

## Homes in Sedgemoor Board

The purpose of Board meetings is to make decisions, to set and evaluate strategy, to review the company's performance and to direct its affairs.

### Board minutes of the in-person Board Meeting held in the Sedgemoor Room in Bridgwater House, Bridgwater on Tuesday 31 January 2023 at 1.15pm

<b>Present:</b>	Cllr Janet Keen Cllr Lane Duddridge Karen Wilce Marie Hide Paul Hackett Paul Stephenson (Chair)	JK LD KW MH PH PS
<b>In Attendance:</b>	Ben Lane, Director of Finance and Performance Claire Tough, Director of Communities and Customer Services Louise Pither, Governance Coordinator ( <i>minutes</i> ) Naomi Macey, Director of Asset Management and Safety Peter Hatch, Chief Executive	BL CT LP NM PMH
<b>Guests:</b>	Pauline Hayes, STAC Rik Saunders, Property Services & Investment Manager ( <i>presentation</i> ) Sarah Stillwell, Housing & Homelessness Manager, SDC	PPH RS SS
<b>NO.</b>	<b>ITEM</b>	
<b>1.</b>	<b>Welcome Guests and Note Apologies</b>	
	PS welcomed Board members, attendees, and guests to the meeting.  Apologies received from Jenny Vernon and Kathy Pearce (via Lance Duddridge).  Board received a short presentation on the recent review of repairs and voids by Housemark. The results were very positive across both quality and value for money. PS thanked Rik Saunders for the presentation.	
<b>2.</b>	<b>Declarations of Interest</b>	
	There were no further declarations other than those previously recorded on Board Members' Declaration of Interests Forms.	
<b>3.</b>	<b>Minutes of the meeting held on 29 November 2022</b>	
	It was agreed that minutes recorded on 29 November 2022 are a true record.	
	<b>RESOLVED</b>	
	<ul style="list-style-type: none"> <li>Board <b>NOTED</b> and <b>APPROVED</b> the minutes of the meeting recorded on 29 November 2022.</li> </ul>	
<b>4.</b>	<b>Matters Arising of the meeting held on 29 November 2022</b>	
	Members noted the matters arising from the Board meeting held on 29 November 2022.	
	<b>RESOLVED</b>	
	<ul style="list-style-type: none"> <li>Board <b>NOTED</b> and <b>APPROVED</b> the minutes of the meeting recorded on 29 November 2022.</li> </ul>	
<b>5.</b>	<b>Chair's Update Report</b>	
	PS noted a thank you – last week LD, CT and Scott Macfarlane (STAC) interviewed applicants for STAC Chair. Sarah McNeill has been recruited to the role (subject to references) and Sarah will be invited to attend Board meetings (in a non-voting capacity). Sarah will also be included in the skills matrix.	

	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the contents of the report.</li> </ul>
<b>6.</b>	<p><b>Chief Executive's Update Report</b></p> <p>PMH attended a successful housing summit at County Hall last week, presenting on a range of housing topics to the new Somerset Council Executive and Chief Executive, Duncan Sharkey. Lots of enthusiasm in the room which was positive. CT and NM hosted Federica Smith-Roberts, prospective Executive Lead for Communities (and Housing) in the new Somerset Council, on a stock tour; including Westfield House.</p> <p>Tonight, we will be hosting the first of three All Member evening briefings on housing for the new authority. Busy time re LGR – we are promoting the organisation and helping the new council understand more about housing.</p> <p>PH joined the meeting at 1.40pm.</p> <p>JK asked would HiS colleagues (like other housing providers) be part of the new consultative panel for health and housing etc which are being pulled together. CT confirmed she is chairing the Homelessness Reduction Board and part of this work integrates with social care and public health to keep housing on the agenda. JK congratulated CT for being appointed as chair. PS agreed, noting CT has positioned herself well to benefit us from the different partnerships.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the contents of the report.</li> </ul>
<b>7.</b>	<p><b>Chair of Audit and Risk update</b></p> <p>BL shared PS questions which he raised on 30 January around findings of an internal audit (arrangements for training/risk management). We are currently looking to identify the best solution for delivering this across our staff. Secondly, around absence of risk management framework/strategy/policy, BL will develop something for the next Audit &amp; Risk Committee in March. Discussions on risk appetite are scheduled for April. Members discussed the option of non-voting co-optee on the panel for extra financial expertise. PS feels this is a very positive proposal for resilience and reliance.</p> <p>PS put the proposals to Board Members and no objections were raised to non-voting co-optee.</p> <p>PS acknowledges the vast amount of information going to ARC which provides assurance for Board. PS thanked BL for this work.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the contents of the report.</li> </ul>
<b>8.</b>	<p><b>STAC Update</b></p> <p>CT said we were successful in recruiting another member to STAC along with a new Chair.</p> <p>CT was unable to have a full meeting on 12 January due to committee sickness. However, they did cover some pressing matters in a special meeting on 19 January of which details are contained in the report. PS noted there is an exciting breadth of work being undertaking with STAC members.</p> <p>KW and PPH added that they felt this was an excellent meeting and both enjoyed it.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the contents of the report.</li> </ul>

