

## **Board Update**

### **March 2011.**

V2C's board met on Monday 21<sup>st</sup> March at the Bryncethin offices.

#### **Staff Survey**

Claire Murphy (Head of Corporate Services) presented the key findings of the recent staff survey to the Board. This survey is carried out every two years, and we have now conducted three in total in 2006, 2008 and 2010.

Overall we continue to see year-on-year improvement on how staff are feeling about the key aspects of working for V2C and the main indicators for 2010 are very pleasing. There are, of course, one or two areas where further improvements can be made and these are to be followed up with a series of staff workshops.

#### **Budget for 2011/12**

Alun Rawlins (Finance Director) presented the draft budget to the Board for approval. He reported that finalising the budget this year had been difficult as much more pressure was being put on our Income and Expenditure due to the severe difficulties being experienced across the UK economy.

For next year we are expecting to spend just over £11 million on maintenance and improvements to homes and nearly £4 million on day to day repairs and empty homes. In order to make this money available, the plan has had to make savings elsewhere in areas such as supplies, energy costs and the salary budget.

The Board discussed the assumptions and plans for expenditure and approved the budget.

#### **Development Update**

Andrew Smith (Head of Assets & Procurement) presented an update on the Development Programme. Since January 36 new homes have been provided in Lewistown and North Cornelly. A further 60 homes have received funding from the Welsh Assembly Government with 46 of these currently being built in Sarn and the other 14 awaiting planning permission.

In addition the extra care scheme at Kenfig Hill (Llys Ton) is on target to be completed in September this year.

## **Information & Communications Technology Update**

Nick Meyrick (Head of IT) presented a report to update the Board on progress to deliver the ICT Strategy.

Major achievements include a full upgrade to our servers; enhancement of the telephone system (including the introduction of a single 0300 number) and the procurement and launch of new desktop systems for all staff to replace the PCs purchased at transfer in 2003.

Work to replace/upgrade the main housing management & repairs computer system has been delayed slightly but work is due to commence on this during 2011/12. As part of this exercise a full review of data will be undertaken and options explored to implement a Customer Relationship Management (CRM) system to improve our ability to deal with customer enquiries and better tailor services to individual needs.

## **Self Assessment**

Stephen Cook (Chief Executive) led a discussion with the Board on the draft Self Assessment document. (The Self Assessment is a new process that we are required to complete by the Welsh Assembly Government (WAG), and it is being done for the first time this year.)

The Board had previously discussed the style and content of the Self Assessment and confirmed that we should now proceed to share this with other organisations with which we work to seek their views on how V2C performs against the expectations of WAG.

The document has been written with external organisations in mind, and the tenant Scrutiny Panel that is being set up will be the main method of capturing tenants' views on performance. However, the Self Assessment will be put on V2C's website and individual tenants will be welcome to comment as part of the current round of consultation if they wish.

## **Board Approvals**

A number of items were presented to the Board for approval, and these included:

- Confidentiality & Access to Information Policy
- Renewal of membership to Community Housing Cymru

- Use of the company seal for contracts signed
- Minutes of the previous meeting

### **Items for Information**

The Board also received some reports for information, and these included:

- Management Accounts April 2010 – December 2010
- Minutes of the last meeting of the Audit & Remuneration Committee

**The meeting lasted just over 3 hours and finished at 9.20pm.**