**LEEDS FEDERATED HOUSING ASSOCIATION**

**MINUTES OF THE BOARD OF MANAGEMENT MEETING HELD ON WEDNESDAY 12TH JUNE 2019 at 6.00 pm**

**Present:** Stuart Whyte (SW) Chair

Claire Stone (CS)

Martin Warhurst (MWa)

Jaedon Green (JG)

Robin Machell (RM)

Shaid Mahmood (SM)

Kim Brear (KB)

**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

Megan Henderson (MH) HR Manager

Kate Gaskin (KG) Executive Assistant (Minutes)

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| **1 Conflicts of Interest**  No conflicts of interest were noted.  **2 Apologies**  Apologies were received from Sue Howlett  **3) Items for Decision**  **3.1) Health and Safety Policy and H&S Self-Assessment**  **19.001** JH introduced and explained this is brought to the Board on an annual basis, she highlighted that we have a consultant for advice and also asked Board to note their legal responsibilities in regards to corporate manslaughter and corporate homicide. It was also confirmed that the H&S minutes are brought to each Board meeting for information.  **19.002** JG asked about RIDDOR reporting changing to 7 days and JH confirmed that RIDDOR have changed this; it wasn’t an organisational decision. JG asked if this put colleagues at extra risk but JH confirmed that any incidents would be assessed as usual and are reported more promptly than the 7 days.  **19.003** CS asked if there should be a Board member on the H&S Committee, it was confirmed that this used to be the case but it was deemed unnecessary as the minutes come to Board. Discussion was had as to the depth of conversations held in H&S committee and it was agreed they were quite in depth and agreed to leave as it is at the moment  **19.004 Board approved the Health and Safety Policy and noted the remainder of the report.**  **3.2)**  **Equality & Diversity Policy**  **19.005** JH introduced and explained there are only minor changes in regards to risk. The policy includes both the Board and staff diversity profile.    **19.006** CS asked if we need to think about getting a more representative workforce which reflects the tenant’s ethnicities. JH confirmed that we use various media for attracting a range of ethnicities when recruiting. SM commented that he has some experience in this area and has ideas of different avenues which he is happy to share with colleagues.  **19.007** JG raised about unconscious bias and might be worth looking into with staff in relation to the Leeds population. JH confirmed staff have recently had E&D training which included a session on unconscious bias.  **19.008** There was also discussion around the gender pay gap and while it wasn’t relevant to the Association directly, it is something that has been considered and overall LFHA is in kilter with other HA’s.  **19.009** SW suggested that SM could run a quick lunchtime session for all Board members and any relevant staff to share his knowledge. This was agreed by SM.  **19.010** KB also suggested looking at the demographics over the course of the last 3 years to see how this changed in that time and what this will mean for our client base.  **19.011 Board Approved the Equality & Diversity Policy**    **3.3) Bribery Fraud and Money Laundering, Whistleblowing, and Probity Policies**  **19.012** JH introduced, explaining there are some minor changes along with a few legislative amendments. JG raised an issue in regards to money laundering in shared ownership, JH explained that its only £200 reservation fee lodged with us and everything else is done through solicitors. JG highlighted that as an Association we need to be aware of the tenants ourselves and not rely solely on solicitors. He doesn’t feel it’s covered well enough by the policy which seems to concentrate on rent and doesn’t’ acknowledge shared ownership and staircasing. He is happy to leave as it is now but worth considering for next year’s update. He just feels that it’s a question we need to ask to cover ourselves.    **19.013 Board approved the:**  **• Bribery, Fraud and Money Laundering Policy**  **• Whistleblowing Policy**  **• Probity Policy**    **3.4) Board and Committee Dates 2020**  **19.014** JH confirmed that these are the dates for all the Board and Committee meetings for 2020. The Board were happy with the dates and KS will send out diary invites.    **19.015 Board approved the Board and Committee dates 2020**  **3.5) Annual Statutory Compliance Report**  **19.016** JR explained this is a formality to some extent and sets out that internal and external controls exist and that the Association is using the 3 lines of defence method.     * **19.017 Board noted management comments as regards improvement actions where appropriate** * **19.018 Board noted that we achieved compliance with our statutory and regulatory obligations in respect of residential health & safety during 2018/19.