

**BOARD UPDATE**  
**BOARD PERFORMANCE MEETING**  
**WEDNESDAY 7<sup>TH</sup> FEBRUARY 2024**



**CUSTOMER STORY**

Our February meeting opened with a story from a customer who had experienced delays in waiting for an occupational health referral but who's case had subsequently been followed up by officers and a positive outcome had been achieved.

The Board commented upon the positive approach of the Customer Experience staff member and how grateful the customer that the matter had been resolved.

Board noted that GCH was under no requirement to fund an Occupational Therapist service, but that feedback was regularly received from residents who praised the service and commented how matters were dealt with quicker than by the statutory services.

The Chair and other members raised how important it was to hear customer stories that were not always successful from the initial point of contact and to hear about how these cases had then been resolved.

**CHIEF EXECUTIVE REPORT**

The Chief Executive introduced the report and provided a verbal update advising on various matters, including:

- The Regulator of Social Housing has recently released a consultation on the proposed new Competence and Conduct standard which will set a requirement for certain senior and operational managers to hold or be working towards a housing management qualification.
- GCH had received a maladministration finding, our reflections and learning have previously been discussed by the Customer Experience Committee at its November 2023 meeting. The finding is expected to be published on the Housing Ombudsman's website shortly.
- An agreement had been reached with the Council regarding the transfer of land to unlock Podsmead regeneration, we will be submitting our full planning application later this spring.
- The final stage in the closure of the former pension scheme has now been concluded.

The Executive Director, Business Resources introduced a discussion on the proposed planning assumptions being considered as we develop our latest 30 year business plan.

The Board engaged in a constructive and challenging conversation seeking to ensure the best course of action moving forward, including the potential impact on customers.

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## BOARD ASSURANCE REPORT (INCLUDING NHF CODE OF GOVERNANCE)

The Company Secretary introduced the report and explained that the report now featured the strategic plan delivery updates (previously included within the Chief Executive's report) and combined performance reporting. The Board were also asked to approve the National Housing Federation's Code of Governance self-assessment for 2023/24.

Board discussed various areas of the report including:

- The challenges of gaining access to some homes to undertake electrical safety checks
- Improved customer satisfaction in relation to the management of anti social behaviours.
- 100% compliance on gas home safety checks
- Assurance that no homes were experiencing category 1 damp and mould as defined under the Housing, Health, and Safety Rating System (HHSRS)
- Appointable repair target performance was currently at 83% and there was an increasing 56-day backlog for some repair jobs.
- The desire for KPI reporting to be more forward looking to help determine appropriate Board focus.
- A recent RIDDOR reportable incident which would be discussed in more detail at the internal Health and Safety Board and Homes and Communities Committee meetings.

Officers were currently reviewing how the consumer standard areas could be more robustly increased in reporting to Board alongside also reviewing KPI reporting to ensure correct indicators were included. This was hoped to also enable a move away from yearly targets to focussing on a wider three-year period.

The Board noted the report and approved the NHF Code of Governance Annual Self-Assessment.

## RENT STANDARD COMPLIANCE REVIEW

The Board discussed a review that had been carried out to ensure the accuracy of rent setting at GCH and compliance with the Rent Standard and other regulatory requirements. The independent review had highlighted some areas for improvement including some minor changes to the Rent Policy and refresher training for relevant staff. It was noted that all rent increases had been correctly applied and that no rents had been set in excess of the Rent Cap identified by the RSH.

The Board noted the contents of the report.

## BUDGET FOR YEAR ENDING 31<sup>ST</sup> MARCH 2025

The Director of Finance presented the report and explained that the budget would also form the first year of the Business Plan.

Board commented that they felt the proposed budget was strong and reflected our priorities.

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The Board approved the budget for 2024-25.

## QUARTERLY MANAGEMENT ACCOUNTS AS AT 31<sup>ST</sup> DECEMBER 2023

The Director of Finance presented the accounts. There was little unexpected change and that Energy Performance Certificate (EPC) works had been brought forward as previously agreed. Covenants were also all compliant.

The Board approved the Management Accounts.

## BOARD SUCCESSION AND MEMBERSHIP

The report sought an extension for a Board member's term who had previously taken a six-month sabbatical and also the extension of a current Tenant Board member's term. It also sought Board approval of changes to the Nerva Homes Board and to members' retirement dates.

Board were advised that discussions were already taking place regarding appointing replacement tenant Board members which would look at touch points for residents. The Board also noted that there are different approaches to ensuring that the diverse voices of our customers influence decision making and recognised importance of continuing to develop our approaches.

The Board:

- i. Noted the contents of the report;
- ii. Approved the extension of Dawn Barnes for 13 months;
- iii. Approved the extension of Jenniffer Griffiths for a further 15 months;
- iv. Approved to make Nerva Board an Executive Board with a NED Chair; and
- v. Approved to make all members' retirement dates to the nearest December (end of the calendar year)

## RISK MANAGEMENT QUARTERLY REVIEW

The review had been presented to the Audit, Risk and Assurance Committee at its January 2024 meeting. The report also now included the risk appetite statement and insurance element.

Board supported the inclusion of the risk appetite process and commented that it brought the process to life.

The Board noted the report.

## GOVERNANCE AND FINANCIAL VIABILITY SELF-ASSESSMENT

The Company Secretary introduced the report and explained that the organisation was compliant on all standards.

In addition, a recent Governance internal audit had found only one minor recommendation which was already being addressed by officers. Assurance had also been obtained from the In-Depth Assessment preparation undertaken by Savills.

Board recognised that the Assessment included a review of the Asset and Liabilities Register as a key document.

The Board noted the contents of the report; and approved the annual Self-Assessment against the G&FV Standard.

## COMMITTEE MEETING UPDATES

The Board received the following updates of the recent Committee meetings.

- Customer Experience Committee - November 2023
- Colleague and Culture Committee – November 2023
- Audit, Risk and Assurance Committee – January 2024
- Homes and Communities Committee – October and November 2023

The Board noted the Committee updates.

## OTHER MATTERS

The meeting concluded with the Board reviewing the action plan and forward plan.