



Board of Directors Meeting Minutes

Meeting	Board of Directors Meeting
Date	Tuesday 23 July 2024, start time 10.00
Attendees	<p>Board Members:</p> <p>Kate Calvert (Chair)</p> <p>Valerie Crowhurst</p> <p>Anna Folwell</p> <p>John Glenton</p> <p>Allen Healand</p> <p>John Holmes</p> <p>Catherine Kelly</p> <p>Emma Whittles</p> <p>Officers:</p> <p>Claire Warren, Chief Executive</p> <p>Lish Harris, Business Services Director</p> <p>Richard Walker, Homes Services Director</p> <p>Stephanie Rushton, Head of Finance</p> <p>Racheal Hoult, Executive Support and Communications Coordinator (minute taker)</p> <p>Other:</p> <p>None.</p>
1254	<p>1. Apologies for absence</p> <p>Andy Gladwin, Board Member</p> <p>Pam Davies, Board Member</p> <p>Andy Micklethwaite, Board Member</p> <p>Rachel Garton, Board Member</p>

1255 Item Title	2. Declarations of Interest
Summary	None.

ITEMS PRESENTED AT THE MEETING

1256 Item Title	3. EDI Strategy and Policy Annual Review
Summary	<p>CW introduced this item.</p> <p>The recommendations within the report were:</p> <ul style="list-style-type: none"> ➤ That Board approve the updated EDI Policy

	<p>➤ To approve the updated EDI Strategy Action Plan and profile data.</p> <p>A summary of the discussion was: A discussion was held regards the level of “prefer not to say” responses within the staff profile reporting. CW noted that the planned training will support an improved understanding of the reasons for collating the data and will hopefully empower staff confidence in requesting and providing the profile information.</p> <p>In the light of this report, the Board Resolved:</p> <ol style="list-style-type: none"> 1. To approve the updated EDI Policy. 2. To approve the updated EDI Strategy Action Plan and profile data. 3. That the EDI profile responses would be updated to include a “self-describe” option to gender identity section.
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1257 Item Title	4. Civica Project Lessons Learnt - Interim Update
Summary	<p>CW introduced this item.</p> <p>The recommendations within the report were: To approve the procurement of training support, outside of the usual procurement policy tender requirements. This is because we do not have sufficient time ahead of the revised go live date, specific expertise is required and informal benchmarking has confirmed vfm.</p> <p>A summary of the discussion was: It was confirmed that role appropriate guidance will be provided to each staff member on the relevant system workspace set up, with ongoing development support planned to ensure the best use of the systems capabilities.</p> <p>Confirmation of the data transfer process was provided, which will assure accuracy of data.</p> <p>Training provision through the provider recommend by project management consultant, was discussed.</p> <p>It was advised that Joe Day is focused on the system testing requirements and will support process mapping, through his role as seconded internal project manager, but he is unable to deliver all training requirements.</p> <p>The Board will be updated in the event of any changes to the current go live timeline.</p> <p>In the light of this report, the Board Resolved: To approve the procurement of Civica training support, outside of the usual procurement policy tender requirements.</p>

ITEMS CIRCULATED PRIOR TO THE MEETING FOR APPROVAL

1258 Item Title	5. Chief Executive Report

Summary	<p>CW introduced this item and highlighted the uncertainty presented by the potential Homes England pause to grant funding through the continuous market engagement route.</p> <p>The recommendation within the report was:</p> <ul style="list-style-type: none"> ➤ Review and provide comments on the content of the report. <p>A summary of the discussion was:</p> <p>It was noted that there is currently no clear route to highlight concerns with regards to the potential grant funding access closure. CW has raised with the NHC, The NHF and Martin Hilditch, Editor at Inside Housing.</p> <p>The association will continue to progress planning applications for the pipeline sites to ensure prompt progress of the sites, once funding is secured and mitigate the loss of developer agreements.</p> <p>EW noted the planned local devolution may present alternative future funding options for the association.</p> <p>In the light of this report, the Board Resolved: That the strategic risk register will be updated to reflect the risks associated with the pausing of Homes England grant funding.</p>
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1259 Item Title	6. Minutes of meeting 11 & 14 March 2024
Summary	The Board approved the minutes.

