



BOARD OF DIRECTORS

16 November 2015

PRESENT:

Directors

Paul Foy (Chair)
Elizabeth Bird
Sheila Bouitieh
Robert Buckley
Joanne Carr
George Clark
Mick Davison
Kathryn Ferdinand
Eileen Gill
Tracy Harrison
Peter Mole

Advisers

Jon Mallen-Beadle	Managing Director
Neil Bouch	Director of Customers and Communities
Kevin Johnson	Head of Customer Services
Natalie Porthouse	Head of Corporate Services
Julie McCartney	Head of Neighbourhood Services
Jonathan Graham	Rent and Income Manager
Stuart Gibson	Governance and Risk Officer

Apologies

Pauline Dillon
John Hamilton

57 KATHRYN FERDINAND

This was Kathryn Ferdinand's last Board Meeting before stepping down from the Board due to other commitments. Kathryn has been a Council Director on the Board since 2005.

RESOLVED – That the Board place on record its thanks to Kathryn Ferdinand for all the work she has done since joining the Board in 2005 and to wish her their best wishes for the future.

58 ELECTION OF CHAIR AND DEPUTY CHAIR OF THE BOARD

Paul Foy and Eileen Gill were appointed as Chair and Deputy Chair of the Board respectively until the first Board Meeting after the next Annual General Meeting.

59 MINUTES

The minutes of the Board Meeting held on 17 September 2015 were approved as a correct record.

60 MATTERS ARISING

Representations had been made to the three local MP's to highlight to the Secretary of State the issues raised at the last Board Meeting around the rollout of Universal Credit.

61 MINUTES OF RESOURCES COMMITTEE HELD ON 18 NOVEMBER 2015

The minutes of the meeting of Resources Committee held on 18 November 2015 were submitted.

- RESOLVED – (i) That the minutes be noted.
- (ii) That the Communications Strategy be approved.
- (iii) That the updated Financial Regulations be approved.

62 BOARD MEETINGS 2016

A proposed schedule of Board meeting dates for the calendar year 2016 were submitted.

RESOLVED – That the following schedule of Board Meetings in 2016 be approved: -

Thursday, 28 January 2016 at 10am
Thursday, 24 March 2016 at 10am
Thursday, 26 May 2016 at 10am
Thursday, 28 July 2016 at 10am
Thursday, 29 September 2016 at 10am
Thursday, 24 November 2016 at 10am

63 PERFORMANCE AND SERVICE STANDARDS – QUARTER 2 2015/16

The Board received a summary of the quarter 2 Performance Indicators and Service Standards results for 2015/16.

There were currently 58 Performance Indicators and Service Standards which were monitored on a quarterly basis in detail by each of the relevant committees.

There are currently 30 key performance indicators that will be reported to Board on a quarterly basis. At quarter 2, performance showed that: -

- 14 indicators were traffic lighted green, which showed that the annual targets for these indicators had been achieved. This was a decrease from 17 at quarter 2 2014/15.
- No indicators were traffic lighted amber.

- Seven indicators were traffic lighted red, which showed that the target set had not been met and performance had decreased compared to the previous year. This was an increase from five at quarter 2 2014/15.
- Nine indicators were not yet measurable or are set with a baseline target.

The performance results therefore indicated that at quarter 2, performance relating to 14 out of the 21 measureable Performance Indicators could be traffic lighted as on target or improving, which related to 67% of the indicators. This was a decrease in performance compared to quarter 2 2014/15, when 78% of indicators were on target or improving.

There were currently 28 service standards indicators that would be reported to Board on a quarterly basis. At quarter 2, performance showed that: -

- 13 indicators were traffic lighted green, which showed that the annual targets for these indicators had been achieved. This was an increase from 10 at quarter 2 2014/15.
- Three indicators were traffic lighted amber, which showed that the target set had not been met but performance had increased on the previous year. This was an increase from 1 at quarter 2 2014/15.
- No indicators were traffic lighted red. This was a decrease from 8 at quarter 2 2014/15.
- 12 indicators were not yet measurable or are set with a baseline target.

The performance results therefore indicated that at quarter 2, performance relating to 16 out of the 16 measureable service standard indicators could be traffic lighted as on target or improving, which related to 100% of indicators. This was an increase in performance compared to quarter 2 2014/15, when 58% of indicators were on target or improving.

No access to properties for a gas service continued to be a concern for the Board. It was noted that a more detailed report was being brought back to Assets, Development and Investment Committee around this. A copy of the report would be sent to all Board Members.

RESOLVED – That the Board is satisfied with the quarter 2 2015/16 Performance Indicators and Service Standards summary results, subject to tenants satisfied that the rent and service charges paid are good value for the services received being changed from a red to green traffic light.

