



Plymouth Community Homes Board
Board Room, Plumer House and Microsoft Teams
Thursday 23 May 2023 at 4.35pm

Present in person unless otherwise stated:

Valerie Lee (VL) – Chair
Peter Nourse (PN) – Vice Chair
Lavinia Porfir (LP)
Liz Nicolls (LN)- Virtual
Emma Lovett (EL)
Julie White (JW)
Jill Gregg (JG)
Maja Jorgensen (MJ)
Tasawar Nawaz (TN)
Sally Haydon (SH)
Zoe Reilly (ZR)
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- Virtual
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- part
Eugene Potter (EP) Head of DI&T (part)
Alice Potter (AP) Communities Manger (part)
Leanne Eastwood (LE) – Governance Officer (Minutes)

Apologies:

	<i>The meeting started at 4.30pm</i>	
1. 01/05/24	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 circulated to all members ahead of this meeting. It was confirmed the SH & ZR were to continue as the PCC nominees for the next 12 months.	
2. 02/05/24	Apologies for Absence – No Apologies were received.	

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3. 03/05/24	Declarations of Interest – None noted	
	Looking back papers	
4. 04/05/24	Minutes of Previous meeting (21 March 2024) The minutes of the previous meeting on the 21 March 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. 05/05/24	Matters Arising – There were no matters arising Minute Action Log – The MAL was reviewed and noted. TS gave an update on the action relating to safeguarding and confirmed that there is no requirement to have a Board lead on safeguarding. It was confirmed that safeguarding training will be provided to the Board, after which the Board would decide if they wished to have a safeguarding lead.	
6. 06/05/24	Efficient decisions since last meeting: Appointment of CFC Co-optees Louise Webb & Clare Stevens	
7. 07/05/24	Board Briefings: PCH Ltd Interest offset against PCHR Corporation Tax Development KPI's	
8. 08/05/24	Committee Minutes Circulated: 1. Remuneration & Nomination Com 22 March 2. PCHE 4 March 3. PCHR 5 March & 16 April 25 April 4. Finance Com 11 march	
9.	Audit & Risk Committee 23 April 2024 Chairs update and decisions for this meeting	
09/05/24	LN as Chair of Audit & Risk Committee had provided a written update to the Board on the meeting which took place on the 23 April 2023. A number of the papers that were considered were being presented today for approval.	
9.1	Internal Controls Assurance Report	
10/05/24	LR Head of Governance presented the Internal controls assurance to the Board as they are responsible for making a statement on internal controls assurance within the annual Financial Statements, both for the group and subsidiary accounts. A detailed statement was scrutinised by ARC. They noted that EMT considers there are processes and plans which enable them to provide Board with assurance that there are sufficient effective controls in place to appropriately manage the business of PCH and the related risks.	

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	Board were requested to note that the number of actual frauds last year was 14 (all tenancy frauds) rather than the nil figure noted in the report to April ARC (these frauds were reported to ARC via the Briefing Note issued in April 2024).	
11/05/24	The PCH Board approved the Statement of Internal Controls Assurance (Appendix A) is included in the Financial Statements 2023/24	
9.2	Health & Safety Annual Report	
12/05/24	<p>GM presented the Annual Health & Safety Report to the Board. The report which was scrutinised by the ARC at their meeting on the 23 April provided the PCH Board with an overview of Plymouth Community Homes (PCH) Health and Safety performance over the last 12 months (Jan – Dec 2023).</p> <p>The update set out an appraisal on the H&S challenges faced by the organisation over the past year and any perceived challenges on the horizon which may impact the business.</p> <p>The report sought to provide assurance to the Board that PCH complies with all relevant legislation, with the principal legislation for health and safety being the Health and Safety at Work etc. Act 1974 (HSWA).</p>	
13/05/24	<p>As a result of questions, the following was discussed and clarified:</p> <p>Work was continuing to streamline this report so that the Board could have a clear line of sight of any challenges and to provide assurance that we are compliant. Annual Benchmarking information had been circulated separately to ARC however it was felt that it would be beneficial to have some of this information included in next year’s report to help the Board identify key areas of concern.</p> <p>This year the key areas were the increasing levels of Abuse and Aggression towards staff and residents including verbal assaults. It was discussed that this was reflective of a change in society and something that was also being recognised within other key services industries, such as the NHS, Emergency services and retail.</p> <p>Measures are in place to help deal with these behaviours and support our staff and residents which included:</p> <ul style="list-style-type: none"> • Trial use of Body Cams – currently working through the GDPR implications before this is rolled out. 	LT

