



**Plymouth Community Homes Board
Board Room, Plumer House and Microsoft Teams
Thursday 25 July 2024 at 4.30pm**

Present in person unless otherwise stated:


Valerie Lee (VL) – Chair
Lavinia Porfir (LP)
Liz Nicolls (LN)
Emma Lovett (EL)
Julie White (JW)
Jill Gregg (JG)- Virtual
Maja Jorgensen (MJ)- Virtual
Tasawar Nawaz (TN)
Sally Haydon (SH)
Zoe Reilly (ZR) – Virtual Part
Joanne Bowden (JB)

In attendance:

Nick Jackson (NJ) – Director of Business Services & Development
Gill Martin (GM) Director of Corporate Services
Tracey Smith (TS) – Director of Homes & Neighbourhoods
Jonathan Cowie (JC) – Chief Executive
Lucy Rickson (LR) – Head of Governance
John Rees (JR) – Head of Finance
Charlotte Edwards (CE) – Head of Performance, Strategy & Insight
Andrew Lawrie (AL) – Head of Development
Helen Ryan- Head of housing with support and Communities – part Virtual
Alice Potter (AP) Communities Manger (part)
Leanne Eastwood (LE) – Governance Officer (Minutes)
Mark Dawson (MD) (KPMG)- Part

<i>The meeting started at 4.30pm</i>	
1. Welcome and Introductions - Confirm Quorum VL welcomed everyone to the meeting which was confirmed as quorate. All Board members had been given the opportunity to ask questions in advance with responses being made available to all members ahead of this meeting.	
2. Apologies for Absence – No Apologies were received.	
3. Declarations of Interest	

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None noted against the papers being presented today. VL had added provided an update to governance on a business connection that PCH could be involved with in the future.	
Looking back papers	
4. Minutes of Previous meeting (23 May 2024) The minutes of the previous meeting on the 23 May 2024 were discussed. It was confirmed that the minutes were a correct record of the meeting and that they could be electronically signed by the Chair.	
5. Matters Arising – There were no matters arising Minute Action Log – The MAL was reviewed and noted. It was agreed that a number system would be incorporated, and notes expanded to indicated if action was being completed at the meeting.	
6. Efficient decisions since last meeting: CEO Objectives, Appointment of External Auditors Board Briefings since last meeting: Development KPI's, Legionella risk Appetite, Repairs Risk Appetite.	
7. Chair's urgent Business – Redacted as Confidential 	
8. Committee Minutes Circulated: 1. Committee Minutes 2. ARC 23 April 3. CIC 18 May 4. CIC 17 June 5. CFC 10 May 6. Finance Committee 11 June & 27 June	
MD joined the meeting	
9. Audit & Risk Committee 16 July 2024 Chairs update and decisions for this meeting	
EL as Chair of Audit & Risk Committee had provided a written update to the Board on the meeting which took place on the 16 July 2024. A number of the papers that were considered were being presented today for approval.	
9.1 Strategic Risk Register	
GM Director of Corporate Services presented the Strategic Risk Register (SSR) to the Board for approval. The SRR had been reviewed by ARC on the 23 April and 16 July 2024. When the SRR was last presented to Board in May there were 3 Red, 9 Amber and 1 Green Risks. While this	

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had not changed there was movement in the scoring which was highlighted on the last page of the register.

Risk 1: Cost & Income. This continued to reduce to reflect falling inflation- currently 2.2% CPI, A+ Credit Rating on Stress testing, better financial Covenants and the Business plan accounting for major regeneration projects.

The three Red risks were as follows:

Risk 13 Reputation moved to red in April as linked to the reputational risks at Brake farm, The JV at Silverhills and the regeneration of Marlborough house.

Risk 9 Landlord compliance has risen to red recognising Building safety compliance and regulatory inspection.

Risk 10 Asset Management – Stock condition surveys and any emerging risk coming out of this.

Risk Appetite: The RAG assurance rating considered if risks were within the agreed risk appetite. There have been some changes the RAG statuses in the past 6 months and now there were 11 risks which had green assurances and four which were amber. It was clarified that amber indicated that the risk was within the agreed appetite. Additionally, as Risk scores and Risk Appetite are linked by separate indicators it was possible to have an amber appetite when the score was red.

