

LEEDS FEDERATED HOUSING ASSOCIATION

MINUTES OF THE BOARD OF MANAGEMENT MEETING HELD ON WEDNESDAY 6th JUNE 2018 at 6.00 pm

Present: Helen Jaggar (HJ) Chair
Sue Howlett (SH)
Martin Warhurst (MWa)
Stuart Whyte (SW)
John Williams (JW)
Claire Stone (CS)
Shaid Mahmood (SM)
Chris Adams (CA)

In attendance:

Matthew Walker (MW) Chief Executive
Stephen Blundell (SB) Director of Operations
Jason Ridley (JR) Director of Finance and IT
Jill Hellings (JH) Company Secretary
Kate Gaskin (KG) Executive Assistant (Minutes)
Megan Henderson (MH) HR Manager
Angela Lomax (AL)
Jaedon Green (JG) Observer
Kim Brear (KB) Observer

		Action
1	Conflicts of Interest CS declared an interest in Item 3.6 Joint Development Venture	
2	Apologies Apologies were received from Robin Machell	
3	Items For Decision	
3.1)	Health and Safety Policy and H&S Self-Assessment 18.001 JH presented the policy and explained that it comes to the Board annually for review. There are some minor changes and a reminder of the Boards responsibility. JH highlighted that further detail is covered in reports to Operations Committee and HJ commented that the committee are welcome to deep dive into anything that comes out of the H&S committee as this is officer attended only.	
	18.002 CS suggested including scheme inspections within the table.	JH

18.003 HJ suggested that the policy may need to be revisited following the findings from the green paper which has come out of the Grenfell enquiry.

18.004 The Board approved the Health and Safety Policy and noted the remainder of the report.

3.2) End of year Treasury review and Treasury Annual Plan Funding Update 2018/19

18.005 JR presented the report, explaining why it has been brought. The additional treasury plan shows the funding and what will be needed and where it will come from. The business plan is being updated and will be submitted as part of the FFR before it is brought back to July meeting.

18.006 Commercially sensitive

JR

18.007 Board:

- **Approved the Treasury Annual Plan 2018/19 Funding update**
- **Noted the end of year Treasury Review**
- **Noted the changes to the business plan that will be included in the FFR submission and that the amended business plan will then come to the board for approval in July.**

3.3) Equality & Diversity Policy

18.008 JH presented and explained that the policy has undergone some minor changes, the policy now includes references to GDPR.

18.009 JH also included the profile of customers, staff and board members. HJ asked if any steps have been taken to ensure that the staff and board profile represent the customer base that the Association has. JH confirmed that the recent Board vacancies were advertised in specific publications with the intention of attracting potential candidates from underrepresented groups on the Board. HJ felt the need to remain aware of the need for BME representation.

18.010 MW confirmed that appointments for both staff and Board are made on skills and ability.

18.011 Board approved the Equality and Diversity Policy.

3.4) HR Policy

18.012 JH presented this and highlighted that there are a number of changes in this with the main change being that the Association is no longer pursuing IIP accreditation. It has been

decided to use the EFQM framework instead which has a wider brief. The policy has been changed to reflect this.

18.013 JW asked for clarification on the suspension of the apprenticeship programme, JH clarified that this is the GEMS programme and was put on hold due to the associated costs with it. We are using the apprenticeship levy on various training and development in the organisation.

JR

18.014 HJ asked if there is anything that the Board need to know or any support they can give in order to help the Association achieve EFQM. It was agreed that this something to be discussed in LT and fed back.

JH

18.015 SM felt that EFQM doesn't give the drill down in equality and diversity and there is a risk that things can be lost. He is part of Investors in Diversity and suggested that it is something we look into. JH confirmed a lot of work has been done with HDN around diversity in the organisation and had looked at IID in the past and would revisit to see if it could add anything further.

18.016 Board approved the HR Policy

3.5) Communications Policy

18.017 JH presented the report explaining that some changes have been made to reflect flexible/agile working and Vision21. JH confirmed that the associated communications plan has more information on social media. She also explained that there is a new system in place in order to create newsletters for both customers and staff

18.018 SH commented how the Associations social media has seen vast improvement over the last few months.

18.019 Board approved the Communications Policy

3.6) Commercially sensitive

3.7) Board and Committees Timetable 2019

18.029 JH presented the timetable for Board and Committee meetings for 2019. There are a couple of dates still to be confirmed for Audit and Risk.