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<p>14/05/24</p>	<ul style="list-style-type: none"> • Staff training on dealing with aggression and violence at work – helping staff to recognise warning signs and how to keep themselves safe. • Actively Engaging with staff on reporting near misses • Supporting staff who have been the victim of abuse and giving staff the choice on how they want to engage with us. • Working with key stakeholders and partners across the city to cut down on ASB and rough sleeping. • Promoting a changing culture so staff do not just feel it’s part of their role to be verbally abused. Sign posting how to report these instances. • Setting out clear policies with our residents on the terms of their tenancy and taking action and working with them when this is breached. <p>It was agreed that in future the paper would include the actions that have been taken against instances of Verbal Abuse, Physical Abuse, Dog Bites – ASB- etc so that the Board can see appropriate escalations.</p> <p>Assurance was given that any breach of tenancy was taken very seriously, and housing management are swift and clear with residents on what is expected of them. There were various measures in place to help manage those tenants who are having difficulty in their tenancy although it was noted that ending a tenancy was very rare as the measures undertaken normally result in a change in behaviour.</p>	<p>LT</p>
<p>15/05/24</p>	<p>The PCH Board</p> <ol style="list-style-type: none"> 1. Approved the updated Health & Safety policy 2. Noted the annual Health & Safety performance report 	
<p>10</p>	<p>PCH Regeneration Board 16 & 25 April Chairs update.</p>	
<p>16/05/24</p>	<p>JG as Chair of the PCH Regeneration had provided a written update to the Board on the meetings that had taken place on the 16 & 25 April which discussed the Joint Venture (JV) at Silverhill which was included in the Board papers.</p>	
<p>10.1 17/05/24</p>	<p>Capital Investment Committee 18 May 2024 Chairs update and decisions for this meeting</p>	
<p>10.2 18/05/24</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 16 May 2024 which was included in the Board papers.</p>	
<p>10.2 18/05/24</p>	<p>Update on the JV at Silverhill’s /Tamerton Foliot Road Redacted as CONFIDENTIAL</p>	

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<p>11 20/05/24</p>	<p>Customer Focus Committee Chairs update and decision for this meeting- MJ as Chair of the Customer Focus Committee had provided a written update to the Board on the meeting that took place on the 10 May 2024 which was included within the Board papers.</p>	
<p>11.1</p>	<p>Annual report – Tenant Satisfaction Measures (TSMs)</p>	
<p>21/05/24</p>	<p>CE Head of Performance, Strategy & Insight presented the first Annual TSM report which set out the final results of the Regulator’s Tenant Satisfaction Measures for 2023/24. It was explained that the measures were split between customer perception and management information metrics and gave a rounded view of how PCH are performing as a landlord, and how we compare to others through an interim benchmark exercise carried out by Housemark.</p> <p>Overall, we are performing well against the customer perception measures, with our overall satisfaction being in the top 25% in the mid-year benchmark exercise. Assurance was given that we are not complacent and want to do more and have therefore set challenging targets for 2024/25 in this area (these are available within the 2024/25 KPIs and Targets paper on Convene Board 21 March 2024).</p> <p>For the management information metrics, there was strong performance in the building safety compliance theme, with only a small number of homes without certification due to non-access which were being robustly followed up. There was more to do on complaints and complaint handling (also linked to customer perception of complaint handling) and need to communicate more and do what we say we will when we uphold a complaint.</p> <p>Anti-social behaviour was another area where we need to understand more about the reasons why volumes are higher than others and also customer perception of how we handle anti-social behaviour.</p> <p>The final key area to focus on was repairs; there have been challenges with increased volumes of repairs and how we prioritise these. It was explained that we have many more job types assigned to the Emergency category than others which then has a knock-on effect this has on job scheduling and operative availability.</p> <p>There were a range of other areas where we would want to enhance our performance, and these are identified throughout the report, a list of summary actions was included which set out how we intend to deliver to address the underperforming areas. These will be published on the website, alongside the results and monitored frequently throughout the year.</p>	