<b>9.</b>	<b>Customer Influence &amp; Engagement Strategy</b>
	<p>CT said we have done a lot of work on this strategy, trying to get it right and completed a gap analysis around customer engagement with TPAS. Working with others to make sure we are getting the strategy in the right place. Attendance at TPAS conference bore fruit. A lot of information came through and was fed into the development of this strategy.</p> <p>In terms of focus, a number of themes about building trust, being clear/transparent, raising our profile, understanding what we do and how we report this. Key objectives were customers having a key role, STACs role in implementation and monitoring outcomes, to demonstrate customer's views, results of customer influence and how we will feed this back. There will be ownership and accountability through the framework to ensure we are compliant, particularly around the building legislation.</p> <p>PS added this is something we have been working on for a while, and we can show the evidence of interaction and development. PS noted that the action plan will be key, receiving six monthly reviews at Board however STAC are at the heart of monitoring this.</p> <p>PS commended the work on the documents and feels it is ambitious, as it should be.</p> <p>CT added this will be a challenging strategy to deliver. First Board report will come through in September.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>APPROVED</b> the Customer Influence and Engagement Strategy and the proposal for the Board to receive a 6 monthly update. The first update will be to September Board 2023.</li> </ul>
<b>10.</b>	<b>Building &amp; Resident Health &amp; Safety Strategy</b>
	<p>NM said that this has been completed with a lot of joint working with SDC, HiS and SWT, following the Grenfell tragedy and key changes in the world of fire safety. This overarching strategy will keep customers safe going forward. The key building for us to look after is Westfield House. The strategy covers how we need to look after this high-rise building. Need to ensure that residents are seen as partners in keeping their homes safe and to continue to engage residents in this journey to ensure they understand how we will keep them safe and how they can add to this. There are several stages to go through before the Council sign off this strategy, but we want to ensure that Board are happy the proposal.</p> <p>MH asked should there be a reference in the strategy for the Board Champion to be included in this process from the start. NM said this is not necessary at this stage however it is a given that the Board Champion will be involved all the way through. MH added this could be included on the check list for Board Champion to ensure we can evidence what has been carried out. PS agreed and stated we should look at a mechanism which is traceable.</p> <p>PMH added that this strategy stems from Grenfell, one of the challenges that came out of Grenfell was the ability of the Regulator to intervene in safety issues in local authorities. This strategy seeks to clarify roles and responsibilities within the new Somerset Council. PMH is arranging a meeting with Duncan Sharkey, CEO of Somerset Council, to give him assurance about the framework.</p> <p>PS raised that different parties will all be at different stages however we need to continue to ensure our policies are up to date, that the information flows and that we have a traceable audit trail to support this.</p> <p>PS asked NM when single policies are developed between HiS and SWT. NM confirmed by 31 October. All compliance policies are up to date plus the three to be refreshed here today.</p>

