



**Tristar Homes Limited  
Board Meeting  
19 October 2007**

**PRESENT:**

**BOARD DIRECTORS**

John McDougall (Chair)  
Vera Walker (Vice Chair)  
Cllr Steve Nelson (Vice Chair)  
Jackie Robinson  
Denise Mason  
Paul Harrison  
Charlie Hughes  
Mohamed Shauq  
Stan Irwin  
Cllr Bill Woodhead  
Cllr Tina Large  
Steve Boyd

**OFFICERS AND ADVISORS:-**

John Taylor	Finance Director & Company Secretary
Dave Pickard	Housing Management Director
Linda Minns	Support Services Associate Director
Dennis Etherington	Contract Services Associate Director
Sheila Pearson	Governance Officer (Minutes)

---

*The Tristar Succeeded Together Video, which was shown at the Staff Conference was shown to the Board Directors at the commencement of the Board meeting.*

**1. APOLOGIES**

Cllr Julia Roberts, Allison Trainer, Geoff Lee, Allan Kelley, Cllr Bob Gibson

**2. DECLARATIONS OF INTEREST**

Stockton on Tees Borough Council Representative Board Directors present declared a personal interest as a member of the local authority in respect of items on the agenda relating to Council business and issues. Tenant Representative Board Directors present, declared a personal interest due to the beneficial interest in their property in

respect of items on the agenda relating to tenancy and housing stock issues.

### **3. MINUTES OF MEETING HELD ON 14 SEPTEMBER 2007 AND MATTERS ARISING**

The minutes of the meeting held on 14 September 2007 were accepted as a true record and signed by the Chairman. There were no matters arising.

### **4. MOVING FROM 2 TO 3 STARS**

In the absence of Yvonne Castle, SBC,s Acting Head of Policy and Performance, who was unable to attend the Board meeting, Paul Diggins, the Council's Policy and Performance Manager, gave the Board a presentation entitled "From 2 Stars to 3....." the content of which covered:

- Where are we now?
- Where do we want to be?
- The 3 star agenda – where is it going?
- What next – my thoughts

A copy of the presentation is attached to these minutes.

The Board discussed the presentation in detail, raising several queries. It was clarified that if the Company continued as a 2 star service it would not affect the Council's 4 star rating under the current system.

The Board discussed customer involvement and how progress to date in this area can be developed further to increase customer influence on decision making and resource allocation. The 3 star ALMOs all exhibit strong performance in this area.

The Managing Director explained the process following the Cabinet's decision. He advised that the Housing Corporation will need to be kept up to date with progress and the timetable drawn up by the Company's consultants will be considered at the Tristar Strategic Forum and will be presented to the Board for information.

The Council's Policy and Performance Manager was thanked for his presentation.

Resolved: To note the presentation by the Council's Policy and Performance Manager on Moving from 2 to 3 Stars.

**5. PROPOSED CHANGES TO THE PARTNERSHIP COMMITTEE REMIT**

The Board received a report from the Finance Director and Company Secretary proposing changes to the remit of the Partnership Committee, delegating the authority to approve the submission of tenders to the Committee.

He explained that it is proposed that the remit is to now include the following statement: 'to authorise Tender submissions in line with the Company's Scheme of Delegation.' The revised Scheme of Delegation will go to the Audit Committee on 24 October 2007.

Resolved: That the Board approved the proposed change to the remit of the Partnership Committee.

**6. FEEDBACK FROM BOARD DEVELOPMENT/DROP IN SESSION HELD ON 2 OCTOBER 2007**

The Support Services Associate Director provided the Board with feedback from the Board Development/Drop In Session held on 2 October 2007. Following requests from Board Directors that finance and performance reports be simplified, the Directors were given guidance on the content of the Company's Finance and Performance reports. At the session they also considered the critical areas of performance for the business and how these are monitored. Comparison was shown between Tristar's performance compared against 3 Star performing ALMOs and a summary of strengths from 3 star ALMO inspection reports was given indicating consistent themes around customer involvement and influence.

The Board discussed at length the comparisons made with the performance of 3 star ALMOs. The Support Services Associate Director explained that only a selection of indicators were provided but the full list will be provided to the Board on a quarterly basis.

Those Board Directors who had attended the Board Development/Drop In session advised that the content of the meeting was very useful.

Resolved: 1) That the Board noted that guidance was given on the content of finance and performance reports

2) That the Board noted how Tristar's performance compares against 3 Star ALMOs.

**7. MINUTES OF TRISTAR STRATEGIC FORUM HELD ON 12 SEPTEMBER 2007**

The minutes of the Tristar Strategic Forum held on 12 September 2007 were presented for information.

Resolved: That the Board accepted the minutes of the Tristar Strategic Forum held on 12 September 2007 for information.

**8. MINUTES OF FINANCE AND PERFORMANCE COMMITTEE HELD ON 2 OCTOBER 2007**

The minutes of the Finance and Performance Committee held on 2 October 2007 were presented and those Committee members present were asked to approve them.

Resolved: That the Finance and Performance Committee members present accepted the minutes of 2 October 2007 as a true record.

**9. MINUTES OF PARTNERSHIP COMMITTEE HELD ON 12 SEPTEMBER 2007**

The minutes of the Partnership Committee held on 12 September 2007 were presented and those Committee members present were asked to approve them.

Resolved: That the Partnership Committee members present accepted the minutes of 12 September 2007 as a true record.

**10. MINUTES OF OPERATIONS COMMITTEE HELD ON 14 SEPTEMBER 2007**

The minutes of the Operations Committee held on 13 July 2007 (tabled) and 14 September 2007 were presented and those Committee members present were asked to approve them.

Resolved: That the Operations Committee members present accepted the minutes of 13 July 2007 and 14 September 2007 as a true record.

**11. ANY OTHER BUSINESS**

None.