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	<p>The report was presented to the CFC on 10 May 2024, where the content was discussed. The main theme discussed was our performance with complaint handling and the follow-up work undertaken by Acuity which was initially a one off piece of research to better understand why residents don't rate our complaints handling service very highly. They identified that we don't always record complaints, residents would like us to communicate more throughout a complaint investigation and that we need to make sure we're doing what we say we will in complaint response letters. We have continued this additional research for 2024/25 so we can identify if the corrective actions are having an impact on customer perception</p> <p>It was confirmed that we have identified actions to address these issues and we will continue to ask additional questions where residents express dissatisfaction so that we can verify if the actions taken are effective or whether we need to do more. The feedback will feature in regular reporting to CFC as part of their new terms of reference.</p> <p>When these targets were set in March it was agreed that they would be reviewed again once the Housemark Benchmarking had been received which was expected in early summer. This will enable us to understand where we have landed and if some of our targets should be adjusted to balance stretch verse motivation. This would be brought back for Board approval alongside the Q1 reporting in July.</p>	
<p>22/05/24</p>	<p>As a result of questions, the following was clarified:</p> <p>For some of the measures, such as Legionella, while there are some tolerances we do need to be 100% compliant. It was expected that there would be some movement on the benchmarking in these areas as we move to a formalised way of reporting. As the standards have been set by the regulator this will ensure that we are able to compare ourselves directly with other organisations.</p> <p>The change in performance for the Decent Homes Standard was discussed. It was explained that due to the Stock Condition Survey being driven by dates – last year a component would have been classed as decent if it was within the life cycle, now this year they will have flipped over into non decent. Any key building component which is classified in this way would make the whole property non decent.</p> <p>Using windows as an example the system was telling us there were 406 sets of windows which were outside of the life cycle (20 years) regardless of the condition of the windows. Therefore, the Stock Condition Survey team are working through inspecting these windows to identify if they are still fit for purpose or if they have reached the end of their life cycle so they can then be correctly categorised.</p>	

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	<p>We are committed to ensuring we have stock condition surveys completed on all homes within the next two years, which would ensure we have up to date data on these key components and not be solely reliant on the date trigger points. It was expected that 46% of the Stock condition surveys would be completed by the end of this year. This will ensure that we effectively carry out work on the right things and not on components which are outside of the life cycle but still fit for purpose.</p> <p>Communal areas were discussed, and it was identified that different satisfaction levels can often be linked to the level of cleanliness and the cycles of cleaning. These are currently different between areas/blocks as the cleaning is covered by service charges. Some residents when consulted want more cleaning carried out and then that has a direct correlation to increased satisfaction. Discussions had already taken place at EMT to understand what we could do to improve these areas so there was a service standard level for communal areas. It was agreed that it would be worth exploring and feeding back through CFC what are the differences between blocks and how can we make them more consistent.</p> <p>While PCH are currently in third quartile for repair time we were in the top quartile for satisfaction. It was discussed that while we are not carrying repairs as quickly as we would like, our residents are satisfied with the service. It was confirmed that consideration was being given to how we can carry out our repairs in a cost-effective way and still keep levels of resident satisfaction. Work was being undertaken to understand this and how best to use our resources.</p>	
23/05/24	The PCH board approved the TSM results and summary actions, and delegate responsibility for monitoring these actions to the CFC.	
	Insight papers	
12	Chair urgent Business CEO Objectives	
24/05/24	The Board were advised the CEO objectives would be circulated to them outside of this meeting for approval the coming year ahead.	LE
13	CEO update – redacted as confidential	
25/05/24	JC CEO presented his update report to the Board which gave them an overview of external updates and current activity within PCH of which they should be aware. This included: <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] 	

