



The Gateshead Housing Company

Working with Gateshead Council

BOARD OF DIRECTORS

19 September 2013

PRESENT:

Directors

Barbara Dennis (Chair)
Sheila Bouitieh
Robert Buckley
Joanne Carr
George Clark
Mick Davison
Pauline Dillon
Kathryn Ferdinand
Paul Foy
Eileen Gill
Peter Mole
Joachim Moussounda Mouanda
Gordon Spring

Advisers

Jon Mallen-Beadle	Managing Director
Neil Bouch	Director of Customers and Communities
Natalie Hewitt	Head of Corporate Services
Phil Gallagher	Head of Investment and Development
Kevin Johnson	Head of Customer Services
Julie McCartney	Head of Neighbourhood Services
Stuart Gibson	Governance and Risk Officer

Apologies

John Hamilton
Helen Hall

42 DECLARATIONS OF INTEREST

Sheila Bouitieh declared a non-pecuniary interest in Minute 46 due to being on working group that produced the Annual Report.

43 MINUTES

The minutes of the Board Meeting held on 11 July 2013 were approved as a correct record, subject to Minute 34 (Date and Time of Next Meeting) being amended to say 'Thursday 19 *September* 2013'.

44 MATTERS ARISING

(a) Board Tours

A tour to look at key sites to enable Board Members to familiarise themselves with issues being discussed at the Board/committees is being finalised.

(b) Board Away Day

The Board Away Day will take place late October/early November 2013.

45 RISK APPETITE

The Board agreed, at its meeting held on 8 July 2010, an updated Risk Management Policy. Within the Policy it outlines that the Board's role is to determine the Company's appetite for risk and that this should be reviewed annually.

The Company's second risk appetite statement was agreed at the meeting of the Board held on 20 September 2012 and it is proposed that given the current economic climate that statement should remain the same.

Given that the company is a public sector organisation, accountable to the residents of Gateshead and manages homes on behalf of Gateshead Council, the company's appetite for taking risk is low. There could however be instances when its appetite for taking a risk may be different, for example for special projects or new ventures. Any decisions would be subject to Board approval.

The following risk appetite statement is therefore proposed: -

"The Gateshead Housing Company's appetite for taking risk is low, however there may be occasions when its appetite may increase for example for specific projects or new ventures. Any such increase would be subject to Board approval."

RESOLVED – That the risk appetite statement be approved and the statement be reviewed annually.

46 ANNUAL REPORT FOR TENANTS AND LEASEHOLDERS 2012/13

The Homes and Communities Agency and prior to this the Tenant Services Authority placed a requirement on landlords to follow the principles of co-regulation within their organisations. This is an expectation that landlords support tenants to shape and scrutinise service delivery and hold Board members to account.

Previously, the regulatory framework specifically required organisations to produce an Annual Report with their tenants as part of this approach. Although this requirement is not now in place, it is considered good practice to produce the report as a way of working with tenants to identify how the Company is performing against the standards set in the framework and overall service delivery.

The first annual report was produced in October 2009 and subsequently has been published each October and issued to all tenants and leaseholders.

A working group of tenants and leaseholders was established to work with the Company to produce the report. The group was involved in discussing and approving the format and content of the report, including writing sections of it themselves.

This year's report is a reduced version to minimise the cost implications of production. This will be issued with October's newspaper to ensure that it reaches all tenants and leaseholders without additional postage costs.

The 2012/13 Annual Report was submitted. The report is split into seven sections, details of which were reported.

RESOLVED – That the draft report be published and issued in October to all tenants and leaseholders and also be made available on the website and on request.

(Sheila Bouitieh declared a non-pecuniary interest due to being on working group that produced the Annual Report).

47 MINUTES OF COMMITTEES

The minutes of the following committee meetings held since the last Board Meeting were submitted: -

- Resources Committee – 10 September 2013
- Customers and Communities Committee – 12 September 2013

RESOLVED – (i) That the minutes be noted.

(ii) That the Board place on record its thanks to employees involved in such a significant reduction in sickness absence.

48 PERFORMANCE – FIRST QUARTER 2013/14

The Board received the first quarter performance results for 2013/14.

There are currently 48 key performance indicators which are included within the delivery plan and which are monitored and reported to the Board on a quarterly basis.

At the first quarter, performance shows that: -

- 24 indicators are traffic lighted green, which shows that the annual target set for these indicators has been achieved. This is up from 19 in the first quarter 2012/13.
- Two indicators are traffic lighted amber, which shows that the target set has not been achieved but performance has improved on the

previous year. This shows the same position as at the first quarter 2012/13.