1260 Item Title	7. Minutes of meeting 21 May 2024
Summary	EW noted a minor editorial amendment.
	The Board approved the minutes.

1261 Item Title	8. Matters Arising
Summary	None.

1262 Item Title	9. Annual Approval of Board Decision and Action Tracker
Summary	The annual tracker was approved, and all completed items agreed for removal.

1263 Item Title	10. Minutes of the Governance and Remuneration Committee Consumer Standards Review - 21 May 2024
Summary	It was noted that the incorrect minutes had been posted for this item. The correct version will be circulated for Board approval outside of the meeting.

1264	11. Minutes of the Audit and Risk Committee 2 July 2024
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Item Title	
Summary	The Board approved the minutes.

1265 Item Title	12. Business Services Report
Summary	<p>LH introduced this item.</p> <p>The recommendations within the report were:</p> <ul style="list-style-type: none"> ➤ Note and comment on: <ul style="list-style-type: none"> - the management accounts - treasury report ➤ Approve the updated financial model assumptions and outputs <p>A summary of the discussion was: No further comments were received.</p> <p>In the light of this report, the Board Resolved: To approve the updated financial model assumptions and outputs</p>

1266 Item Title	13. Performance Report
Summary	<p>SR introduced this item.</p> <p>The recommendation within the report was: Note and comment on the performance reported for the first quarter of 2024/25.</p> <p>A summary of the discussion was: JG noted that elements of the association's performance provide sector leading outturns.</p> <p>It was confirmed that urgent fire door replacement compliance will be achieved by end of July 2024.</p>

1267 Item Title	14. RLSP Recommendations Update
Summary	<p>RW introduced this item.</p> <p>The recommendations within the report were: To note progress against recommendations from all scrutiny reviews with open recommendations.</p> <p>A summary of the discussion was: It was confirmed that the progress against the recommendations is communicated to residents via articles within People First.</p> <p>RW noted that the PFH Connect device provided by Alertacall has now completed the installation phase and will provide an additional communication channel to residents on areas such as the RLSP recommendations progress.</p>

	It was confirmed that the update to the staff code of conduct had included staff consultation.
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1268 Item Title	15. Compliance Update
	<p>RW introduced this item.</p> <p>The recommendation within the report was:</p> <ul style="list-style-type: none"> ➤ To note the content of this report and consider any implications. ➤ To note and approve the requests for time extensions relating to: <ul style="list-style-type: none"> • Three fire safety recommendations • One electrical safety recommendation • Three estate services recommendations <p>A summary of the discussion was: RW provided an update in relation to the risks presented by the asbestos surveying anomalies. Specific surveys have been commissioned for the affected properties, with initial findings indicating no presence of asbestos, to be confirmed by the final report, and an update to the Board provided.</p> <p>This assurance work presents a potential risk to HSE regulation compliance for the association, but this is mitigated by the forensic analysis completed and the commissioned survey assurance.</p> <p>The association plans to review all previous external surveying data, following completion of the Head of Services secondment to the Civica project manager role.</p> <p>It was confirmed that the high priority actions detailed in the Damp, Mould and Condensation report related to information contained within the resident handbook which is in the process of being updated. The risk is currently being mitigated through the provision of information to residents via other platforms.</p> <p>In the light of this report, the Board Resolved: To approve the time extensions requested for the recommendations detailed within the report.</p>

1269 Item Title	16. Strategic Risk Summary Report inc. Annual Fraud Report
	<p>CW introduced this item.</p> <p>The recommendation within the report was: To approve the report and the risk register following scrutiny and recommendation by the Audit and Risk Committee at its meeting on 2 July 2024.</p> <p>A summary of the discussion was: No further comments were provided.</p> <p>In the light of this report, the Board Resolved: 1. To approve the report and the risk register.</p>

