



PEAKS & PLAINS
Housing Trust

Minutes of the Trust's Board Meeting held on 18th July at Shrigley Court, Church Street, Bollington, Cheshire, SK10 5PY

<u>Present</u>	John Hudson	JH	Chairman
	Alison Light	AL	Board Member
	Gordon Richardson	GR	Board Member
	Matthew Cunningham	MC	Board Member
	Paul Findlow	PF	Board member
	Kate Lindley	KL	Board Member
	Tom Agar	TA	Board Member
	Greg van Enk-Bones	GvEB	Director of Homes & Resources
	Nikki Pearson	NP	Governance Officer
	Jamie Hutchinson	JaH	Director of Customers
	Margaret Goddard	MG	Assistant Director of Homes

Apologies for Absence

Tim Pinder	TP	Chief Executive
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Declarations of Interest

No declarations of interest

1. Minutes of the Meeting Held and matters arising

The minutes of the meeting held 16 May 2017 were reviewed.

The Board Decided:

611) That the minutes of the meeting held on 16 May 2017 be agreed as a true and accurate record and be signed off by the Chairman.

2. Chief Executive Action

Executive action for approving the remuneration of Board members, the Co-optee Member of the Audit Committee and the Committee Chairs, as recommended in 2014 report by Campbell Tickell.

The Board Decided:

612) The Board agreed the Executive Action.

3. Challenge Group Impact Assessment

JaH gave an overview of the Annual Challenge Group Impact Assessment 16/17, which assessed the customer activities throughout the year on their impact and value for money.

The gardening competition scored low on impact due to the low level of take up. The advertising was only completed digitally, this may have been a factor.

Local hero awards, low impact and low score for value for money. The Board wanted to know how long the Trust has been involved and whether we sponsored an award?

AL commented that it would be useful in the future to state the number of customers involved in a scrutiny review.

JH attended a recent Challenge Group to give them information about the conversion to a CBS and to ensure they are better informed. He was very impressed with the content and questions from the Group and how up to date on current events they were, eg. Grenfell Tower.

JH informed them of the current AGM arrangement, and the change to an Annual Public Event to engage with a wider group and the Challenge group were very positive about the suggestion and are interested in the composition and design of the day.

AGM – MC suggested combining with a Health and Wellbeing ‘fair’ to get partners involved, inviting customers to come in and meet the different teams.

The Board Decided:

613) To approve the Challenge Group Impact Assessment for 2017-18

4. Governance Verbal Update

NHF Directors & Officers Liability Insurance report

GvEB explained that this NHF Policy needs to be brought to the Boards attention and the following minute agreed in order for the policy cover to remain valid:

"It was reported that the National Housing Federation has purchased an Indemnity Policy protecting all Board, committee or staff members and volunteers from claims made against them in their capacity as representatives of the organisation.

It was noted that cover for the organisation under such policy is conditional upon immediate

notice in writing to the insurer of any claim made against any person insured by the policy or

of the receipt of notice from any persons of intention to make a claim against any person insured by the policy.

Accordingly, it was agreed that if any Board Member (present or absent) or senior executive

is aware of any such claim or any such notice of intention or of any circumstances or incident

which may give rise to a claim he or she will immediately notify the Secretary of the organisation in order that notice in writing together with all relevant details can be submitted to the insurer. Notification of this minute has been made to all Board Members and senior executives who are required to make necessary disclosure to the Secretary."

No circumstances or incidents were declared in relation to this requirement.

The Board Decided:

614) To approve the minute in respect of the Directors & Officers liability insurance with the National Housing Federation.

GvEB gave an update on the Board recruitment.

GvEB explained there was a good range & quality of the applicants, they were generally of a good standard and applications had been received from across the country, not just local; we also had a good response only using social media to advertise. The Board members agreed for JH, AL and MC to decide, depending on skills and preferences, who will fit best and agree the split in sub committee membership before the future meetings.

Co-opted member for audit committee – one of the candidates had financial experience so the recruitment round might have an impact on this too. MC will be involved in the recruitment.

CBS – Board members and Cheshire East Council have been issued the share certificates

GvEB thanked the Board members for their engagement in the appraisal process meetings with JH. The Chair & board member appraisals will be subject to independent review to be completed by December, with a report to the January Board.

KPIs

Internal Audit recommends more HR information should come to Board.

Sickness absence is below target, but there has been an improvement, it has gone back down again to 9.79 days in June, over target of 7.1 (year end target being 8). 58% of absence was long term.

TA asked if the performance had been shared with the staff?

MC asked whether might be more informative if we also showed figures excluding Long Term sickness (over which organisation has limited control)

GvEB told Board members that the Managers get to see the detail by team and long term and short term.

JH thought the performance was good compared with the published Sector statistics.

Submission of Statistical Data Return – the 2017 year return was submitted on 29/6 and signed off by the HCA on 12/7/17.