	<p>[Redacted]</p> <p>[Redacted]</p>	
	<p>As a result of questions, the following was discussed and clarified:</p> <p>[Redacted]</p> <p>[Redacted]</p>	
26/05/24	[Redacted]	IH
27/05/24	The PCH Board noted the CEO update.	
14	Customer Insight	
28/05/24	<p>AP Communities Manager presented the second customer insight report to the Board. It described the journey PCH was taking to build customer insight, including the sources of information available, those that could be developed, and the aim of this style of reporting to enable forward thinking and acting on emerging issues that are important to our residents.</p> <p>This second report provided an update on the action plan which progresses the development of customer insight, and ‘Appendices 1 - May 2024 Customer Insight Report’, which brought together resident feedback and identified the common themes, including: complaints/contact and communications; community engagement; and communal areas.</p> <p>Communal areas featured in the first insight report, but the feedback for this period focused on the quality of flooring and pathway materials, and how it impacts the long-term maintenance and cleaning. Communication was another theme to be repeated but this time residents described the</p>	

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	frustration of new staff (to the business, service or Tenancy Management ‘patch’) not appearing to have access to previous case information. Knowing who to contact and having a visual presence in communities was felt to be important in tackling anti-social behaviour, as was the appearance of buildings and grounds.	
	As a result of questions, the following was discussed and clarified.	
	The Board considered the insight provided, and the progress against the action plan; they discussed and made suggestions for the continued shaping of PCHs’ customer insight journey. They agreed that good progress had been made and they would like to see how we link this information with the data from the performance and TSM reports.	
	One of the requirements within the regulator’s consumer standards was to understand our customer and this insight report helps the Board focus on what is important to our customers and prioritise based on their needs, not what we think is important to them.	
29/05/24	The report showed that 32.55% of residents did not know how to make a complaint to PCH. It was asked how we compare to other landlords in this measure.	CE
	Post meeting note: This was answered after the meeting where it was clarified that this is measure was something that PCH chose to include in the STAR surveys so we can monitor the effectiveness of our communications regarding how to make a complaint. It is not a standardised TSM, so we would be unable to make a comparison.	
30/05/24	The qualitative TSM responses were separated into postcode areas, with a high number mentioning ‘incomes. It was asked what the residents’ responses were in relation to incomes. It was explained that key word analysis was used, and further information could be provided following the meeting.	AP
	Post Meeting Note: Further information was provided after the meeting. The comments from residents would have either mentioned rents or service charges. After the positive feedback at both CFC and Board about including the postcode breakdowns, further testing of the reporting capabilities was being carried out, to see if there’s a way of making it more detailed. The Strategy, Performance & Insight team are working toward the ability to do sentiment analysis.	
31/05/24	The PCH Board Noted the Customer Insight report.	
	Decision Papers	

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15	Stress Testing the Business Plan Redacted as commercially sensitive	
32/05/24	<p>[Redacted text block containing multiple paragraphs of blacked-out content]</p>	

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<p>33/05/24</p>	<p>[Redacted]</p>	<p>JR</p>
<p>34/05/24</p>	<p>[Redacted]</p>	<p>JR</p>
<p>35/05/24</p>	<p>[Redacted]</p>	<p>JR</p>