	<p>MH queried if joint policies would always be at our standard or better. NM confirmed we will always maintain our high standards.</p> <p><b>ACTION</b></p> <p><b>NM</b> to add <i>Oversight of Building and Resident Health &amp; Safety Strategy</i> to the duties of the H&amp;S Board Champions' role</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>APPROVED</b> the (draft) Building &amp; Resident Health &amp; Safety Strategy (subject to ratification from Somerset Council as outlined in the paper)</li> </ul>
<b>11.</b>	<b>Annual Health &amp; Safety Policy Review and Corporate Framework for 2023</b>
	<p>PMH stated the review included some tweaks around roles however no major changes. Within the report is the framework for the coming year and our priorities. We will be submitting to RoSPA to test where we are in terms of health and safety as an employer and an organisation. Alan Turner (External Health &amp; Safety Advisor) and Pauline Kelly are leading on this, with the results available in 2/3 months' time. We will then undertake a gap analysis.</p> <p>PS said the RoSPA submission is a very comprehensive document, and the process of submission in itself is a very positive process in capturing gaps/areas for improvement. PMH will share the results summary as soon as this is received.</p> <p>MH raised a concern that if the senior leadership team consultation is not until February, this document should not be signed prior to that. PMH confirmed that this has already been discussed but not formally recorded.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>APPROVED</b> the 2023 Policy and Statement of Intent and <b>APPROVED</b> the 2023 Health and Safety Framework</li> </ul>
<b>12.</b>	<b>Compliance Policy Reviews (single cover report)</b>
	<p>NM explained the cycle of policy reviews to newer members. Fire Safety will be an annual review. Naomi outlined changes to the Fire Safety, Electrical Safety and Water Hygiene Management policies.</p> <p>No further questions or comments.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>APPROVED</b> the updated policies.</li> </ul>
<b>13.</b>	<b>Draft Budget Revenue and Capital Budget Proposals and Management Fee – 2023/24</b>
	<p>BL shared that at this stage we are around £58k adrift to where we wish to be to deliver a budget in line with our corporate strategy. BL is confident by the time we have worked through the budget we will be back to zero. Over the next few weeks, we are looking to finalise the likely charges for our SLAs going forward with Somerset Council, erring on the side of caution due to this change. Signing off the Housing Revenue Account budget (HRA) may happen at Full Council on 22 February 2023. Initial report (pre-Christmas) went to Exec Group at Somerset Council. If approval is taken this will confirm our Management Agreement fee.</p> <p>Capital programme is a higher programme than what we first thought when reviewed in April. The programme costs are contained in revised 30-year requirement put to SDC as part of their planning and includes three growth bids. Next ARC meeting will review in detail the final budget proposals, and these will then be presented at the March Board Meeting.</p> <p>PH added that we are in a stronger position than expected, however the rent increases this year is lower than inflation and asked do we feel like we are close to finding the £58k deficit.</p>

