
- 6.1 Office Plan/Building** – All staff now moved upstairs. AM to borrow chairs from the school for AGM meeting. AM to look into purchasing foldable table and chairs.
- 7. Sub Committees** – Nothing to discuss
- 8. Board Calendar** - Discussed in 5.5
- 9. AOB**
- 9.1 Board Recruitment** – 1 space available
- 9.2 Christmas Meal 2023** – Goodyears Pavilion on Friday 22<sup>nd</sup> December at 1.30pm. Last working day, close office at 1pm. Phone cover for repairs will be provided by LB. Calls transferred to works mobile. Office will reopen Tuesday 2<sup>nd</sup> January.

12.34pm Meeting closed

Signed \_\_\_\_\_

Date \_\_\_\_\_