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	[Redacted]	
36/05/24	[Redacted]	
16	Treasury Strategy Redacted as commercially sensitive	
37/05/24	[Redacted]	
38/05/24	[Redacted]	
39/05/24	[Redacted]	
16	Away Day Report – redacted as commercially sensitive	
40/05/24	LR Head of Governance presented the report to the Board which summarises the discussions held at the Board Strategy Days on 25 and 26 April 2024:	

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41/05/24	<ul style="list-style-type: none">• State of the Nation with Disruptive Innovators Network – a good, thought-provoking session asking the Board to consider innovative thinking and approaches to deliver services in the future• Customer service, patterns, and trends with Institute of Customer Services – the wider customer service trends and learning to consider at PCH• Head of Strategy, Performance and Insight – good opportunity to learn about our customers and satisfaction levels and to discuss future strategy and approach• Insight on our assets/homes with Head of Asset Strategy and Delivery – good chance to learn about our homes and to debate ideas• Development and Growth Strategy with Director of Business Services and Development and Head of Development – full debates on new homes including geographical location, client groups, acquisitions, and partnership• Chair’s Challenge with Board Chair – continuing the journey on leading diversity and setting objectives for inclusion in the ESG report• Committee risk escalation and priorities for 2024/25 with Committee Chairs and Head of Governance – setting objectives for Committees and discussing risk oversight; the final objectives are provided for Board to approve <p>Also within the report were a number of next steps with dates of completion which would be monitored through the Board’s minute action log once they were approved at this meeting:</p> <ul style="list-style-type: none">a. note the customer satisfaction discussion requests for the customer insight and performance reports (Charlotte Edwards and Alice Potter)b. draft Homes Standard prepared for Dec 2024, with implementation from April 2025 (Tracy Smith and Andrew Lawrie)c. [REDACTED]g. Wider Geography – establish clear service standard to ensure consistency when operating outside of Plymouth (Tracy Smith (September 2024)	Acti ons
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	<p>[REDACTED]</p> <ul style="list-style-type: none"> l. Chair’s Challenge commitments reported to People and Culture Cmte June 2024 (Chair) and then to July 2024 Board in our ESG report 2023/24 (Lucy Rickson and Charlotte Edwards) <ul style="list-style-type: none"> i. review against objectives for 2023/24 ii. propose for 2024/25 m. refreshed EDI Strategy to People and Culture Cmte July 2024 (Angie Edwards-Jones) n. arrange light touch Board review in Oct/Nov (discuss at People and Culture Jun 2024) (Lucy Rickson) <ul style="list-style-type: none"> i. progress against Board Behavioural Framework ii. understand and unlock potential of diversity and lived experience on the Board November Board Strategy Day to include risk session to consider how Committees are managed and reporting back on risk (Lucy Rickson and Angie Edwards-Jones) 	
42/05/24	<p>Board Members were invited to submit any feedback on the away day itself and any suggestions for future aways.</p> <p>The session had also set out Committee objectives and all were thanked for their input in developing these.</p>	
43/05/24	<p>The Board</p> <ol style="list-style-type: none"> 1. Noted the report 2. APPROVED the Committee objectives for 2024/25 	
17	Compliance with the Regulator of Social Housing (RSH) Standards	
44/05/24	<p>LR Head of Governance presented the Board with the full RSH Standards Compliance Assurance Statement (Appendix A) covering both existing Economic Standards and new Consumer Standards for approval.</p> <p>In March 2024 meeting, the Board received high-level of assurance in relation the new Consumer Standards and acknowledged that, as a community-based landlord that puts residents at the heart of decision-making, we are well placed to meet the new Standards.</p> <p>This report provided a full RSH Standards Compliance Assurance Statement (Appendix A) covering both existing Economic Standards and new Consumer Standards. The statement has been developed following a Joint Leadership session at which EMT and SMT worked together to understand the impact of the new Consumer Standards and the actions needed to ensure compliance beyond the basic regulatory requirements. Our aim is to ensure continuous improvement in line with our aim to be ‘a sector leader in governance and regulation’.</p>	