	2. That the strategic risk register would be updated as per the recommendation at agenda item 5 and the risk scores considered at the next Audit & Risk Committee meeting.
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1270 Item Title	<p>17. Policy Reviews</p> <p><u>17.1 Health and Safety Policy (Including Annual H&S Update)</u> RW introduced this item.</p> <p>The recommendation within the report was: To note the content of the report and consider any implications, including the approval of the H&S policy, which has had no significant changes but is subject to an annual review.</p> <p>A summary of the discussion was: AF queried the status of the fire door replacement programme. SLT have agreed the procurement of a fire safety consultant review to understand the impact of door replacement costs on the association’s financial planning.</p> <p>Any doors highlighted as a significant fire safety risk have been addressed and the association is compliant with HSE regulations due to the above planned approach.</p> <p>JG queried the confidence in accident, incident and near miss reporting. RW advised that reporting has increased in previous years and staff continue to be educated on reportable occurrences. Incidents are also considered on a bi-monthly basis at the Health & Safety working group.</p> <p>It was confirmed that carbon monoxide monitors are installed as per the regulatory requirement.</p> <p>A discussion was held regards the property being managed through the “no-access” process for smoke alarm inspections. RW advised the association is working with the complex needs resident who is refusing access; therefore, an injunction is not currently being considered.</p> <p><u>17.2 Updated Fire Policy Approval</u> RW introduced this item.</p> <p>The recommendation within the report was to approve:</p> <ul style="list-style-type: none"> ➤ The Fire Safety Policy ➤ The CFMP with future updates to the plan being delegated for approval by the Executive ➤ The Fire Safety Flat Entrance Door Approach Policy <p>A summary of the discussion was: It was confirmed that all PFH Plus scheme PEEPs are in place were required. The association’s current policy is to evacuate in the event of a fire, a stay put policy will be posed for future Board discussion upon the revised fire door replacement programme strategy being implemented.</p> <p>It was confirmed that PEEPs are reviewed with residents annually, but interim changes are also applied. However, increased promotion to prompt residents to advise changes, is required.</p>
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	<p>In the light of this report, the Board Resolved:</p> <ol style="list-style-type: none"> 1. To approve the H&S policy. 2. To approve the Fire Safety policy. 3. To delegate future updates to the CFMP to the Executive. 4. To approve the Fire Safety Flat Entrance Door Approach policy.
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1271 Item Title	18. Any Other Business
	None.

1272 Item Title	19. Date and Time of Next Meeting
	Board Strategy Session - Tuesday 24 September 2024; 9:30 (Half Day) - Virtual.

Meeting Closed: 12:35

Signed as a true record:

Chair:

Date:

Decision Time Record

6.0 Minutes of meetings 11 & 14 March 2024

- Reply by Valerie Crowhurst - *Approve*
- Reply by Anna Folwell - *Approve*
- Reply by Cheryl Payne - *Approve*

7.0 Minutes of meeting 21 May 2024

- Reply by Valerie Crowhurst - *Approve*
- Reply by Anna Folwell - *Approve*
- Reply by Cheryl Payne - *Approve*

9.0 Annual Approval of Board Decision and Action Tracker

- Reply by Valerie Crowhurst - *Approve*
- Reply by Anna Folwell - *Approve*
- Reply by Cheryl Payne - *Approve*

10.0 Minutes of the Governance and Remuneration Committee Consumer Standards Review - 21 May 2024

- Approve
- Do Not Approve

11.0 Minutes of the Audit and Risk Committee 2 July 2024

- Reply by Cheryl Payne - *Approve*

15.0 Compliance Update

- Reply by Valerie Crowhurst - *Approve*
- Reply by Anna Folwell - *Approve*
- Reply by Cheryl Payne - *Approve* Although note the red rating in the DMC Report, where are we with a resolution?

16.0 Strategic Risk Summary report inc. Annual Fraud Return

- Reply by Cheryl Payne - *Approve* Also note the red ratings, which are being diarised for achieving green. We know where the risks are.
Has the political change had any impact on any ratings?

17.1 Health and Safety Policy (Including Annual H&S Update)

- Reply by Valerie Crowhurst - *Approve*
- Reply by Anna Folwell - *Approve*

17.2 Updated Fire Policy Approval

- Reply by Valerie Crowhurst - *Approve*
- Reply by Anna Folwell - *Approve*
- Reply by Cheryl Payne - *Approve*