The four Amber risks were as follows:

- Risk 2 Value for money
- Risk 7 Data Integrity
- Risk 9 Landlord compliance
- Risk 10 Asset Management.

Risk Definitions: There had been some changes to these over the past 6 months including Risk 12 Complaints- broadened to customer experience to include all aspects of our customers interaction and matches the sector risk profile.

Emerging Risks: There were a number of emerging risks none of which have yet crystallised to become a standalone risk but were included in the register.

The change in government will see a change in focus and new risks some of which were highlighted in last week’s King’s speech. This included employment legislation, the broadening of discrimination legislation and the role of trade unions. PCH would see opportunities with the plan to build more homes and clarity around future funding models. All of which would be picked up in the October SSR.

As a result of discussion, the following was clarified:

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<p>The Board were reminded that they are responsible for overseeing the SRR and to be sure that are happy with any changes that are made with the advice from the executive team. Each committee has time set aside to discuss emerging risks in their area of concern and this should be utilised to ensure they have input into any changes and to create a dynamic view of risks coming over the horizon.</p> <p>Where risks are outside of tolerance further clarity should be provided to the Board on what actions and mitigations are being undertaken to bring the risk down and when it was expected to get back on target.</p> <p>While it was agreed that Risk scores and Risk Appetite are linked by separate indicators there would be instances where the deviation between the two necessitated additional mitigation to bring them back to the required level i.e high risk /low appetite</p> <p>Future Board recruitment was discussed, and consideration was already being given to the skills requirements of our Board in the future to ensure we have the necessary skills around the table to support the organisation in managing strategic risk.</p>	
<ol style="list-style-type: none">1. The PCH Board approved the Strategic Risk Register2. Requested that Future Strategic Risk Registers include additional clarification on the actions and mitigations being undertaken to bring the risk down and when it was expected to get back on target.	JH
9.2 Statutory Accounts PCH, PCHE, PCHR & KPMG Audit Highlights Memorandum,	
<p>JR Head of Finance presented the PCH Group Statutory accounts for approval explaining that the Board was responsible for ensuring that the Annual Financial Statements and the Board’s Report are produced in accordance with applicable law and UK Accounting Standards.</p> <p>In order to carry out this function, the Board is supported by the Audit & Risk Committee which carried out its review of the accounts for PCH Ltd and its subsidiaries, PCH Regeneration and PCH Energy, at its meeting on 16 July and recommends them for approval.</p> <p>Since the papers were published there had been work going on in the background while the team continue to make minor edits to the glossy version for consistency, spelling or narrative issues which have been identified and corrected.</p> <p>All amendments have been shared with KPMG and assurance was given that no material changes have been made to the core statements.</p> <p>Letters of Representation had been prepared which formally set out the Board responsibilities for each company. Board members should be satisfied that these are correct and if there is anything that they feel hasn’t been disclose they should make it known. No such declarations were made in response to this request. There had been one amendment to the letter of representation for PCH in regard to misrepresentation.</p>	

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<p>The Audit Highlights Memorandum, prepared by KPMG set out the key findings and any issues arising from the audit. The report also set out the work that had been undertaken by KPMG as external auditors. MD from KPMG was in attendance to answer any questions The key findings were:</p> <ul style="list-style-type: none">• The audit report is unqualified.• The auditors did not identify any accounting errors or control deficiencies <p>KPMG proposed that subject to Board approval they give a clean opinion of the group’s financial statements including those of the subsidiary companies. The Board thanks KPMG as this would be their last year as Auditors.</p>	
<p>There were some minor amendments made to the accounts for PCH including for CFC Removal of Co-design of Services to Design of services.</p>	
<p>The PCH Board approved:</p> <ol style="list-style-type: none">1. The statutory accounts for PCH Ltd and its subsidiaries PCH Energy & PCH Regeneration for signing at the Board meeting.2. The representation letters for signing at the Board meeting and to be provided to KPMG.	
<p>MD left the meeting</p>	
<p>9.3 2023/24 Environmental, Social & Governance Report</p>	
<p>CE Head of Performance, Strategy & Insight presented the ESG report which been produced in line with the Sustainability Reporting standard, which was a voluntary standard framework for the social housing sector. The report had been reviewed by the Audit & Risk Committee at their meeting on the 16 July and were recommending it to board for approval.</p> <p>The key highlights were as follows:</p> <p><u>Social</u>-There was a good performance among across KPIs, our TSM results were one of the best in England. Low rent arrears with low evictions, demonstrating how we work with residents to keep them in their homes and strong successes around the partnership with Livewell Southwest. Moving forward looking at improved social value calculations and the work that is undertaken in regard to tenancy management and being a great landlord.</p> <p><u>Environmental</u>- Reduced carbon emissions in relation to fleet miles and included turning the heating down in Plumer House. EPC enhancement programme was in progress to ensure we have EPC- Cs across all of our homes. Stock condition survey would identify what the decarbonisation programme looks like in the future. Solar panels save residents</p>	