	<p>We have spent some years making everything so lean and PH has concerns in trying to make this last bit of saving, we must not starve the services to become dysfunctional. Are we just trimming things back or are we discontinuing anything? BL responded that there are no proposals to cut anything back which would affect the services. Instead, we have made other savings i.e., handing back the North Wing office accommodation. There will be some pressure on the HRA as a whole when we get to 2024/25 – under the full umbrella of Somerset Council. PH raised SLA’s and are we getting value for money on this? BL reiterated that at the moment these services will continue to be provided as they are post Vesting Day. However, the move to Somerset Council could provide a good opportunity to reset. Example is that we reviewed the provision of services that we get from SDC – we agreed there are certain services we will take on which may be at a lower price.</p> <p>MH feels we should look at what is being charged in the marketplace and compare this properly to ensure we are getting value for money. BL reiterated the move to Somerset Council will present an opportunity to look at our own accounting systems and eliminate these elements of the SLA. We can do a benchmarking exercise re caretaking etc in 2023/24. CT added that we review the SLA’s annually, there has been flexibilities on both sides. With cleaning and caretaking, it has been difficult to benchmark those services, so we look in a broad term at what we are getting and what we are paying for.</p> <p>PMH added we looked at the ICT service in the recent external review and benchmarked service charges. Where it is deemed appropriate, we make changes i.e. we will now host our own website from April. PS summarised that with an SLA, if something is going wrong then we know about it and the test of time will be when we join the new Authority.</p>
	<p><b>RESOLVED</b></p> <p>Board</p> <ul style="list-style-type: none"> <li>• <b>NOTED</b> the content of the report</li> <li>• <b>APPROVED</b>, subject to the next steps outlined in the report, the Revenue Budget proposal for 2023/24</li> <li>• <b>APPROVED</b>, subject to final Somerset Council (SC) approval, the Management Agreement Fee for 2023/24.</li> <li>• <b>APPROVED</b>, subject to final Somerset Council (SC) approval, the Capital Budget proposal for 2023/24 and the next steps outlined in the report.</li> </ul>
<p><b>14.</b></p>	<p><b>Approval of Lease for West Wing, Bridgwater House</b></p>
	<p>BL confirmed this came out of the office refurbishment and a review of office accommodation needs post lockdown. Having reviewed our requirement of the North Wing, it was felt we were using it more for storage than anything else. This has now been cleared by staff and the lease has ended. This prompted a new lease for just the West Wing, the aggregate cost of which is £300,000 for the next five years (hence the need for Board approval). This total cost represents a £44,000 saving per year on office space. The office lease has not been subject to inflation over the last five years.</p> <p>PH asked for clarification re amount in financial impact section, with BL clarifying the figure is £61,084.</p> <p>MH asked does this include the meeting rooms on the floor. BL confirmed we would still have our kitchen, our two meeting rooms and our office space on the West Wing. We will also still have access to the disabled facilities in the North Wing. BL said we may have to provide access to our kitchen and ladies toilet dependent upon who then occupies the North Wing.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• Board <b>APPROVED</b> the signing and sealing of a new five-year lease for the West Wing of Bridgwater House.</li> </ul>

15.	<b>Governance Framework Decisions</b>
	<p>Referring to report 15a, BL stated that Trowers and Hamlins LLP have suggested a refreshed Articles of Association and some changes which are contained in the report. Decisions were also taken by the Board during the comprehensive review of the governance framework, i.e., board remuneration, board composition, terms of board members. Regarding the desire by Board to prevent a future reduction in customer board members, Trowers advised that the idea of a veto could present issues in the future and instead they have recommended that any future amendments to composition should seek 75% of Board member approval.</p> <p>Next steps are that SDC will move this through their governance channel on 18 March 2023 with Full Council consideration scheduled for 29 March 2023. If we miss this timescale, then we will have to wait for Somerset Council to approve this which could take a considerable amount of time because of the volume of matters likely need the new council's attention.</p> <p>PS added there was a positive comment made by Trowers that we have done a good job reviewing our governance framework and getting us into the position we are in.</p> <p>PS feels this is an accurate reflection of what Board have wanted to see in the Articles and noted thanks to BL on his work for progressing this.</p> <p>BL summarised report 15b, references Articles, Management Agreement and Scheme of Delegation. The only recommendation for BL to amend the Scheme of Delegation document was to say who will do what and when.</p> <p><b>RESOLVED</b></p> <p>Board <b>APPROVED</b> the refreshed Articles of Association and. following final approval by Sedgemoor District Council (SDC), will <b>ADOPT</b> the refreshed Articles of Association.</p> <p>Following approval by SDC, Board <b>REQUESTED</b> that the Governance Framework working group amends any document within the suite of Governance Framework documents that require alteration as a consequence of amendments made to the Articles e.g. Board Composition.</p>
16.	<b>Board Champions Grid &amp; Role Profile</b>
	<p>PS summarised that the aim of this is to have a first point of contact Board member for advice/assistance to cover off key areas of the business outside of the formal Board meetings. We are still running with a vacancy in the Board structure. KP is not built into his structure at the moment, JK is also not built into it as this is her penultimate meeting.</p> <p>MH noticed PS has his name against a lot and offered to take some extra on. PS gave thanks and after some discussion, agreed to reduce his topics of primary responsibility to just Governance and Health and Safety. MH to lead on Property, with PS as support.</p> <p>CT shared that she attended a seminar with the Housing Ombudsman, and they said they recommend a preferred champion at Board level for customers and complaints. CT and BL have discussed options for this. PS feels that there is a potential danger of having separate entities for all areas. PS preference is to combine within existing and all agreed with a new title of Customers and Complaints Champion.</p> <p>JK asked, with each of these responsibilities, if at some stage was there a conflict of opinion? Would the Board champion offer mediation to come to a resolution? PS confirmed that the champion would not mediate operationally but that they would look to evolve the champion role. Overall, the key thing would be that prior to anything coming to Board, that the Champion would have been involved in this.</p>