**   1. **Commercially Sensitive**   2. **) Commercially Sensitive**   3. **Development Policy**   **19.024** SB introduced and explained it is a largely administrative update. The Association has committed to the 2nd year of the 5 year periods and have also committed to undertake more real life performance reviews of schemes.  JG raised that it should say Leeds City region *and its environs.*    **19.025 Board approved Development Policy 2017/21 (Version 4.0).**    **4.1) Performance**  **4.1) Performance update**  **19.026** SB presented and explained it is a relatively thin report as it is for April. The financial data has not been produced yet as the finance department have been focussed on the end of year reports. The amber and reds in the report concern risk management areas  **19.027** Gas services overdue are showing as red due to obtaining access but there are no properties without a valid gas certificate that are not compliant, fire system checks are red due to the number of bank holidays in April but are now back on track, this has prompted the team to put resources in place to stop this happening again.  **19.028** JG asked about complaints, SB explained that there had been one issue that caused multiple complaints due to external forces. In the long term, V21 are looking at business process mapping the complaints process into how these can be analysed better.  **19.029** KB would appreciate some narrative as to why it was higher this time round as this shows it has been dealt with. This was agreed.    **19.030 Board noted current levels of performance**   * 1. **Financial Performance & End of Year Treasury Update**   **19.031** JR confirmed that these figures should be the same as what will be published in the statutory accounts bar some very minor changes. There are significant positive changes.  There have been one off property sales, an outstanding performance on first tranche sales and the pension contribution was less than expected. There will be more detail in the statutory accounts in regards to SHPS pension scheme.  **19.032** Commercially sensitive  **19.033** JG commented on how good the Associations shared ownership scheme is and this should be highlighted to customers and stakeholders. It works out at 10% of development programme. He also highlighted how the Association has produced more than 150 new properties and need to give credit where it’s due. A positive narrative is important at this time.  **19.034 Board noted the financial performance and treasury activities as at 31 March 2019 and noted the changes to the business plan that will be included in the FFR submission and that the amended business plan will then come back to board for approval in July.**  **5) To Note**  **5.1 Governance Update March 2019**  **19.035** JH introduced and explained it is the usual report showing the use of seals and any CIG updates.  **19.036 Board noted the report**   * 1. **Annual Assessment against Regulatory Standards 2018-19**   **19.037** JR explained this is the yearly review, LT have assessed them all and this report is to assure we are fully compliant with the RSH standards. JR demonstrated the process on the Clearview system and explained the system prepopulates the set requirements so the standards are already in.  **19.038** The Board commented on how impressed they were with Clearview and SW checked whether we need to have it externally audited. JR confirmed that we can ask for this and did do when we had the IDA  **19.039 Board noted the report**     * 1. **Board Effectiveness Questionnaire Survey 2019**   **19.040** JH presented the report and highlighted the 2 areas where members had scored ‘disagree’ on the survey for the Board to discuss.  **19.041** SW explained the recent Board appraisals had highlighted the feeling of lack of communication in regards to tenant voice. SB explained it’s been on the agenda to raise the profile of the customer voice. ‘Together with Tenants’ is being launched by the NHF and the Association is going to be more explicit about its engagement with tenants  **19.042** Customers have been more involved in shaping what services will be like in the future through Vision 21. There will be more information on this work in the July Board meeting and more will come in October after the charter has been released. MW confirmed that the tenants’ voice is becoming more important within the sector nationally.  **19.043 Board noted the report**  **5.4) Vision 21 Update & Managing for Value Report**  **19.044** JR introduced explaining the report covers the usual update from a programme governance view along with an additional report on managing for value. He has used the powerpoint presentation approach as this is what goes to the programme board. JR highlighted the RAG rating of the programme as a whole which is showing as amber because of the digital aspect which is showing as red. He explained that IT is always susceptible to delays. They are recommending delaying from April to June for the largest piece of technical work with a plan to go live in July/August time. This won’t impact business, the systems currently in place are still acceptable but will need additional support for agile working while the upgrades are ongoing.  **19.045** SW asked if 3 months is long enough, SB and JR are confident this will be enough time. Breeze are aware of this and are under pressure to perform to timescales.  **19.046** JG would like to hear a voice of the customer or the colleague as it would be helpful. KB agreed that she still needed to understand how this will benefit the tenants. There was a discussion about whether the V21 update should be further up the agenda as it’s important and a big area. It was agreed to put as a separate agenda item for the next meeting to discuss.  **19.047** SB explained about the managing for value report, that it is about moving the culture of the organisation forward and noted that some of these areas have already been completed.  JG asked a question about culture and have we identified the parts that the Association wouldn’t want to lose? JR explained that he thinks this will allow people to blossom, people are passionate about helping customers and this way of working will encourage that. CS thinks it needs to link back to corporate strategy to ensure that the aims are still met.  **19.048** MW commented that these conversations have been had via the Oasis programme, there are concerns that the camaraderie of the office will be lost and there are things being done to make sure we don’t lose this as this is a value to us. Also there has recently been a launch of a culture index to check with staff about how they feel.  **19.049 Board noted the report**   * 1. **Stakeholder engagement**   **19.050** MW explained this is a new report and gives an idea of the type of engagements the Association has in the region. SM commented there would be an opportunity lost if we were to not do this. RM highlighted that there are opportunities to get people to come in to discuss city issues, not everyone knows Leeds well. This could be within the development committee or lunchtime meetings.  **19.051** Commercially sensitive  **19.052** Commercially sensitive  **19.053 Board noted the report**  **6) Board Minutes**    **6.1) 19.054 Minutes of the Board meeting held on the 27th March 2019 were approved as a true record**  **7) Matters Arising**  **7.1) Matters arising**  **19.055** The pension arrangements will be discussed at the Pension Sub Group  **7.2) Matters arising rolling agenda 2019/20**  **19.056** The matter where SW had asked that DTP return in July 2019 to review how everything is going as the new Chair and new Board Members to be deferred for now but SW asked for this to be left on the rolling agenda to consider at a more appropriate time.  **8) Minutes for Information**  **8.1) 19.057 Draft Operations Committee 15th May 2019**  **Board noted the minutes.**  **8.2) 19.058 Closed Session Minutes of Board on 27 March 2019 (circulated separately)**  **Were approved as a true record**  **8.3) 19.059 Draft LFPS Board meeting minutes 23 March 2019**  **Board noted the minutes.**  **8.4) 19.060 Draft Health & Safety Minutes 29 May 2019**  These were noted  **8.5) 19.061 Draft Development Committee Minutes 15 May 2019**  **Board noted the minutes.**  **9) Risk Review of Board Pack**  **19.062** MW clarified that this is a standard item and that there has been one additional risk added. He wanted to check that the Board were happy with this and if they wanted to see anything else added.  **Board approved the inclusion of an additional risk and noted the paper**  **10) Any other business**  **19.063** MW gave an update on the office move.  **19.064 Board agreed with this approach**  **19.065** SW highlighted that this is JH’s final meeting before her retirement and wanted to say goodbye. He said a big thank you for all her hard work and wished her a happy retirement  JH commented that LFHA has been a very good organisation to work for and it’s been a great experience. The organisation has never stood still and there are lots of exciting times ahead  **11) Date of next meeting**  Board Meeting - Wednesday 24th July 2019 at 6.00 pm | **JH/MH**  **JH/MH**  **JH/MH**  **SB**  **JR/SB**  **MW/MH** |
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