The Board Decided:

615) To see more information on staff productivity via Governance Committee

616) To approve the changes to the Business Plan in line with the submitted Regulatory Return

5. Annual Accounts

GvEB gave a summary of the financial performance set out in the accounts. It is a positive report showing increased surplus on the previous year.

£7,269,000 (from £5,471k last year). This £1.8m increase in surplus is driven by increased income primarily, while keeping costs the same.

Operating surplus is £11,342k vs £9,805k last year, in proportion to turnover this shows an increase from 35.2% to 38.5%. The average for the sector was 28.4% based on latest available data. This profitability is the key to enabling the Trust to improve more lives by building more homes.

The number of homes the Trust owns tipped that symbolic 5000 mark last year at 5008; this has increased further to 5053 homes.

Cash flows in the year were strong, £13.5m generated in operating cash flows, slightly down from last year (£14.05m), because the Escrow funds of £2.2m we set aside for the pension scheme are treated as operating cashflows. If we exclude the £2.2m, which we intend to get back, the cash at year end is £200k higher than the previous year.

Key points for Board

GvEB drew attention to the Statement of Board responsibilities which sets out the responsibilities of the board for preparing the accounts in accordance with law and regulations, accounting standards. Whilst the Board relies on the Audit Committee, on GvEB, the finance team and on the opinion of the auditors to fulfil this responsibility, responsibility ultimately rests with the Board. The auditors report was reviewed at audit committee on 4th July where it was recommended that the board approve the signing of these accounts.

MC confirmed that the Audit Committee meeting reflected what had been said at this meeting and that committee were very impressed with the Annual accounts report.

JH responded by requesting that GvEB lets the teams know what a great job everyone has done in delivering the good financial performance that allows us to be more pro-active.

The Board Decided:

617) To approve the sign off of the Annual Accounts

8. Performance Report to May 2017

Board reviewed the performance report to May 2017.

- Rent collection is strong.

Void rent loss is not currently achieving its target, we have had a lot more properties back than usual. 42 in March, 48 in April, this is 40% above the monthly average of 30-35.

JaH explained that the team is looking at it in more detail to get assurance as to whether this is a trend in reasons for increase.

It is a continuing piece of work to understand the short term and long term voids to reduce the times. The trend is moving downwards but will not hit target until December due to the KPI being cumulative. The figures still benchmark strongly hitting top quartile.

- Development KPIs positive – one shared ownership that fell through towards the end of last year, this has now sold. The sale did not go ahead due to the customer not getting a mortgage, but when the sale did go ahead the sale price had increased.
- Customer satisfaction is good.
- Self sufficient in terms of rent payments is above target.
- Transactions completed electronically – Target of 80% by the end of the year, 55.4% in May – reduction since April, the initial drive has stalled a bit – but seems to be heading back up on latest info and our June forecast here is based on actual data. Working with all teams to increase the take-up of online digital services, JaH has a plan which will drive the focus from all teams.
- Net Promoter Score, measuring how likely people are to recommend our services – we have established a baseline of 30 for this, this new KPI is well known in a lot of industries. The score is answering the question, “Would you recommend the Trust Services to friends and family”. Benchmark info within our sector is 35 average and 45 Upper Quartile.

JaH gave an overview of the detail behind the NPS scores. There will be learning from feedback to drive this up over the course of the year.

JH suggested a more in depth look into the score at the next meeting, as it is a new KPI.

The Board Decided:

620) To note the performance dashboard to May 2017

621) JaH to bring Board more in depth information about the new KPI Net Promoter Score

10. Fire Risk Update

MG gave a brief overview of the fire risk update paper.

JH informed Board that Challenge Group would like to be kept informed of any updates.

KL complimented the team on how good the response has been and how proactive The Trust has been.

The Board sought assurance that other buildings are 100% up to date and that we have procedures in place for where we have older and vulnerable residents and sheltered schemes.

MG informed Board that we carry out fire risk assessments and that there is a plan of fire safety works and we plan to do an audit of all other blocks, in particular sheltered and supported housing provision and make provision for fire prevention measures through the investment programme. The audit was already planned it has just been accelerated.

KL asked for Board to see the schedule of works plan and date schedule.

GR informed Board that the large building engineering company he works for have a fire engineer who was shown the letter to customers from Tim and they were absolutely amazed that this could be turned round in 12 hours. GR also asked that the Board's thanks for that should be recorded.

The Board Decided:

- 625)** To note and thank staff at The Trust for their response to the fire at Grenfell Tower
- 626)** To approve the current holding situation whilst a sector wide unified approach is agreed regionally or nationally
- 627)** To note that Range & Pennine courts are deemed safe by the Fire service

12. Audit Committee Verbal Update

MC informed the Board that the Committee had reviewed Annual Accounts, Terms of reference and whistle blowing policy.

The meeting closed at 20.30

Signed.....

Date.....