



AGENDA

ITEM	TITLE	OUTCOME
16.130	Apologies	Sue Carleton, Samantha Taylor, Mike Jones
16.131	Minutes of Board Meeting:	Approved
16.132	Matters Arising:	Noted
16.133	BP Financial Forecasts	The interim financial forecasts were noted and approved. Board also noted that new forecasts will be prepared between January and March 17, alongside the development of the new 5 year Strategic Plan.
16.134	Management Accounts: Q2	Forecast surplus is higher than original budget. Changes in the Support budget were noted due to the outcome of tender processes – the net effect is an increase in contract values. There are some savings on maintenance (responsive/cyclical). All covenants are well within target.
16.135	Authorised Signatories	New signatories to reflect the new senior team members were approved by Board
16.136	Write-off of Irrecoverable Debts	An amount of £4016 was approved for write off.
16.137	Use of Company Seal	Noted and approved.
16.138	Stakeholder Report	A number of follow up visits have been undertaken by the Chief Executive and other LT members. The paper summarised opportunities and future actions arising from these meetings.
16.139	Succession Planning for Support Services	Board agreed an earlier recruitment timetable than normal (i.e. to start in February/ March). The issues raised re the changes to hostel admissions brought about by Cardiff's 'Gateway' referral process were also discussed. Board asked to be kept informed.

MEMBERS ARE REMINDED THAT IT IS THEIR RESPONSIBILITY TO DISCLOSE ANY CONFLICT OF INTEREST BEFORE THE DISCUSSION ON THAT AGENDA ITEM BEGINS.



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16.140	Performance Report: Customer Services	<p>Arrears have risen slightly due to WR changes, but bad debt remains historically low. Voids numbers, periods and rent loss have all increased, mostly due to relocation of Tudor St residents. Taking these figures out, void times still need to improve. Allocations targets are good, though beneficial transfers are becoming increasingly difficult.</p> <p>The DLU was fully staffed from 21st November and customer feedback remains positive.</p> <p>The majority of Anti social behaviour cases have positive outcomes, but we are working to increase this to above our target of 85%.</p> <p>The volunteer programme continues to outperform its targets by over 200% - 67 have gained a qualification, and 24 have entered full or part time employment.</p>
16.141	Business Critical Indicators	All are on target except ASB – see above – and sickness absence rates, though the trend is now downwards.
16.142	Any Other Business:	Loan agreement minute was agreed.
16.143	Date of Next Meeting: Board Strategy Day: 6 th December 2016 @ 12Noon Board Meeting: 26 th January @ 5:30pm	

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16.144	GOVERNANCE SESSION	
A	Finance & Risk	
B	Board Skills Audit/Appraisal	
C	Input from Audit Committee, Performance & Self-evaluation	
D	Summary & Judgement	

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