- Six indicators are traffic lighted red, which shows that the target set has not been achieved and performance has fallen compared to the previous year. This is down from 14 indicators in the first quarter 2012/13.
- 16 indicators are not yet measurable/baseline year, which is up from 11 at the first quarter 2012/13.

The analysis therefore indicates that at the first quarter, performance relating to 26 out of the 32 measureable performance indicators can be traffic lighted as on target or improving, which relates to 81% of the indicators. This shows a significant improvement from 60% as at the first quarter 2012/13 and the Company will continue to drive further performance improvements during 2013/14.

The Board expressed concern about both the voids and lettings indicators now being 'red' traffic lighted and requested details of the financial impact of Welfare Reform and a breakdown of relet costs.

The Board was informed that although three of the repairs indicators were 'red' traffic lighted in the report, at the end of August 2013, two of these were now 'amber' and performance was improving.

- RESOLVED – (i) That the performance results at the end of the first quarter 2013/14 be noted, subject to the following amendments to the commentary of repairs results: -
- Appointments kept as a percentage of appointments - Information about what the Company is doing to improve performance.
 - % of repairs completed at first visit – Clarification of reasons required materials were not available at first visit and when these are recorded as meeting the target.
- (ii) That the financial impact of Welfare Reform on voids and a breakdown of relet costs be provided as part of the detailed presentation on Welfare Reform at the Board Meeting in November 2013.
- (iii) That the Board place on record its thanks to employees for the improved performance results in other areas.

49 SERVICE STANDARDS PERFORMANCE – FIRST QUARTER 2013/14

The Board received the first quarter performance results against the Company's service standards for 2013/14.

There are currently 54 service standard performance indicators which are included within the 'Guide to Services' documents for both tenants and leaseholders.

At the end of the first quarter, performance shows that:-

- 26 indicators are traffic lighted green, which shows that the targets set for them has been met. This is up from 24 in the first quarter 2012/13.
- There are no indicators traffic lighted amber, which shows that the target set has not been achieved but performance has improved from the previous year. This is a change from one as at the first quarter 2012/13.
- Four indicators are traffic lighted red, which shows that the targets set have not been met and performance is worse than in the prior year. This is down from eight as at the first quarter 2012/13.
- 24 indicators are not measurable against a target at the end of the year.

Overall, performance relating to 26 out of the 30 measurable service standard performance indicators can be traffic lighted as on target or improving, which relates to 87% of the indicators. This is a significant improvement from 75% as at the first quarter 2012/13. The Company will use the results to improve the services provided to tenants and leaseholders. Where there are no targets set, the results will form the benchmark for performance to be compared in 2014/15.

RESOLVED – That the first quarter performance results against the Company's service standards for 2013/14 be noted, subject to the rewording of the Involvement indicator 'The representation of involved customers' to 'The number of customers involved'.

50 THE GATESHEAD HOUSING COMPANY COMMUNITY FUND ANNUAL REVIEW 2012/13

The Gateshead Housing Company's Community Fund was set up in 2007 by the Company and its strategic partners at the time: Frank Haslam Milan; Morrison and the Council's Local Environmental Services.

Grants up to £5,000 can be made. The fund is administered by the community foundation for which an administrative charge is made. Each of the partners have pledged support both in money and work 'in kind' towards the fund.

Since 2012, Mears have replaced Morrison as part of their commitment through the repairs retender and Frank Haslam Milan are no longer involved.

Applications for support are considered by representatives from each of the partner organisations. Currently the Company is represented by the Chair, one other Board Member and the Managing Director.

Over £305,370 worth of grant support along with £110,148 in kind support has been given since the fund started. A copy of the 2012/13 Annual Review Report was submitted.

- RESOLVED – (i) That the TGHC Community Fund Annual Review Report 2012/13 be noted, subject to future reports being consistent when reporting grants paid out for the last year or since the fund was established.
- (ii) That a review of the Community Fund be carried, including a cost benefit analysis of the current administration costs of using the Community Foundation against the costs of using the Council or administering the fund in-house.

51 ITEMS FOR INFORMATION

The following items were posted on the company's website: -

- Petitions Update
- Outstanding Issues
- Forward Plan

RESOLVED – That the items be noted.

52 DATE AND TIME OF NEXT MEETING

The next Board Meeting will be held on Thursday 21 November 2013 at 10am in the Board Room at Keelman House, Team Valley, Gateshead.

53 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED – That the press and public be excluded from the meeting during consideration of the remaining business in accordance with the indicated categories of the Company's Access to Information Rules.