



PEAKS & PLAINS
Housing Trust

Minutes of the Trust's Board Meeting held on 18th September 2018, 6.00pm at Ropewalks, Macclesfield

<u>Present</u>	John Hudson	JH	Chairman
	Matthew Cunningham	MC	Board Member
	Paul Findlow	PF	Board member
	Sam Knuckey	SK	Board Member
	Kate Lindley	KL	Board Member
	Simon Leighton	SL	Board Member
	Gordon Richardson	GR	Board Member
	Tom Agar	TA	Board Member
	Jamie Hutchinson	JaH	Director of Customers
	Alison Light	AL	Board Member
	Tim Pinder	TP	Chief Executive
	Greg van Enk-Bones	GvEB	Director of Homes & Resources
	Nikki Pearson	NP	Minute Taker
	Madeline Bartlett	MB	Customer Engagement Officer
	Ann Preece	AP	Chair of Challenge Group

Apologies for Absence

There were no apologies for absence

Declarations Of Interest

No declarations to report.

1. Minutes of meeting held 17th July 2018 and Matters Arising

The minutes of the meeting held 17th July 2018 were reviewed.

The Board Decided:

686) That the minutes of the meeting held on 17th July 2018 be agreed as a true and accurate record and be signed off by the Chairman.

1a. Matters Arising

- The Rule change approved by Board is waiting for lender approval from Barclays and Warrington before being lodged with the FCA.
- We are waiting for the final clauses on Ropewalks for the Cheshire pension fund.
- Loan agreement terms were approved by EMT, there had been a restriction on JVs, but was satisfactory.

2. Chief Executive's briefing

Green Paper future of SH – interesting strands about tenant engagement and customer redress. There is discussion around league tables designed to enable tenants to compare their landlord with others.

We have been involved in discussions with the Northern Housing Consortium, NHF and Regulator to feedback on the paper. The paper is driven by ministers from pressure from Grenfell United. We will participate with our own response by 6th November. We will meet with the Housing Minister on Thursday and tenants are meeting him in the afternoon. Anne Preece (Chair of Challenge Group) is attending.

3. Challenge Group Impact Assessment

JH introduced Anne Preece Chair of Challenge Group (CG)

AP reported that impact assessment more limited this time. CG were concerned at prospect of assessing their own work.

Two work in progress videos created by MB and Challenge Group members as different ways of publishing their assessment were shared with Board. These will be added to the website and social media as part of recruitment drive once completed.

It was suggested by Board to use a Mix of both videos presented

KL added that useful to get a non-involved tenant perspective as well as engaged Board members.

AL suggested using Tenant inspectors as target audience.

MC added that we need to decide what the video is to be used for, is it for promotion or is it for reporting?

The Board Decided:

- 687.i)** To accept that Challenge Group are not responsible for formally monitoring the impact of customer involvement meetings.
- 687.ii)** To acknowledge and minute that the responsibility and monitoring of the Customer Involvement budget lies with the Customer Services Manager.
- 687.iii)** Challenge Group will continue to monitor the impact of their Scrutiny Reviews in subsequent Challenge Group meetings to ensure that agreed recommendations have been implemented.
- 687.iv)** Approved the use of videos for promotion and reporting from Challenge Group
- 687.v)** To keep the name Challenge Group

4. VfM Update

TP gave Board an update on Value for Money in absence of the requirement to produce a formal VfM Self-assessment as in previous years.

JH suggested that as the report that was produced was easy to read, perhaps we should continue to communicate VfM to customers in this way.

The Board decided:

688) To note the VfM Update

6. Performance Report

JaH gave Board an update on Universal credit, it is complex to predict future rent collection as people transfer onto UC. The Trust has 300 customers on UC new customers coming in, our major transition will be following migration in 2021/22.

We have introduced the ability to collect Direct Debits any day of the month, the reason is so we can take the rent as soon as the customer gets it in the bank. The red is due to the forecast of number of Direct Debits have fallen out of the period.

This gives greater focus for the team of who to chase.

Initial analysis on UC with other HAs and councils

1. Rocketeers - spiral out of control and don't bring the control back
2. Dippers - struggle then manage their arrears back down
3. Start to manage but then go out of control
4. Then there are those customers who manage it from day one.

JH asked should the KPI be an amber then if its timing? JaH responded that if we keep it red, then it will crystallise action.

Void rent loss – moving in the right direction difficult to let and long term voids, major works. The sheltered review shows it will be costly, Ivy house the difficulty is letting it.

There was discussion around what to do with the sheltered.

JH – issues with all the schemes but there are worse. Board will look at in more detail.

Strategic decisions in 2/3 properties. We are better than that, some of the sheltered housing accommodation we saw on the stock tour was very depressing.

SK asked why we are including if we know the issues, in case it is masking an underlying issue. JaH agreed to make commentary clearer.

GR timing of new development can impact the financial performance. Have we done stress testing to see what a delay we can cope with?

GvEB – we do 1/4ly forecast on golden rule and covenants, finance and development team meet regularly to check the impact. We can bring information to Board or audit committee.

GR asked what does a serious delay might look like. GvEB will bring an answer to the next meeting.

The Board decided:

690) To note the performance report to 31st August 2018

7. H&S Monitoring Report to RIDDOR

As well as the Board Health & Safety development session this report was now due to come to Board for further assurance. The primary purpose of the report is to report to Board on RIDDOR accidents and the detail about what they are including serious incidents

We have looked at accidents more broadly during the last 12 months. The results are reassuring.

The Trust will now be reporting the compliance on all the 6 health & Safety measures.

The Board decided:

691) To note the content of the RIDDOR report

9. Policy Reviews

The Customer Experience Policy is due for review, it was requested that an extension to the deadline be granted for April 2019. The extension is required to allow time to introduce other initiatives over the coming months such as:

- Customer Strategy & Customer Charter
- Give consideration to the recent Green Paper
- Development and implementation of a new Customer Relationship Management (CRM) system
- Allocations Review

The Board Decided:

693) To approve the extension to April 2019 for the Customer Experience policy.

10. Summary of Regulatory Returns

Board welcomed confirmation of submission.

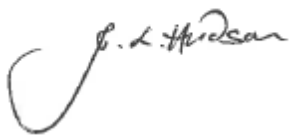
11. Annual Safeguarding Report

The Trust has gone live with an enhanced ASB framework and online reporting system which is providing better insight into activities taking place in our properties. Look at domestic V look at policies with national accreditation, JH suggested a report back on domestic violence.

The Board Decided:

694) To note the detail of the Annual Safeguarding report

The meeting closed at 19.50



Signed.....

Date.....20th November 2018.....