	<p>MH commented that a lot of these roles are not clear-cut individual lines, some will naturally overlap. We need to either have really defined lines or several members will have to be consulted about a certain issue. PS said there will be a primary person for these key areas and issues and that this person would decide when or if to include other Board Champions.</p> <p><b>ACTION</b></p> <p><b>BL</b> to amend Champions Grid to reflect PS undertaking Governance and H&amp;S and MH undertaking Property and LGR.</p> <p><b>BL</b> to amend the Customers Board Champion role to Customers and Complaints.</p> <p><b>RESOLVED</b></p> <p>Board Approved the Board Champions Grid.</p> <ul style="list-style-type: none"> <li>Board <b>APPROVED</b> the Board Champions role profile.</li> </ul>
<b>17.</b>	<b>Assessment of Operational Environment (PESTEL and SWOT)</b>
	<p>BL presented the formal annual refresh of these documents. Proposed amendments are shown as red or struck through. Vesting Day remains a prime opportunity to refresh these documents and we need Board to collectively ensure that we have the right markers. PS listed the external factors which were included in the recent Better Social Housing Review – we are confident that we have covered these and do not think we are missing any. PS expressed interest in the question of stigma; would be useful for us to evidence what we do to tackle stigma. Employees as a feature take us back to budget discussions regarding training, welfare etc and ensure we do not dilute the training/support that we are putting into our colleagues. PS wondered if PESTEL should be included on Board Away Day, and all agreed this will be added on to the agenda.</p> <p><b>ACTION</b></p> <p><b>PK</b> to add PESTEL to Board Away Days (30 mins).</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>APPROVED</b> the refreshed PESTEL and SWOT analysis</li> </ul>
<b>18.</b>	<b>Proposed KPIs for 2023/24 (including Tenant Satisfaction Measures)</b>
	<p>We did not present proposed KPIs in this format to Board last year – the Tenants’ Satisfaction Measures (TSMs) have required us to think about whether we are giving due consideration and focus. Board have previously indicated a need to look at opportunities of reducing the KPI’s but still ensuring there are eyes on the right places.</p> <p>We have agreement with SDC on what they wish to be included in the Management Agreement KPIs. KPI’s have also been put out to the Senior Leadership Team (SLT) and they will report to ET. A session with STAC was held and agreed that TSM’s will be the starting position and consideration will be given at their next meeting as to what TSM’s will be reviewed.</p> <p>One proposal is for the Board to start with just the 22 TSMs. A second option is to include critical operational KPI’s, i.e. compliance report, housing stock, average re-let time. In addition, the Board also has the option of Housemark Pulse monitoring KPI’s. These, alongside TSM’s and the three operational KPIs, takes the total number to 34 KPI’s.</p> <p>Once KPI’s have been agreed, proposals will be put forward at the March Board.</p>