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	<p>Our self-assessment provides assurance that we are compliant with the Standards; however, we acknowledge there are some areas where we need to strengthen our approach:</p> <ul style="list-style-type: none"> - Stock condition surveys and strategic asset management. - Customer engagement in developing strategies, policies, and service reviews. - Sharing performance information with tenants and expanding opportunities for tenants to hold us to account. - Data collection, usage, and integrity. - Enhance customer profiling, customer insight and listening to the customer voice <p>The full statement was scrutinised by ARC and the Consumer Standards were scrutinised by CFC; there were no concerns raised at either Committee.</p> <p>This summary statement is proposed for the annual accounts: “After consideration of reports by the Executive Management Team, the Board certifies that to the best of its knowledge the Association complies with the RSH Economic and new Consumer Standards in all material respects.”</p> <p>The actions from the Statement will be monitored quarterly by EMT and SMT, and by ARC at their October 2024 meeting. The Statement will form part of the evidence for our RSH inspection (anticipated from spring 2025).</p> <p>Our current regulatory judgment gradings are G1 and V2, and we reported no issues of concern to the regulator in the past financial year.</p>	
<p>45/05/24</p>	<p>The PCH Board</p> <ol style="list-style-type: none"> 1. NOTED the recommendation from Customer Focus Committee that there is sufficient assurance that PCH complies with the new RSH Consumer Standards 2. NOTED the recommendation from Audit and Risk Committee that there is sufficient assurance that PCH complies with the RSH new Consumer Standards and Economic Standards 3. APPROVED the 2023/24 statement of compliance with RSH regulatory requirements in the annual accounts 	
<p>19</p>	<p>Governance Code Compliance and Plan updates</p>	
<p>46/05/24</p>	<p>LR Head of Governance presented the report to the Board to provide assurance that PCH is continuously reviewing and improving governance</p>	

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arrangements via the NHF Code of Governance Compliance Plan and a governance action plan.

Code of Governance: PCH had adopted the NHF 2020 Code of Governance, which was written specifically for the social housing sector. PCH transitioned from the previous NHF Code and have been fully compliant with the 2020 Code since March 2023. A compliance statement was shown as Appendix A and included actions to strengthen compliance (these were also included in the governance action plan for 2024/25).

The Code is based on ‘comply or explain’ where Board makes a statement within the annual accounts including an explanation of any non-compliant areas. The proposed statement for 2023/24 would be as follows:

“After consideration of reports by the Executive and other third parties, the Board certifies that to the best of its knowledge the Group complies with the adopted NHF Code of Governance 2020 (including the areas relevant to its commercial subsidiaries). PCH Board has extended the term of office of two resident Board members beyond the recommended six years to eight years (Code ref 3.7.3) to ensure continuity and recruit successors; one resident retired in November 2023, and another will retire in May 2025.”

Governance action plans :A Governance Improvement Plan had been in place for several years and last year incorporated the actions from the independent Governance Review. The status of the Plan at financial year end was shown as Appendix B and could be summarised as follows:

- 33 actions
- 7 amber – delayed/partial completion
 - actions 9 Board Skills Matrix, 10 Board L&D Plan and 11 Board Role Profile update –due at People and Culture Cmte Jun/Jul, then Board 2024
 - action 12 investigate existing public life academy/associate Board member schemes - not delivered due to workload. People and Culture Cmte to consider whether still required.
 - action 13 deliver governance and role overview session – People and Culture Cmte to consider whether still required in Board L&D Plan
 - Action 25 recruit 5 resident shareholders – 3 new shareholders recruited
 - Action 26 recruit 2 resident Board members – one recruited Feb 2024 and one existing extended to May 2025 (recruitment for this role to start Jan 2025)