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<p>around £250 a year on their energy bills, which for a one bedroom, flat/ house was around 40% of their electricity costs.</p> <p><u>Governance</u>- Including chairs challenge and focusing on how EDI is embedded at all levels of the organisation.</p>	
<p>As a result of questions, the following was clarified:</p> <p>After approval today the report will be designed into a presentational format which will be published on our website. This will include a chair’s introduction and a road map on how we are going to determine our targets and use the ESG report to report this back to our residents. It was important that we are clear about our ambition around some of the key areas for the year ahead.</p> <p>Consideration would be given on whether to include solar panels on new build homes and to understand if we were able to restart the PV panel programme on our existing properties.</p>	EM T
<p>The board approved the 2023/24 ESG report.</p>	
<p>10 Capital Investment Committee 11 July 2024 Chairs update and decisions for this meeting. – Redacted as Confidential</p>	
<p>JW as Chair of Capital Investment Committee had provided a written update to the Board on the meeting which took place on the 11 July 2024. A number of the papers that were considered were being presented today for approval.</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	


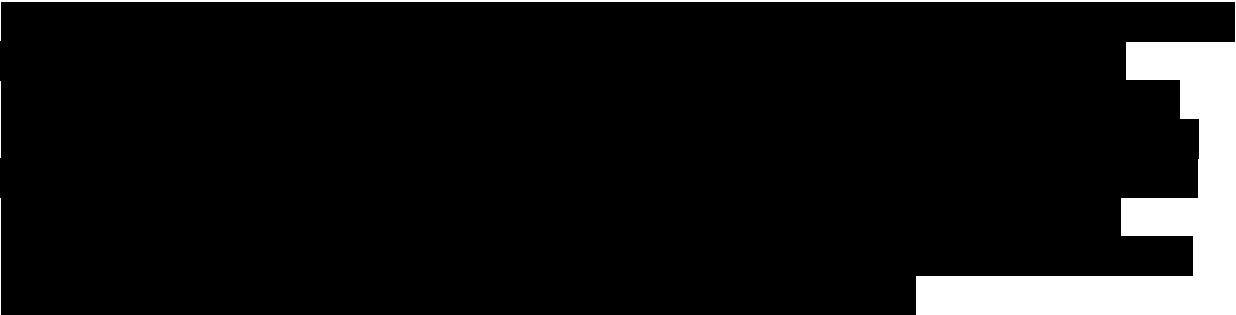

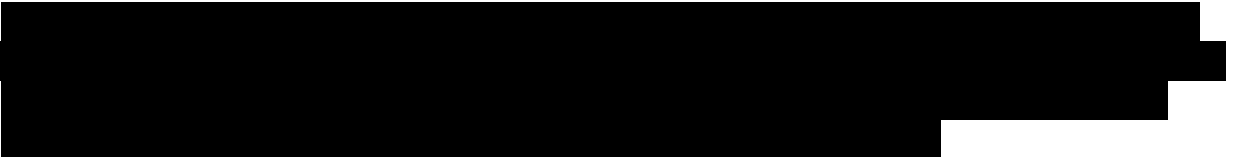


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10.1 Marlborough House - Redacted as Confidential & Commercially Sensitive	
<p>AL Head of Development presented a report to the Board which set out the Regeneration options for the Marlborough House Tower Block in Devonport.</p>	
<p>On the 11 July CIC had considered the matter with Kendall Kingscott attending to present their options findings report. All Board Members were invited to this session and for those who were not able to attend a copy of the recording had been made available to view retrospectively.</p>	
<p>Marlborough House is a 13-storey building consisting of 121 flats, 11 of which are leasehold with the remainder for social rent. The need to replace the building is based on the inability for refurbishment to provide a property fit for the future, particularly in relation to energy efficiency. Kendall Kingscott investigated a wide range of new build options which have been distilled to the seven summarised in the report.</p>	
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<p>The following was discussed and clarified:</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	JC/ ML
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10.2 PCH Growth Strategy 2024-2029- Redacted as Commercially Sensitive	
<p>AR Head of Development presented the PCH Growth Strategy to the Board for approval which set out how PCH will deliver the strategic objective to “increase the number, type and tenure of our homes” by 1500 homes by 2029. This equates to 300 net additional homes per year with about 200 being for social/ affordable rent and 100 for shared ownership sale.</p> <p>The Growth Strategy formed part of the Board’s last Strategic away day in April and the draft strategy was presented to CIC at its meeting on the 11 July 2024.</p>     	

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<p>[Redacted]</p>	
<p>PCH Board approved</p> <p>1. The 2024 – 2029 PCH Growth Strategy.</p> <p>[Redacted]</p>	
<p>11. People and Culture Committee 24 June 2024 Chairs update and decisions for this meeting</p>	
<p>JC CEO presented update to the Board on the meeting which took place on the 24 June 2024. A number of the papers that were considered were being presented today for approval.</p>	