	<p>MH asked if the proposal before Board has changed since the ARC meeting. BL confirmed the only change is the observation from Housemark about strategic KPI's. BL had discussed our proposals for KPIs with Housemark to garner their external perspective. Overall, Housemark were satisfied with the proposals but recommended that strategic KPIs are placed within the regular KPI progress report to Board. Board agreed with this recommendation.</p> <p>PS questioned if the overall compliance RAG rating KPI is necessary as we receive a comprehensive compliance report. Board agreed, however to keep this KPI in the pack.</p> <p>MH asked for clarification on what ARC will see in comparison to Board. BL said ARC will see more than Board do, however it will be less than what they see now.</p> <p>To conclude, Board agreed to receiving all TSMs plus three core operational KPIs and the monthly Housemark Pulse Report.</p>
	<p><b>ACTION</b></p>
	<p><b>BL</b> to present the proposed KPI targets for 2023/24 at March Board meeting.</p>
	<p><b>RESOLVED</b></p> <p>Board <b>APPROVED</b> Option b KPI pack for 2023/24 that includes: Tenant Satisfaction Measures (TSMs) – 22 KPIs plus 3 critical operational KPIs (status of compliance report, energy efficiency of housing stock and average re-let time) plus 9 Pulse Monitoring KPIs – 34 KPIs in total.</p>
<p><b>19.</b></p>	<p><b>Damp, Mould, and Condensation Interim Update Report</b></p>
	<p>NM presented the interim report on damp, mould, and condensation, as requested by the Board at their last meeting.</p> <p>PS asked if the team are feeling a resource impact following extensive media on the issue. NM said it is very busy and we are currently directing all resource necessary to ensure we are responding as appropriate to enquiries regarding damp, mould, and condensation.</p> <p>Longer term we need to review our strategic approach, although we are coping as we stand at the moment. Rik's team have been brilliant. Moving forward we will be changing the way we report this area to Board to ensure even greater clarity. This is one area that will be reviewed in the 'deep dive' requested by Board.</p> <p>MH has a confusion re the format of the 'deep dive' meeting. MH thought that ARC had agreed this would be in person, however the invites state this is an online Teams meeting. BL confirmed the meeting is in person and he will ask PK to check all arrangements with Board, ARC and STAC and offer a virtual option for anyone unable to attend in person.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• Board <b>NOTED</b> the contents of the report.</li> </ul>
<p><b>20.</b></p>	<p><b>Compliance Dashboard – December 2022 Summary</b></p>
	<p>PS expressed concerns about the lift situation, however is aware changes are underway.</p> <p>Following a request for clarification, PS has received reassurance on the gas capping and bringing those numbers down. PS noted that the main concern is customers' welfare over the winter months. However, after having sought assurance, it feels like there is contact being made with everybody. It has been useful to have this information.</p>



	<p>MH asked for clarification regarding the direction for travel on gas servicing, legionella and electrical. NM confirmed these are up and down each month albeit we are keen for these going upwards. Reality is that it's hard to keep moving this forward within the legal framework. We also do not break into force access to properties.</p> <p>We continue to work positively with residents so it is unlikely that we get down to zero often, but this will not stop us trying</p> <p>PS asked NM how she thinks organisations are achieving 100% for gas servicing. SS to provide comments on partnering. NM shared that she interviewed someone for a compliance manager role who said they got 100%, by issuing three letters and then forced their way in and changing the locks. MH reiterated it is more about knowing where we are at rather than terrorising people just to tick a box. PS agreed with this.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• Board <b>NOTED</b> the contents of the report</li> </ul>
<b>21.</b>	<b>Health &amp; Safety Performance Review (Annual)</b>
	<p>Noted and no questions were raised.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• Board <b>NOTED</b> the contents of the report</li> </ul>
<b>22.</b>	<b>Sustainability Strategy Update</b>
	<p>PS raised the question about recruitment. NM confirmed we have a temp in to help with the delivery of Social Housing Decarbonisation Fund (SHDF) Wave 1 works (in post until end of March 2023). This was a growth bid funded post.</p> <p>PS asked about the retrofit of the Mill Walk property. NM confirmed the work has not yet been completed; however, the initial planning has been completed and work is due to commence on site shortly.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• Board <b>NOTED</b> the contents of the report</li> </ul>
<b>23.</b>	<b>New Corporate Strategy</b>
	<p>PMH advised that following the discussions at the October 2022 Away Days there have been drop-in sessions held with colleagues to gain their input on the next strategy. PMH said that 'growth' and being a 'partner of choice' were often cited within the sessions as important things to achieve. We are still trying to distil all of the feedback from colleagues and a strategy working group is reviewing other ALMO strategies at the moment. Somerset Council has just published its Draft Plan which sets out four key aspirations. We will pull all of this together and shape something for the April Away Days to fine tune.</p> <p>PS asked if we could gauge what partners think of us as an organisation. CT said we have issued a stakeholder bulletin; however, our reputation is generally very good. PS said it would be good to have this information to be tangible and to capture something like this. PMH said we can pull together the information from the partner survey. SS said she could provide quotes/case studies on our partnership with SDC to avoid homelessness and prevent evictions if we need. PS thanked SS for this.</p> <p>MH noted you often hear quotes about how things have been and it's better to hear that partner are keen to work on a new project with us as, MH feels, this is more powerful. SS suggested this could be included in our KPI's. PMH noted we could align this to our new corporate strategy and look at this twice a year.</p>