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	<ul style="list-style-type: none"> 1 cancelled - action 19 Chair's Group - agreed with Chair not required <p>To avoid duplication, we are now presenting the Governance Service Plan 2024/25 (Appendix C) to Board, instead of having a separate Governance Improvement Plan.</p> <p>It was also noted that the adopted NHF Code of Conduct was subject to a separate report due at July Board.</p>	
47/05/24	<p>As a result of questions, the following was discussed and clarified:</p> <p>Clarity was provided that Board member terms of office could go over the 6-year recommended limit if there was a valid documented business reason.</p>	
48/05/24	<p>The PCH Board</p> <ol style="list-style-type: none"> DISCUSSED the NHF Code of Governance Compliance Plan and Governance Service Plan 2024/25 APPROVED the NHF Code of Governance compliance statement for the annual accounts 2023/24 	
	Monitoring Papers	
20	Q4 & Annual Performance Report – redacted as confidential	
49/05/24	<p>CE Head of Performance, Strategy & Insight presented the Q4 2023/24 Performance update to the Board for monitoring.</p> <p>Key highlights were as follows:</p> <ul style="list-style-type: none"> - Overall satisfaction with PCH as landlord was 85% for the full-year position, which is in the top quartile from Housemark's mid-year TSM comparisons. A full breakdown of performance against the TSM perception measures was within the separate TSM report, including the outcome of our additional research on perceptions of our complaint handling service. - PCH have experienced further challenges within repairs as we have seen an increase in the volume of jobs being requested overall (by 7%), which has an impact on scheduling jobs within our specified timeframe. - We have seen a small increase in the number of stage one complaints coming into the organisation year on year and we responded to 98.42% within 10 days. 	

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	<ul style="list-style-type: none">- There has been good performance overall within our compliance measures, with a very small number falling outside of certification due to non-access issues which are being escalated through the legal process.- Performance against our policy to complete damp and mould surveys within 7 days continues to be low, however Government has now indicated that Awaab's Law will require most damp inspections to be completed within 14 days, except for residents with severe health conditions whereby we will continue to complete these within 7 days. A triage system was now in place and 84% of the inspections are being completed within 14 days.- There had been a further small increase in stock condition surveys, although the Board should note that a large proportion of these will be over five years' old during Q1 2024/25 so this number will reduce, although there was a clear plan to accelerate the number of homes with a survey over the next two years through in-house and external resource.- Year to date we have received 133 new home handovers against a target of 142 by the end of March 2024. This was slightly behind target however we have already taken handover of 28 affordable homes since the beginning of the year.- The current tenant rent arrears continued to be low at 1.28% which is an improved position compared to the same period last year. The Incomes Team continue to work alongside residents who are struggling to pay to support with budgeting, benefit claims, access to grants and support from our own Financial Support Fund.- The average void turnaround year to date was 27.9 days which was an improvement compared to the past quarter and was moving towards attaining the target of 20 days.- Staff sickness increased during the quarter and was as expected as we approached the final winter months. There have been increases in coughs, colds including Covid-19 and stomach bugs.- Staff satisfaction with PCH as their employer was 81% which has reduced slightly since the previous quarter. The staff survey is now live and will close on 24th May 2024 when we will analyse the	
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	<p>results to understand what we do well and what we could improve on.</p>	
48/05/24	<p>As a result of questions, the following was discussed and clarified:</p> <p>It was noted that the targets would be reviewed again once the Housemark Benchmarking had been received, which was expected in early summer.</p> <p>[Redacted]</p> <p>The recent Neighbourhood Plan survey was discussed and how it was important to be creative with these and link them into the overall service Standards which will be coming back through CFC. It was noted that each area has different needs and the neighbourhood plans should reflect this along with input from the local community. The Service Standards would sit alongside this to ensure that each area is treated equally and there is a consistency of service for all.</p>	
49/05/24	<p>It was important that residents feel safe in their homes, and this was something that was monitored through the TSM. Further analysis would be undertaken to understand the factors which contribute to this measure and what PCH can do to raise satisfaction in this area.</p>	CE
50/05/24	<p>The PCH Board noted the Q4 Performance Report.</p>	
21	<p>Quarterly/Year end Management Accounts Redacted as Confidential</p>	
51/05/24	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	