<p>11.1 Board Skills</p>	
<p>LR Head of Governance presented the report which proposed updates to the Board skills and learning and development; these were discussed at the June People and Culture Committee (PACC) meeting and were recommended for approval by Board.</p> <p><u>Board Skills</u></p> <p>The Board skills had been reduced from 48 to 18 targeted skills (Appendix A) that relate to our current Strategic Plan, priorities for 2024/25, Regulatory Standards, new Committee Terms of Reference and updated risk categories. The 18 skills are required by Board as a whole, not by individual Board members; where a skill is not present, we recruit (either a full Board member or Co-optee), provide training or engage a professional advisor.</p> <p>Once agreed, Board members will complete a self-assessment against each skill to state where they gained the expertise (i.e. volunteering, formal qualification, part of day job/employment) and whether they are:</p>	

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- Expert: significant knowledge and/or expertise and able to challenge and lead debates confidently
- Competent: good understanding of the key points of a Board paper and able to challenge and participate in debate
- Learning: limited knowledge and would like to develop understanding

We propose to collect the skills in early August via a survey. Once gathered, the Board skills will:

- inform our Board Learning and Development Plan (see below and Appendix C).
- inform Board recruitment (see below)
- help us provide expert external advice to Board, where required
- be reviewed at annual appraisal

Soft skills/behaviours are covered by the Board Behavioural Framework (background paper).

Board Recruitment

- As agreed in the succession plan report at March Board, we are recruiting for a replacement for Liz Nicolls starting in late August. A review of the proposed Board skills (Appendix A) against the CVs and skills of existing Board members shows a need to recruit these skills:
- customer service including using insight to understand customer needs and aspirations, and improve their experience
- human resources and organisational development including leading and shaping culture and vision
- Once recruitment is complete, we will review the succession plan and collective Board skills, then make recommendations for filling any gaps (as noted above, with training, co-optees and/or external advice).

Board Learning and Development

- Our approach to Board learning and development (L&D) includes:
- Board L&D Plan approved by PACC and Board, to include high, medium and low priorities (as recommended at Governance Review)
- formal training sessions from external providers (i.e. safeguarding and chairing skills)
- internal training sessions held across the year (typically using Board briefing sessions),
- personal development through attendance at sector webinars and conferences etc.
- mentoring and support for new Chairs
- comprehensive induction
- mandatory online training for all every 2 years (i.e. data protection, fraud etc.)
- a focus on CFC Co-optee training to develop a succession pipeline for Board
- Board Customer Insight sessions
- This report also includes a Draft Board Training Matrix and L&D Plan (Appendix B), which pulls together the skills/knowledge requirements identified within the Board Role Profile, appraisals, Governance Review, 121 sessions with members and emerging risks or changes to regulation/good practice. It also includes the rolling programme of L&D since 2022; many sessions are recorded and can be used to support new members or serve as a refresher.