	<p><b>ACTION</b></p> <p><b>PMH</b> to devise and undertake a stakeholder survey at an appropriate time.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the contents of the report</li> </ul>
<b>24.</b>	<p><b>LGR</b></p> <p>MH expressed interest in attending the joint LGR tenants' meetings with SDC, SWT and Somerset Council. The next meeting is planned for 28 February 2023.</p> <p><b>ACTION</b></p> <p><b>CT</b> to arrange an invitation for MH to next LGR tenants meeting.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the contents of the report</li> </ul>
<b>25.</b>	<p><b>Management Accounts</b></p> <p>PS raised a question about the capital programme; do we feel comfortable that we will not have any blips in the run up to financial year end. BL confident that lessons were learnt after last year.</p> <p>NM added we have experienced issues with one of our planned maintenance partners who are now withdrawing from the south west entirely, so we have been in discussions about suitable alternatives and contingency plans.</p> <p>MH queried the delay with fire doors. NM advised that we have had two separate issues with fire doors; one linked to the Suez Canal issue last year and the doors being stuck on a ship and the second issue was with the cross-corridor fire doors which, in accordance with our standard practice, we had tested prior to any installations. These doors failed the independent test and so we cannot go ahead until we secure a pass rating. The test is at end of this month. In response to a concern raised, NM confirmed that we have functioning fire doors at the moment, and we have upgraded the fire detection systems to ensure customer safety.</p> <p>KW asked about the wet rooms programme as she has heard that tenants are being told HiS have run out of money and that jobs raised before the end of March this year are not happening. PPH said she has also been told this. NM stated she was not sure where this information has come from, as we are currently re-evaluating the programme to see what we need to do regarding Decent Homes first and then we will be reaching out to customers. MH noted that contractors should not be telling tenants that we have run out of money. PPH added that she feels this is misinformation. NM thanked KW and PPH for bringing this to her attention, this will be picked up and a message will be sent to contractors and front-line staff.</p> <p><b>ACTION</b></p> <p><b>NM</b> to speak with contractors and front-line colleagues regarding the wet room programme.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the Management Accounts for the seven months ended 31 December 2022 (Mth 9) and the key variances identified in the body of the report.</li> </ul>

<b>26.</b>	<b>KPIs</b>
	Noted and no questions were raised.
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>Board <b>NOTED</b> the performance for month nine (April to December) of 2022/23.</li> </ul>
<b>27.</b>	<b>AOB</b>
	A number of Board members are not available for Monday’s Spotlight and the decision was made to rearrange the session.
	<b>ACTION</b>
	<b>PK</b> to rearrange next Monday’s Spotlight session.
	<b>PK</b> to circulate the presentation slides on Housemark Repairs and Void performance