

The Leasehold Advisory Service and Lease Conferences Limited

Minutes of Board Meeting held on Thursday 10 March 2016

Present:

Roger Southam (Chair) (RS), John May (JM), Steve Jackson (SJ), Geneviève Mariner (GM), Nicola Mullany (NM)

In attendance:

Anthony Essien (Chief Executive) (AE), Tim Courtenay (TC), Dona Awano (DA), Kavita Bharti (KB), Richard Hand (RH), Nicholas Kissen (NK), Vikki Hawkins (VH) (note-taker)

Observer:

Flora Orukpe (DCLG) (FO), William Annandale (Quadrant) (WA)

2016/03/1 Apologies for absences and declarations of interest

- There were no apologies of absence.
- Roger Southam declared that he is Chairman and CEO of Chainbow Ltd, a company operating in residential leasehold management but confirmed that no activity would interfere or affect probity and handling of his role as Chair of LEASE.

2016/03/2 Chair's comments

- The Triennial Review findings are now with the Minister
- Excellent progress has been made on Educating RITA

2016/03/3 Confirmation of the Minutes of the Board meeting of 19 November 2015 and 21 January 2016

The Minutes were approved

2016/03/4 Matters arising and action points

AE presented this paper and updated the Board that invitations to tender for internal audit services have been sent directly to three potential bidders and also uploaded to Contract Finder.

2016/03/5 Update from ARC Chair (incl draft minutes of ARC meeting held on 12 January 2016) and 2015-16 ARC Annual Report

The Board noted the contents of the paper with the following amendments:

- First paragraph of the report: date to be amended to 1 April 2015 - 31 March 2016 (ACTION:AE)

After discussion GM was appointed as the reserve member of the Audit and Risk Assurance Committee and the position would be reviewed in September.

2016/03/6 Recommendation from ARC regarding FRS102 and choice of grant income recognition model

The Board approved the Audit and Risk Assurance Committee recommendation to continue to use the accruals model for income recognition. (ACTION: AE)

2016/03/7 Recommendation from ARC regarding 2016 Audit Plan

The Board approved the Audit and Risk Assurance Committee recommendation for the 2016 Audit plan and fees.

2016/03/8 Recommendation from ARC regarding its Terms of Reference

The Board approved the Audit and Risk Assurance Committee recommendation to amend its Terms of Reference.

2016/03/9 Recommendation from ARC regarding Annual Governance Statement

The Board approved the Annual Governance Statement subject to :

- the addition of a table listing Board member appointment and expiration dates
- Amend dates for ML resignation to read 'Resigned on 11 January 2016 with effect as from 10 April 2016'

(ACTION: AE)

2016/03/10 Staff Skills Audit Report

The Board noted the contents of the report and after discussion it was agreed that a strategy addressing the areas of concern be developed. (ACTION: AE)

2016/03/11 Staff Survey Report

The Board noted the contents of the report and after discussion it was agreed that a one hour forum would be held with the staff in April; and that the survey should become an annual exercise(ACTION: AE)

2016/03/12 Telephone call filtering report

The Board noted the contents of the report

2016/03/13 Draft 2016 – 19 Corporate Plan and 2016-17 Business Plan

The Board noted the contents of the Corporate Plan and after discussion it was agreed the management would reflect on the value of advice surgeries and also round up the KPI income target for 2017-18; and that the Business plan would be subject to review as the year progressed.

2016/03/14 Marketing Plan Progress

The Board noted the contents of the paper and after discussion it was agreed that Quadrant would provide a full copy of the Marketing Plan by 7 April ready to be reviewed at the Board's Strategy Day. (ACTION: WA)

2016/03/15 Risk Registers: LEASE and Lease Conferences

The Board noted the contents of the report and approved the recommendation that at future meetings it should only receive the strategic risk registers for LEASE and Lease Conferences supported by a risk management plan. (ACTION: AE)

2016/03/16 Performance Report to February

The Board noted the contents of the report and wish to commend staff on their performance and extend their thanks. After discussion it was agreed that in future a single KPI for turnaround time would be used (ACTION: DA,RH)

2016/03/17 Finance Report to February

The Board noted the contents of the report and after discussion it was agreed that the management charge due would be paid by Lease Conferences before the year-end. (ACTION: TC)

2016/03/18 Chief Executive's Report

The Board noted the contents of the report and expressed their appreciation for an excellent LEASE Annual Conference.

2016/03/19 Update on Business Plan progress to February

The Board noted the contents of the report and after discussion it was agreed that the dispute resolution flowchart would be forwarded to MoJ for comment. (ACTION: AE)

2016/03/20 Exception Report: Project Planner

The Board noted the contents of the paper and after discussion it was agreed that the FTT Video should form part of the vignettes of Educating RITA (ACTION: AE)

2016/03/21 Board Work Plan and meeting dates

After discussion it was agreed that the November meeting be moved to 17 November pending confirmation of Board availability.(ACTION: AE)

2016/03/22 AOB

There was no other business

Next Board meeting date and time: 10.00am on Thursday 14 April for Board Strategy Day at The Union Jack Club, Sandell Street, London, SE1 8UJ