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<p>- Once the new Board Skills Matrix has been agreed and skill self-assessments complete, the Board Training Matrix and L&D Plan will be updated.</p>	
<p>As a result of questions, the following was discussed and clarified:</p> <p>Since the report had been written there was now another vacancy on the board and therefore, we would be looking to also recruit someone with asset management skills.</p> <p>While it had been identified that the next round of board skills required would be HR, customer Services and asset Management – it was felt that there some other areas where board skills could be improved upon. This included Cyber Security and data integrity. It was explained that there were different ways that we could bring those skills onto the board. This included appointing Co-optees, bringing in experts to support the organisation (the data quality assessment report we had recently commissioned was an example of this) and specific Board training both in house and externally.</p> <p>It had previously been agreed that when the recruitment packs are put together, they will include the requirement to have links or understanding of Plymouth and consideration would be given to the distance of travel to board meetings.</p>	
<p>The PCH Board approved the Board Skills Matrix and Board Training Matrix and L&D Plan 2024/25.</p>	
<p>11.2 Board Appraisal and Board Effectiveness Review</p>	
<p>LR Head of Governance presented the report which set out the delivery of Board appraisal and a Board effectiveness review for autumn 2024.</p> <p>A discussion paper was provided to People and Culture Committee (PACC) in June about how to carry out Board appraisal/effectiveness reviews. PACC recommended holding individual appraisals, and a separate group Board effectiveness review with an external advisor.</p> <p><u>Performance Appraisal</u></p> <p>The aim of Board appraisal was to provide time for individual Board members and the Chair to discuss how the role is going, what areas are challenging, what works well and development areas. The form used in 2023 is provided as Appendix A and includes 360 feedback.</p> <p>The PCH Chair appraisal is carried out by the Vice Chair (with support from the Executive and governance team) using 360 feedback from Board members and staff.</p> <p>PACC discussed options and are recommending we continue with the same appraisal process for PCH Board members and PCH Chair as last year.</p>	

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PACC also discussed whether the CFC Co-optees and PCHR independent Board member appraisal mirrors the Board (rather than a slightly different process that is carried out at the anniversary of their appointment). It was agreed that:

- the same process as PCH Board members would apply
- support and communication be provided to CFC Co-optees to enable them to get the best from the process and encourage quality conversations and outcomes
- their Committee/Board Chair carries out the appraisal

Board Effectiveness Review

PACC are recommending engagement of an external advisor to deliver a Board effectiveness review. This would fulfil the proposed Chair Challenge EDI objective (as discussed at the Board away day in April): Understand the diversity of thinking styles on the Board and make plans that utilise these styles to best effect; diversity of thought and lived experience is more important than ticking boxes.

PACC propose we engage an external advisor (Chair, CEO and Head of Governance)

- survey of PCH Board members by external advisor
- presentation of survey results at an away day session facilitated by external advisor (22Nov)

As a result of discussion, the following was clarified:

The intended outcomes of the Board appraisal and effectiveness review would be task driven with tangible outcomes – including what success looks like and what support is in place to deliver on the development objectives.

The Board approved

1. the approach to Board appraisal
2. the approach to Board effectiveness review
3. the delegation of the selection and appointment of a Board effectiveness review external advisor to the Board Chair

11.3 People Strategy Monitoring

GM provided the Board with an update on the current People Strategy. This included the ambition to achieve platinum status for Investors in People. The focus this year would be to achieve all of the year 3 actions from the plan but also support and lead on the three lines of enquiry required to achieve our ambition of platinum which are:

1. Succession planning Aspire programme
2. Workforce Planning & Strategy development
3. Professional Competence & Standards