18.030 The Board approved the suggested dates and confirmed a 6pm start for all.

3.8) GDPR Policy

18.031 JH confirmed that an overview of this was given at Audit & Risk in January and for the main, what is required has been

<p>implemented. Staff have done an E-learning module and had face to face sessions which has been useful to them.</p> <p>18.032 JH confirmed that more work needs to be undertaken on one system but this will be included in the new system which is being tendered for now. In the meantime work is being undertaken on the present system to eliminate some of the risks. HJ asked for timescales of replacing the electronic document system and JR confirmed it's on roadmap and should be due by April 2020. He agreed to recirculate these dates for board information</p> <p>18.033 JG raised an issue in regards to someone asking for inaccurate information on them being corrected and that the Association has an obligation to check for evidence before making the correction. JH agreed to include this.</p> <p>18.034 SH asked for additional guidance for Board in regards to changing passwords on their Ipads. It was agreed that JR would ask IT to get in touch to advise how to do this</p> <p>18.035 Board approved the policy and it was agreed that the policy will be reviewed annually as the Association work through it and learn from it.</p>	<p>JH</p> <p>JR</p>
<p>4) Performance</p> <p>4.1) Performance update</p> <p>18.036 SB presented and explained that they have begun the Process with Clearview which is greatly improving the audit trail. There is still some experimentation going on for the presentation of data. It is a relatively short report this time round but shows no reds, although there is an amber in regards to the number of complaints with cases overdue. JG raised an issue in regards to metrics and how the fact that the more cases that are closed, the worse that the ones that are open look and SB agreed to consider this some more</p> <p>18.037 The Board noted the current levels of performance.</p>	<p>SB</p>
<p>5 To Note</p> <p>5.1) Governance Update</p> <p>18.038 JH highlighted the use of the seal since the last meeting and drew attention to the procurement updates.</p> <p>18.039 Commercially sensitive</p> <p>18.040 The Board noted the report</p>	

5.2) Annual Assessment against Regulatory Standards
18.041 JH presented the report and explained it had been completed by the individual Heads of Service. It demonstrates that the Association complies with the standards set by RSH.

18.042 The Board noted the report

5.3) Board Effectiveness Questionnaire Results
18.043 JH presented the paper and confirmed that everyone had responded. The Board agreed or strongly agreed to most points. HJ started a discussion around communication as she feels that this is still an area that needs addressing in terms of the ambassadorial role that the Board have with customers.

18.044 The Board noted the report

5.4) Vision 21 Update
18.045 SB updated the Board on progress and a handout was provided showing progress within the individual workstreams. SB summarised what is being looked at in the areas of Growth, Delivering the Offer, Payments and Charging, Repairs Reimagined, Digital Work and The way we work

18.046 JR highlighted that it is very important to plan this process carefully before anything is implemented, a huge amount of detail and plans sit behind the work that is presented. It is proposed that resources will be extended for another year and this will come to Board for approval. The auditors have been asked to come in to look at the structure of vision 21 and its deliverables in order to give assurance.

18.047 Finally he concluded that he would welcome feedback from the Board about what kind of information they'd like to see. SM suggested that he would like to see a few learning points and HJ commented that she would like executives to be mindful of things that the Board will need to approve

18.048 The Board noted the report

6) Board Minutes

6.1) 18.049 Minutes of the Board meeting held on the 21st March 2018 were approved as an accurate record

7) Matters Arising

7.1) Matters Arising
18.050 All matters arising have been covered within the agenda

7.2) Rolling Matters Arising 2018/19

<p>18.051 The pension review will happen in August/September and will come to Board after this</p> <p>8) Minutes For Information</p> <p>8.1) 18.052 Draft Operations Committee 16th March 2018 were Included for information.</p> <p>8.2) 18.053 Draft Health and Safety Minutes 28th March 2018 Included for information</p> <p>8.3) 18.054 Closed Session Minutes of Board on 21st March 2018 (circulated separately) were approved as a true record</p> <p>9) Risk Review of Board pack 18.055 MW highlighted the additional risk that has been added due to the development joint venture. He also confirmed that a potential separate strategic risk register will be done as and when the JV progresses.</p> <p>10) Any other business 18.056 JH advised Board members that a photographer would be taking Board members photos prior to the start of the Board meeting on the 25th July.</p> <p>11) Date of next meeting Board Meeting - Wednesday 25th July 2018 at 6.00 pm</p>	
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