



Minutes of the VIVID Board held at 5.30pm on Thursday 25 July 2019 at Peninsular House, Wharf Road, Portsmouth, PO2 8HB.

Present: Duncan Brown (DB)
Jane Earl (JE)
David French (DF)
Mike Kirk (MK) Chair
David Mairs (DM)
Mark Perry (MP)
Philip Raw (PR)
Michael Stancombe (MS)
Jean-Marc Vandevivere (J-MV) by phone

Apologies: Jo Causon
Lynda Shillaw
Shena Winning

In attendance: Julian Chun (JDC), Director of Strategic Services
Jonathon Cowie (JC), Chief Operating Officer
Sarah Phillips (SP), Head of Corporate Planning, Research & Business Improvement
Mike Shepherd (MJS), Director of New Business and Development
Stacey Stephens (SS), Head of Governance (Minutes)

DECISIONS TAKEN BY VIVID BOARD

VB 084/19

SHPS Transfer

The Board approved the Pensions' sub group recommendation to:

- i) **Adopt a two stage process to exiting the existing arrangements -**
 - to engage with SHPS to understand likely costs, transfer value, covenant premium
 - further review prior to final decision;
- ii) **Work with LCP on the initial phase assuming their quote seems reasonable rather than going through a formal procurement process.**

VB 085/19

Development Appraisal Assumptions

The Board approved the revised development assumptions for 2019/20.

VB 087/19

Customer Service Strategy update

- (i) The Board agreed to:
- (ii) To support the ambition that all core service satisfaction levels should be in the range of 7-8.5/10;
- (iii) To approve the Customer Service Strategy;
- (iv) To approve the allocation of budget outlined in section 4.2 of the report.

VB 088/19

Customer Engagement Strategy

The Board agreed to implement the recommendations with the additional costs included in 4.1 of £140k met from the customer strategy budget included for 2019/20.

VB 089/19

Performance Report

The Board agreed to approve the updated list of KPIs to monitor at Board level, with a review to be carried out in six months to determine if any changes should be made.

VB 091/19

Any Other Business

The Board agreed to approve the freehold sale of 14 Fitzherbert Spur and delegate agreement of the final purchase price to the Chief Executive to enable this transaction to conclude.