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<p>The report provided an update on progress on the objectives set out in the 2022 – 2025 Valuing our People Strategy, it provides information on the data assurances as requested in the meeting in February 2024 to show the outcomes for year 2.</p> <p>The People Strategy Action Plan included been revised to show a RAG status and updates on the latest objectives.</p> <p>In the Autumn of 2024 work would commence on the revision of the People Strategy 2025-2028. The focus will also remain supporting PCH’s Top 5 objectives and leading on “Leading our people”</p>	
<p>As a result of discussion, the following was clarified:</p>	
<p>Currently there was a campaign underway to gather ED&I data from staff members- this was something that could be inputted on the new cascade system. This data would be used for pay gap reporting- gender, ethnicity, age, disability which will be one of the requirements under the new legislation from the government 100 day pledge.</p>	
<p>The Board noted the annual monitoring of the People Strategy</p>	
<p>11.4 Equality Diversity & Inclusion Strategy Refresh</p>	
<p>GM Director of Corporate Services gave the Board an update on the ED&I Strategy which had been presented to the PACC at it meeting on the 24 June. It was explained that the strategy was due to be renewed and that the report to PACC contained an action plan setting out the status of the remaining objectives within this current strategy.</p> <p>The report to PACC contained a draft policy which would form the basis of a new strategy. the seven commitments within the existing EDI strategy would be replaced with four aspirations to improve services to residents and our offer to staff.</p> <ol style="list-style-type: none">1. Access to Services will ensure all residents can access the same level of service and can expect the same outcomes.2. Access to Opportunities will align our services and employee offer to the differing needs of individuals so everyone has the same opportunity to achieve their maximum potential.3. Diversity of Thought will ensure our Governance Framework is representative of our communities to enable PCH to embrace the opportunities diversity of thought brings in our planning and decision making. The NHF Chairs challenge initiative will form part of this.4. Reducing Pay Gaps will enable us to develop our understanding of pay gaps so that further improvements can be made.	
<p>While the previous strategy was predominantly task based the new version will set out clear frameworks and clarity around equitable outcomes.</p>	

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<p>There were a couple of items within the existing strategy to sign off around data and consent which is being gathered. This would enable us link into difference voices around the organisation and from our residents.</p> <p>Solar Panels on properties had been discussed earlier in the meeting and clarity had been given that at this present time we were installing these on new build properties. The Board pointed out that a gap was already being created between those who do have the panels and receive discounted energy and those who do not have access to the same service – therefore it would be difficult to have an equitable outcome in this scenario and the narrative within the strategy should reflect this.</p>	
<p>The Board noted the annual monitoring of the ED&I Strategy and the revised aspirations.</p> <p>It was discussed that the EDI Strategy coming back to Board in December should promote the aspiration to achieve equitable outcomes for our residents.</p>	
<p>12 PCH Energy 22 July 2024</p>	
<p>JC as Chair of PCH Energy presented update to the Board on the meeting which took place on the 22 July 2024 where the Board approved the Statutory accounts for PCH Energy which had been presented to the Board for approval today.</p>	
<p>13 PCH Regeneration 23 July 2024 – Redacted as Commercially Sensitive</p>	
<p>JG as Chair of PCH Regeneration presented update to the Board on the meeting which took place on the 23 July 2024 where the Board approved the Statutory accounts for PCH Regeneration which had been presented to the Board for approval today.</p> <p>The Board also reviewed and recommended for approval an updated Development Budget for 2024/25 which was included in the management accounts.</p> <p>An update had been provided to the board on the joint venture with Halsall Homes. Assurance was given that PCH were still committed to ensuring residents were supported and legal advice was being sought on the options moving forward.</p> <p>[REDACTED]</p>	
<p>14 Finance Committee Chairs update</p>	

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LN as Finance Committee Chair had provided an update to the Board on the meetings which had taken place to review the ARA Venn loan documentation which was being presented to the Board this evening for approval.

14.1 ARA Venn Loan approval. – Redacted as Confidential

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As a result of questions, the following was clarified:

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<p>15 CEO Report – redacted as Confidential or commercially sensitive.</p> <p>JC CEO provided an update to the board with a roundup of activity with PCH, work with partnerships and external updates inc government and regulatory activity.</p> <p>This included:</p> <ul style="list-style-type: none">• Summary of the Housing Conference in Manchester themed around a new government and their first 100 days to set out an approach to housing.• New Government Housing priorities• STAIR Proposals – There was currently a consultation in progress on the proposal of Social Tenant Access to Information Requirements• Regulatory judgements and Consumer Standards Ratings• Partnership updates including PCC• Building safety regulatory visit -tall buildings• Quarterly performance and TSM’s• Cessation of Gardening Assistance Services■ [REDACTED]• Stock condition Surveys: the programme to carry out full stock condition surveys, achieving 50% this year and 100% by April 2026 well underway. Savills engaged to help us deliver this, alongside recruiting inhouse surveyors. <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
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<p>The PCH Board noted the CEO Report and</p> <p>[Redacted]</p> <p>2. Requesting that Audit & Risk Committee look at improving the reporting and visibility on outstanding Fire Risk actions.</p>	<p>EL CE</p> <p>EL CE</p>
<p>16 Resident Engagement Strategy</p>	
<p>HR & AP joined the meeting.</p>	
<p>TS Director of Homes and Communities presented the proposed new Resident Engagement Strategy 2024-2029 summarising the objectives and deliverables it sought to achieve during its implementation for approval.</p> <p>An update on reviewing the Resident Engagement Strategy was presented to CFC at their meeting in November 2023, and a draft Strategy proposed at the meeting in May 2024. The reports presented the changes in demand and the sector since the current iteration of the Strategy (Resident Involvement Strategy 2019-2022) and provided the results of the substantial first stage of consultation which asked residents and staff what the new Strategy should focus on, and how resident engagement should be shaped</p> <p>The aim of the second stage of staff and resident consultation was to test the new Resident Engagement Strategy 2024-2029 ensuring that it meets the standards and outcomes expected of PCH- demonstrating how it meets the new requirements of regulation and how it supports delivery against PCHs’ Strategic Business Plan 2023-2028.</p> <p>The Strategy proposed set of objectives and an action plan for delivery and monitoring. The objectives received positive feedback in the resident and staff consultations which were to:</p>	

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<ul style="list-style-type: none">• Embed a culture of resident engagement throughout PCH.• Deliver inclusive engagement with fair access.• Deliver resident engagement that is high quality and value for money.• Provide training and support that empowers residents.• Demonstrate listening to residents' voices and feedback the difference made.	
<p>As a result of questions, the following was clarified:</p> <p>It was explained to the Board that once approved the documents would be translated to a customer friendly format which could be published on the website ready to go live in the autumn.</p> <p>Monthly performance reporting on our website in real time could encourage residents to engage with us on what was happening right now. It was agreed this would be explored.</p> <p>Clarity was provided that once the service standards has been revised and approved these would be published on our website and reported against.</p>	
<p>The Board Approved the Resident Engagement strategy.</p>	
<p>HR & AP left the meeting</p>	
<p>17 NHF Code of Conduct Compliance</p>	
<p>LR Head of Governance presented that report which sought to provide assurance that PCH complies with the National Housing Federation (NHF) Code of Conduct, as updated in 2022 and adopted by PCH in March 2023.</p> <p>The NHF Code of Conduct is not a regulatory requirement but good practice that demonstrates probity and appropriate conduct; it is a companion to the NHF Code of Governance, which is a regulatory requirement.</p> <p>The Code applies to:</p> <ul style="list-style-type: none">• PCH and all subsidiary entities (currently PCHE and PCHR)• all staff (including permanent, temporary, agency or voluntary)• all non-executive directors (including Board and Committee members, and Co-optees)• formally involved residents (such as the scrutiny group) <p>At adoption we demonstrated compliance with all Code requirements; there were some actions noted to strengthen compliance (mostly existing document reviews to reflect the updated Code). We have updated many of the documents (such as Staff Handbook and Fraud Policy) and will complete all the reviews this year; see summary below and Appendix A:</p> <ul style="list-style-type: none">- Codes of Conduct for Board, staff and residents- Board member role profile- Board Member Conflict of Interest Policy	