64 RESULTS OF SATISFACTION SURVEY 2015

The Board was informed of the results of the biennial Satisfaction Survey 2015 for tenants and leaseholders.

Overall, there were 2,195 tenant respondents and 89 leasehold respondents.

In comparison to two years ago, tenant satisfaction remains high and hasn't dropped significantly, despite the pressures faced by tenants and leaseholders in areas such as the introduction of Welfare Reform.

In contrast, leasehold satisfaction has declined across all indicators. Contact has been made with all respondents who expressed dissatisfaction and the majority of issues relate to services not provided by the Company.

The number of responses has increased significantly for both leaseholders and tenants this year. This is a positive result and implies that distributing the survey biennially has been successful in generating more returns.

The results of this survey are particularly significant due to increasing pressure on resources. This provides an incentive to continue to drive to improve service delivery in the future.

It is recognised that for some customers, this may be the only occasion a customer chooses to interact with the Company. Therefore, where a customer has expressed dissatisfaction contact will be made to gain more detailed insight as to why. The results will also be analysed further to establish if there are any trends that need to be addressed.

In addition to gauging satisfaction, the annual survey is also used to identify customer priorities, helping to ensure that resources and efforts continue to be directed into the areas customers want. Details of the top three priorities identified by both tenants and leaseholders were reported.

The Board felt that the results reflected the excellent work that the Company was doing but stressed that it needed to be realistic that service standards were likely to be impacted upon as a result of the service reductions. Getting out the right message to customers going forward was therefore crucial.

It was noted that a more detailed report would be brought back to Customers and Communities Committee on drop in satisfaction with involvement.

RESOLVED – That the 2015 satisfaction survey results be noted.

65 PAY TO STAY: RENT IN SOCIAL HOUSING – CONSULTATION

As part of the Northern Housing Consortium's (NHC) work to lobby and effect change for its members, TGHC was invited to submit its thoughts as part of the NHC's submission to the 'Pay to Stay' consultation issued by the Department for Communities and Local Government.

The two main focuses of the consultation are around how the scheme can support incentives to work and evidence of administrative costs.

The full consultation document and joint response sent to the NHC was submitted.

RESOLVED – (i) That the joint response be noted.

(ii) That the joint response be submitted to Members of Parliament who represent Gateshead.

66 DUNSTON ACTIVITY CENTRE

The Board received an update on the closure of the payment counter at Dunston Activity Centre.

On 15 September 2015, Cabinet approved the disposal of the Dunston Activity Centre to Dunston Family Church. As part of the decision, Cabinet approved the closure of the payment counter.

The Council has entered into a tenancy at will with the Dunston Family Church from 2 November 2015 for the use of Dunston Activity Centre and are currently working towards the community asset transfer.

Since the Cabinet report, the Company has been working with customers and ward members to raise awareness of the changes to the payment counter service.

In consultation with the Council and Dunston Family Churches, the closure of the payment counter from 23 December 2015 has been agreed.

- RESOLVED – (i) That the closure of the payment counter at Dunston Activity Centre from 23 December 2015 be noted.
- (ii) That any employee implications be the subject of further discussions with the trade unions and a separate report to Resources Committee.

67 MINUTES OF AUDIT COMMITTEE HELD ON 14 OCTOBER 2015

The minutes of the meeting of Audit Committee held on 14 October 2015 were submitted.

RESOLVED – That the minutes be noted.

68 MINUTES OF ASSETS, DEVELOPMENT AND INVESTMENT COMMITTEE HELD ON 4 NOVEMBER 2015

The minutes of the meeting of Assets, Development and Investment Committee held on 4 November 2015.

RESOLVED – That the minutes be noted.

69 MINUTES OF CUSTOMERS AND COMMUNITIES COMMITTEE HELD ON 5 NOVEMBER 2015

The minutes of the meeting of Customers and Communities Committee held on 5 November 2015 were submitted.

RESOLVED – That the minutes be noted.

70 MINUTES OF KEELMAN HOMES HELD ON 17 SEPTEMBER 2015

The minutes of the meeting of Keelman Homes held on 17 September 2015 were submitted.

RESOLVED – That the minutes be noted.

71 ITEMS FOR INFORMATION

The following item was posted on the TGHC website for information only: -

- Forward Plan

RESOLVED – That the Forward Plan be noted.

72 FEEDBACK FROM OUTSIDE BODIES AND EVENTS

The following feedback from outside bodies and events was reported: -

- The Managing Director attended the CIH North East Conference on 19 and 20 November 2015. The main message to come out of the conference was around preparing for all the problems that were going to be encountered following the recent announcements.
Tracy Harrison reported that that Northern Housing Federation's Housing Summit was rearranged for February when there would be a better understanding of the implications of the Housing and Planning Bill.

RESOLVED – That the feedback from outside bodies and events be noted.

73 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.