



BOARD OF DIRECTORS

20 September 2018

PRESENT:

Directors

Paul Foy (Chair)
Elizabeth Bird
Sheila Bouitieh
Robert Buckley
Joanne Carr
George Clark
Brenda Clelland
Mick Davison
Helen Hall
Michael Hood
Leigh Kirton
Joachim Moussouanda Mouanda
Jim Turnbull

Advisers

Jon Mallen-Beadle	Managing Director
Neil Bouch	Director of Customers and Communities
Marie Roe	Director of Business and Development
Stuart Gibson	Governance and Risk Lead

Apologies

Eileen Gill
Tracy Harrison

1 MINUTES

The minutes of the Board Meeting held on 12 July 2018 were approved as a correct record.

2 RISK APPETITE

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

The Company's seventh risk appetite statement in September 2017 agreed that given the current economic climate its risk appetite should remain low. It was suggested that the eighth statement should remain the same.

The following risk appetite statement was 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.

3 BOARD TRAINING AND DEVELOPMENT PLAN 2018/19

The Chair and Deputy Chair of the Board carried out individual appraisals of every Board Member during August and September 2018.

Following the appraisals, the outcomes were shared with the Governance and Risk Lead in confidence with a view to addressing any individual and collective training and development needs during 2018/19.

Individual development needs were identified, and these would be addressed with each of the member(s) concerned.

The following training needs were identified, and it was proposed that a training programme be developed to address these: -

- Role and Duties of a Board Member
- Housing Finance and Finance Reporting

In addition, some Board Members felt that it would be beneficial to have another tour of key sites throughout the borough. A suitable date and time would be fixed by the end of this calendar year.

The Board also requested recruitment and selection training and it was agreed to add this to training and development plan.

Appraisals of the Chair and Deputy Chair were still outstanding. Arrangements would be made for these be completed by the end of September/early October 2018.

The Chair thanked all Board Members for their participation in the appraisals which were very useful in taking the Board forward.

The Board expressed concern about the potential risk of losing very experienced and skilled Board Members due to the maximum term of office for tenant and independent directors only being 10 years. It was noted that the Articles of Association did allow the Board in exceptional circumstances to re-appoint a director to serve beyond the maximum period of office on such terms as it deemed fit.

RESOLVED – That the proposed Board training and development plan be approved, subject to recruitment and selection training being added to the plan.

4 A NEW DEAL FOR SOCIAL HOUSING – HOUSING GREEN PAPER

The Managing Director gave a presentation on the Social Housing Green Paper 'A New Deal for Social Housing'.

The Paper aimed to rebalance the relationship between landlords and residents, tackle stigma and ensuring social housing could act as a stable base and support social mobility.

It set out following five key themes: -

- Ensuring homes are safe and decent
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership

There were several positives in the Paper and welcomed recognition that social housing played a vital role and that social tenants were unfairly stigmatised.

There were also several negatives in the Paper, particularly around the rhetoric on social housing as a springboard to ownership at odds with desire to reduce stigma, the proposed legal tables and the lack of ambition around boosting new supply.

The Board expressed a lot concern about the proposed league tables, which appeared to be a recreation of the Audit Commission but not the most helpful parts.

The Board did also feel however that this was the most positive report since 2010 but it needed the support from finance and land development to build new homes.

The Paper included 48 consultation questions which had to be responded to by 6 November 2018. The company would produce a joint response with the Council.

RESOLVED – That the Housing Green Paper be noted, and the Board receive a copy of the response prior to its submission by 6 November 2018.

5 PERFORMANCE AND SERVICE STANDARDS – FIRST QUARTER 2018/19

The Board received the Performance Indicator and Service Standard results for the first quarter 2018/19.

Of the 17 Key Performance Indicators to be reported to Board, 13 would be reported quarterly and four would be reported annually. At the first quarter: -

- Five indicators were traffic lighted green. This showed that the annual targets for these indicators had been achieved.
- No indicators were traffic lighted amber.
- Two indicators were traffic lighted red. This showed that the target set had not been met and performance had decreased compared to the previous year.
- Ten indicators were set with a baseline target for 2018/19.

Key Performance Indicators and Service Standards were discussed at earlier meetings of Resources Committee and Customers and Communities Committee in September 2018. Property and Assets Committee was cancelled.

Resources Committee discussed the indicator around paying for invoices within 30 days and resolved that two targets should be set for this. The current one would be reported in line with government regulations. A second one with a 100% target for paying invoices within 30 days that weren't in dispute would also be monitored.

In respect of the cost of repairs, the Board made the point that accountancy was not responsible for its delivery.

The Board again made the point that rent lost through Council houses being empty would be much closer to being on target if those properties held pending the Council-led consultation were not included. It was noted that this consultation exercise was now due to be completed by the end of the calendar year. The Board was also advised that this indicator could be broken down further if it wanted more detail.

RESOLVED – That the Board is satisfied with the Key Performance Indicator and Service Standard summary results at the first quarter 2018/19.

6 MINUTES OF RESOURCES COMMITTEE HELD ON 6 SEPTEMBER 2018

The minutes of the meeting of Resources Committee held on 6 September 2018 were submitted.

The Board received a note on proposals by Executive Management Team to make the required savings and address the projected overspends that were reported to the committee. The Board received an assurance that the proposals were achievable by the end of the financial year.

The Board noted that multi-skilling had never been fully implemented in the company.

RESOLVED – That the minutes be noted.

7 MINUTES OF CUSTOMERS AND COMMUNITIES COMMITTEE HELD ON 13 SEPTEMBER 2018

The minutes of the meeting of Customers and Communities Committee held on 13 September 2018 were submitted.

RESOLVED – That the minutes be noted.

8 MINUTES OF KEELMAN HOMES HELD ON 13 SEPTEMBER 2018

The minutes of the meeting of Keelman Homes held on 13 September 2018 were submitted.

RESOLVED – That the minutes be noted.

9 ITEMS FOR INFORMATION

The following reports were posted on the company's Website: -

- Forward Plan
- Outstanding Issues

RESOLVED – That the information be noted.

10 DATE AND TIME OF NEXT MEETING

The next Board Meeting would be held on Thursday, 15 November 2018 at 10am in the Whickham Room, Gateshead Civic Centre, Regent Street, Gateshead.

11 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.