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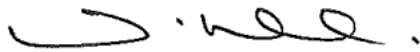
52/05/24		
22	Digital & IT Strategy	
53/05/24	<p>EP Head of D&IT presented the Annual Update of Digital and IT Strategy for monitoring. The report outlined the progress made against the current strategy in the last 12 months and the forward direction of travel , actions and deliverables that have been completed. These included:</p> <p>Security, Protection & Recovery- Significantly improved the backup, business continuity/disaster recovery posture, protection, and capability by the move to ‘cloud’ hosted services and solutions.</p> <p>Digital tenancy applications- Implemented a new (replacement) Tenant Portal (including mobile app) improving resident accessibility and access to information and services including improved Tenant Applications</p> <p>Digital workflows and processes</p> <ul style="list-style-type: none"> - Implemented new HR/Payroll platform incorporating digital workflows and staff HR/Payroll self-service. - Design/build phases of replacement ‘Repairs Management’ platform/system – TotalConnect - Replaced many paper based/manual processes with digital workflows and self-service options in areas of HR, Payroll, Governance and Environmental Services. <p>Compliance</p> <ul style="list-style-type: none"> - New (replacement) websites for PCH, SO-Living and Plumer House 	

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	<ul style="list-style-type: none"> - Replace/upgraded a number of core business applications (some of these moved to the ‘cloud’ based solutions). - Compliance Monitoring - Implemented a new system to help monitor compliance on Legionella, Communal Fire Doors, Lifts and Communal Fans 	
	<p>As a result of questions, the following was discussed and clarified:</p> <p>The Digital and IT Strategy emphasises digital by design and access by choice; assurance was given that we recognise we will never be 100% digital. We will continue to gather feedback from residents on how they want to engage with us and help them to understand the benefits of digital communications.</p> <p>Digital security was discussed, and the Board were assured that PCH has a solid and secure platform which is continually being updated with security perimeters. We continue to develop our disaster recovery and business continuity provisions to protect ourselves from emerging cyber threats.</p>	
54/05/24	<p>It was discussed that we should also be looking at ways that we can support our residents to be safe online. This could be using the work we are already doing with Livewell to support and educate our residents on how to identify cyber threats.</p>	EP
	<p>It was also suggested that we should ensure our residents understand that we have digital ethical standards so they can have confidence in communicating digitally with us, for example how can they be sure that something we send out comes from PCH and it is safe to provide the information that we are requesting or to click on a link.</p>	
55/05/24	<p>It was requested that in next year’s report the Strategy deliverables should include completed/targets dates and the outcomes of delivery.</p> <p>Programme management was discussed as it was clear that D&IT has a large part to play in ensuring objectives can be fulfilled across the organisation; it would be beneficial to map what technical support is required to order to support their delivery.</p> <p>The roll out of the new repairs management platform, Total Connect, will take place in the summer. This ensures that staff can carry out more transaction engagement with residents at the point of contact. Work will be undertaken to communicated this to all staff so everyone is using the right tools.</p>	EP
	For Information Papers	

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	Forward Plan & How did we do	
56/05/24	<p>The Board Forward plan for 2024 was noted.</p> <p>JW provided feedback on the meeting that had taken place today. She highlighted that an increase in ASB seems to be coming through on many papers and the Board should be mindful if this was the next focus coming over the horizon. The Board had heard that some was due to a societal shift but that our staff and other residents are being impacted by this.</p>	
57/05/24	Date of next meeting 25 July 2024	
	<i>The meeting closed at 7:30pm</i>	



Signature.....

Valerie Lee – Chair

Date ...25th July 2024.....



Certified as a true copy

Lucy Rickson, Head of Governance

Date...25th July 2024.....