**Part A Minutes of a meeting of the Board of Avenue Services (NW) Limited held via video conference on Thursday 9 September 2021.**

Attendance record since AGM November 2020

**Present**

William Hogg, Chairman 4/4

Colleen Eccles, Board Director 4/4

Keith Board, Board Director 4/4

Trish Richards, Board Director 4/4

Gus Cairns, Board Director 4/4

Peter Williams, Board Director 4/4

Sarah Kirkup, Board Director 3/4

**Apologies**

Sheila Little, Board Director 3/4

**In attendance**

Kimberley De Vergori, Sanctuary Group, Head of Housing

Paul Knight, Head of Avenue Services

Andy Wales, Sanctuary Group, Head of Finance - Property Services

Claire Matthews, Cheshire West and Chester Council, Senior Service Business Manager - Shareholder and Traded Services

Helen Kelly, Avenue Services, Team Secretary

1. **APOLOGIES**Apologies from Sheila Little were noted and the Chairman reported that the meeting had been duly convened and that a quorum was present for the purposes of business to be considered and if thought fit, resolutions to be passed at the meeting.
2. **DECLARATIONS OF INTEREST**The Chairman reminded the Directors of the need, as a subsidiary of Sanctuary Housing Association (the Association), in accordance with the provisions of Sanctuary Group’s Standing Orders and Financial Regulations, to disclose any personal interests in relation to matters under consideration at the meeting.

It was noted that such disclosures would be recorded under the relevant agenda items for ease of reference when producing ‘extract minutes’.

1. **MINUTES OF PART A OF THE MEETING HELD ON 24 JUNE 2021**

Part A of the minutes of the meeting held on 24 June 2021 were agreed as a true record and subsequently signed by the Chairman via DocuSign.

1. **ACTION POINTS AND MATTERS ARISING**The schedule of action points was considered and updates provided as follows:
2. **Blacon Health Hub (19/09/20)**

Colleen Eccles provided an update on progress with the Blacon Health Hub and future meetings with local community groups.

The Board noted that development of the new Health Hub was progressing well and on schedule. A community involvement event would be organised once all commercial undertakings had been completed.

*A further update would be provided at the next meeting.*

1. **CHAIRMAN’S REPORT**

The Chairman expressed his thanks to Emma McGreevy, Head of Finance - Maintenance for her contribution to the Board in relation to financial

Reporting and noted that she would no longer be attending the Avenue Services meetings.

1. **AVENUE SERVICES PERFORMANCE**Paul Knight provided the Board with an update on Avenue Services performance for the first quarter of the financial year 2021/2022.

The Board noted that apart from the number of press releases and the level of income generation at Blacon Adventure Playground (the Adventure Playground), there were no operational indicators outside of the target tolerance set.

The prolonged lockdown through the first part of the year and lower than usual levels of surplus and neighbourhood plan funding available to support local projects had impacted the volume of PR coverage produced during quarter one. Further releases were expected to be available over the second part of the year following the lifting of lockdown and the delivery of the summer programme.

The Board noted that the Covid-19 restrictions in place during the first quarter and the reduced opening times had significantly reduced the income and ability to meet the quarterly target set at the Adventure Playground.

Following the Government’s announcement of their roadmap out of lockdown, the Adventure Playground reopened on 19 July 2021. The site was now open seven days a week with a one hour midday closure to sanitise equipment and clean high use areas.

That Board noted that one complaint had been received in the quarter relating to the maintenance of Blacon Cemetery grounds. Trish Richards highlighted that she had also received several complaints and had submitted a report to Cheshire West and Chester Council (the Council). Paul Knight confirmed that maintenance of the cemetery was the Council’s responsibility however Avenue Services would be agreeable to taking the service back.

Claire Matthews agreed to seek advice from the Council regarding the outsourcing of the cemetery grounds work back to Avenue Services.

1. **BUSINESS INITIATIVES UPDATE**

Paul Knight provided an update on the progress of key business initiatives:

The Board noted that the Department of Education Holiday Activities and Food grant funding had been used by the Adventure Playground staff to deliver a summer programme providing free food and activities for young people and their families.

The summer programme had been supported by local partners including Holy Trinity Church, Blacon Beacon, Blacon Children’s Centre, Cheshire Police, Canal and Rivers Trust, the Council’s Youth Service, Blacon Butterflies (WI), Sanctuary Group Neighbourhoods team, community volunteers, local councillors, Welcome Network, West Cheshire Foodbank, Aldi, ASDA, Heron Foods, Spar and Morrisons.

Over the past year Avenue Services had been working with the Group’s Energy team to identify how to make the Adventure Playground carbon neutral.

The first phase of the project, which included the replacement of heating and lighting systems, had been completed during February and March 2021. The activity centre had been fitted with solar panels to the roof, a new air source heat pump was installed to replace electric panel heaters and the lighting was replaced with new energy efficient lighting. A short video, digital game and a board game would be available by the end of September 2021 to help the children understand the benefits of the project and provide educational material about climate change.

A funding bid had been submitted to the Council’s Climate Emergency Fund to support the next phase which would include the creation of a bike project to be located at the Adventure Playground near to the pump track with its own separate entrance point. The project would provide bicycle repairs as well as refurbishing donated bikes and provide training to children in bicycle maintenance and safety.

Avenue Services aimed to make the Adventure Playground carbon neutral before the Council’s deadline of 2045.

1. **ANY OTHER BUSINESS**

The Chairman confirmed that one additional item had been added to the agenda.

**Traveller Encampment at Shelley Road**

Trish Richards opened a discussion regarding the Traveller encampment at Shelley Road, and confirmed that she had also been in communication with the Council.

Paul Knight advised that the ownership and responsibility of the land belonged to the Council and therefore Avenue Services only held a management agreement for the grounds maintenance of the site. As a goodwill gesture to local residents, Avenue Services’ Cleaning and Caretaking team had been clearing the waste left on the site each time the encampment moved on.

Paul Knight confirmed that Avenue Services would continue to work with the Council’s travelling community officers on future encampments.

*The Board requested that Paul Knight seek reimbursement of the incurred costs for the site clearance from the Council.*

There being no further business the Chairman confirmed the meeting closed.

**Date of next meeting: 25 November 2021 at 1pm.**