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<ul style="list-style-type: none">- Social Media Policy- Transparency Policy (awaiting new access to info scheme from government)- Anti-Money Laundering Policy (subject to annual review)- Resident Group Guidance <p>Future updates will be provided with the NHF Code of Governance annual compliance report.</p>	
The Board approved the NHF Code of Conduct 2022 compliance plan	
18 Q1 2024/25 Performance update	
<p>CE presented the Q1 2024/25 performance update to the Board to give an update on performance metrics for Q1 2024/25 as part of the Strategic Business Plan Monitoring. This report now also contained the detailed monitoring of the top five priorities agreed at the March 2024 Board meeting</p> <p>Key highlights were as follows:</p> <p>Overall satisfaction with PCH as landlord was 84% year to date, which was a small reduction compared to the end of year position but remained well into the top quartile from Housemark’s early bird 2023/24 TSM comparisons. There was an initial action plan in place to address the areas where we need to do more (complaints, neighbourhood management and ASB), and this will be further refined over the next quarter. Additionally, we had commissioned a deep-dive analysis piece from a company called Wordnerds, who have provided significant insight into the sentiment and common topics of conversation during they surveys. This will be shared in detail with the Customer Focus Committee.</p> <p>We continued to experience significant challenges with repairs, we are seeing a continued increase in volumes, and complexity of job which are also being impacted upon because of vacancies particularly within the plumbing and carpentry teams.</p> <p>There was a small increase in the number of stage one complaints coming into the organisation year on year. 99.26% of stage one complaints were dealt with within timeframe (one complaint out of time)</p> <p>There has been good performance overall within our compliance measures, mostly with an improved position compared to last quarter, with a very small number falling outside of certification due to non-access issues which are being escalated through the legal process.</p> <p>The damp and mould policy now referenced that we will complete inspections within the statutory deadline, which is currently 14 days and is expected to remain as such once Awaab’s Law comes into effect. Our performance against this measure is 88% which is an increase in responsiveness since April when this PI came into effect (84%). Additionally,</p>	

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we are internally reporting on more rapid inspections due to vulnerability and property condition and have a new Damp, Mould and Condensation Coordinator role in place to monitor and ensure required works are undertaken.

As advised in the Q4 2023/24 report, a significant number of stock condition surveys have reached their 5-year anniversary and need to be updated. This has resulted in the percentage of homes with a stock condition survey dropping to 13%. Savills are currently on site carrying out their bulk survey, and we have boosted our own in-house stock condition surveying team with additional resources to further increase the number of surveys completed.

Year to date we have received 57 new home handovers against a target of 140 by the end of March 2025.

Our current tenant rent arrears continued to be low at 1.37% which is a much improved position compared to the same period last year. The number of tenants in receipt of UC who are in arrears has also reduced.

The average void turnaround year to date is has increased to 30 days; we have seen higher numbers of terminations and an increase in time to let the home following a repair. This is in part due to an increased workload for the lettings team following a number of new home handovers.

Staff sickness increased during the quarter; this is due to a higher than usual number of long term sickness absences.

Staff satisfaction with PCH as their employer remained static at 81%. The staff survey has now concluded, and we are currently analysing the results and will report on this once we have a clear set of actions in place.

At the March Board meeting, the Executive committed to review targets relating to customer perception measures, and void rent loss as it was considered that these were not ambitious enough.

As we have seen a reduction in customer perception and our overall satisfaction was below target, we recommend that this target remained at 85% across the board and we continue to monitor this across the year. The only exception being complaints where performance was far below where would want it to be. Therefore the proposal would be to set this at 50% till the end of the year after which we would increase it by 10% with the aim of moving it towards 65% which is where we would expect satisfaction with complaint handling.

Additionally, for void rent loss, having reviewed our performance to date, it was recommended that this target was adjusted from 0.8% to 0.6% of the annual rent debit of c£76million.

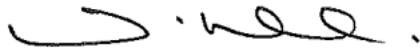
As a result of questions, the following was clarified:

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<p>It was requested that the report could be colour-coded to highlight those targets where we off track.</p> <p>It noted that void times have risen slightly again – assurance was given that work is being undertaken to bring this down and continue the downward trajectory that was happening in the previous quarters. The key factors were an increase in numbers of long-term voids coming through alongside new builds which while these don't feature in the figures they do impact on the resourcing availability.</p>	<p>CE</p>
<p>The PCH Board:</p> <ol style="list-style-type: none">1. noted the Q1 2024/25 performance report2. Approved the adjusted target for void rent loss and hold the targets for customer perception for 2024/25.	
<p>19 Quarterly Management Accounts – redacted as Confidential</p>	
<p>[Redacted content]</p>	

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Signature

Valerie Lee – Chair

Date 24/10/2024



Certified as a true copy

Lucy Rickson, Head of Governance

Date 24/10/2024