



Board of Directors Meeting Minutes

Meeting	Board of Directors Meeting
Date	Tuesday 23 May 2023, 13:30
Attendees	<p>Board Members: Kate Calvert (Chair) Paul Common (virtual) (<i>part</i>) Pam Davies Anna Folwell Rachel Garton (<i>part</i>) Andy Gladwin Christine Mackay Rupert Pometsey</p> <p>Officers: Claire Warren, Chief Executive Lish Harris, Business Services Director Richard Walker, Homes Services Director Stephanie Rushton, Head of Finance Racheal Hoult, Executive Support and Communications Coordinator (<i>minute taker</i>)</p> <p>Other: Anne Eggleston, Resident Led Scutiny Panel Member (<i>part</i>) John Holmes, Resident Led Scutiny Panel Member and Resident Observer Val Crowhurst, Resident Observer</p>
1135	<p>1. Apologies for absence Linda Chambers, Board Member Chris Randall, Board Member</p> <p><i>Hull City Council have advised the change of CR from and the nomination of Cheryl Payne to, the Board. Subsequent to the meeting; PFH also received notification of LC no longer nominated to the board by HCC; replacment nomination yet to be determined.</i></p>
1136 Item Title	2. Declarations of Interest
Summary	CM declared an interest in agenda item 12; JC Services are due to carry out works to CM's home.

ITEMS PRESENTED AT THE MEETING

1137	3. Resident Led Scrutiny Panel Communications Review Report

Item Title	
Summary	<p>JH and AE provided a presentation.</p> <p>The recommendations within the report were:</p> <ol style="list-style-type: none"> 1. PFH should update the Staff Code of Conduct in line with the Code of Respect ensuring the two align and demonstrate a clear message to all. This should be cocreated with residents. The Staff Code of Conduct should include the importance of supporting colleagues with queries, in particular front line staff. 2. Time should be allocated for new starters to meet residents informally at coffee mornings or other engagement events so staff can understand the residents better. Ideally all staff should be able to spend time with residents on a periodic basis to create good relations and understanding between both parties. 3. PFH should create a set of resident personas and journeys that provide insight to all staff on who the residents are. This should be used to support new starters inductions and reminders to the wider staff base as a tool to help decision making and foster good relations. 4. Adopt Written Communication Principles <ul style="list-style-type: none"> • Use font size 14 for general communication – this is a good size and easy to read • Use the font ariel – this is clear and easy to read • PFH should make sure all communication options are available (other languages, braille) • PFH should sign post to the website and utilise email addresses to cut down on costs and adhere to communication preferences • Use plain English, including short sentences and paragraphs were possible to make it easy to understand. If the message is complicated, a bullet point summary should be included. Keep it simple. • Avoid technical terms, if unsure about if the letter may be difficult to understand, consider running this by residents first, or delivering in a different way such as workshops or meetings. • Try to avoid over-use of acronyms, but if needed, this should be written in full in the first use in a letter with the subsequent acronym in brackets, this can then be used in the rest of the document. • “Resident” was preferred over “customer”. It was felt customer was impersonal and lacked a relationship between residents and PFH. • Where appropriate letters should use “we” and “you”, for example, “We would like to invite you” not “PFH would like to invite residents”. It was felt this is more personal. 5. Adopt Verbal Communication Principles <ul style="list-style-type: none"> • Staff should tell residents their name • Staff should let you speak and explain fully without interruption • Staff should adhere to the Code of Respect • When raising a repair or general enquiry, staff should explain the next steps including timescales & reassure residents to come back to PFH if there are any further problems • Listening is key – staff should check their understanding is right before ending the conversation • Staff should take notes when taking a query in person – this demonstrates residents are being listened to and the query will be handled • If a query can’t be answered, staff should commit to finding out and getting back to residents

6. Use automation via text messaging to communicate repairs information, such as confirming the order had been raised including the next step timescales, confirmation of the appointment and satisfaction at the end of the repair. (Civica)
7. Build into the process an acknowledgement for Customer Services when works orders are sent to contractors. (Civica)
8. Use system to look for trends such as leaks etc so PFH can proactively look for any issues to minimise impact for residents. (Civica)
9. Co-design the new rent statement layouts with residents, this could include the rent increase letter and communication around service charges. (Civica)
10. Full review of the resident handbook to be undertaken, co-created with residents to ensure the layout and content meets the resident's needs.
11. Distribution of the newly updated handbook to take place with a clear plan of how future updates will be managed.
12. Create communication plan to give clarity on key services including the Repairs Service, Recharge Policy, OK Each Day, Tunstall lifeline equipment, Astraline – Out of Hours Repairs, Astraline – Emergency Response including what is expected of these services. This may include updates to handbook, individual campaigns etc.
13. When undertaking a quality check on call handling, it should be built into the process that a return call is made to anyone where the standard was below for further discussion to take place.
14. PFH should have a “complex case management” process to deal with situations or repairs that fall outside the routine day to day works. This should clearly set out a communication plan agreed with the resident on an individual basis.
15. Neighbourhood Walkabouts should be used as an opportunity for office-based staff to visit where the residents live to broaden their understanding of the areas and build connections with residents.
16. Invites to the Neighbourhood Walkabouts should include an option for a resident to request a ‘knock at the door’. This would mean residents who are unable to physically attend the walkabout have their voices heard.
17. Quarterly Resident Meetings: more formality should be used with these meetings, as follows;
 - Dates for meetings are arranged in advance, for example 12 months ahead with reminders nearer the time
 - Residents to have an opportunity to influence the agenda in advance of the meeting, and to receive the agenda in a timely manner so residents can prepare.
 - Note taking is to be undertaken in the meeting
 - Consider ‘speakers’ to attract more attendance.
 - Consider how PFH can involve residents who don't attend – see if there's anything that would support their participation on a one-on-one basis.
 - Minutes to be circulated to all - adhering to the written communication principles and individual communication preferences.

A summary of the discussion was:

It was confirmed that resident requirement of Braille is recorded by PFH.

It was agreed that the scope of the review had resulted in extremely useful feedback for PFH, and the Board thanked AE and JH for their presentation.

	<p><i>PC joined the meeting.</i></p> <p>In the light of this report, the Board Resolved:</p> <ol style="list-style-type: none"> 1. To accept all recommendations contained within the report. 2. That thanks be extended to the Resident Led Scrutiny Panel for the review. 3. That an update on recommendation progress would be submitted to a future Board meeting.
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AE left the meeting.

ITEMS CIRCULATED PRIOR TO THE MEETING FOR APPROVAL

1143 Item Title	4. Chief Executive Report
Summary	<p>CW introduced these items.</p> <p>The recommendation within the report was: To review and provide comments on the content of the report.</p> <p>A summary of the discussion was: Board Member recruitment progress was noted (please see agenda item 19. AOB for further details).</p> <p>The implementation of the new IT system, Civica will now be completed via a slightly delayed phased approach, with Financials and Housing Management elements achieving go live September 2023, followed by the Compliance module in December 2023.</p> <hr style="width: 20%; margin-left: 0;"/> <p style="text-align: center; font-size: 24pt; font-weight: bold;">P&C ITEM</p>

1144 Item Title	5. Minutes of Meeting 28 February 2023
Summary	KC introduced this item.

	The minutes were approved as an accurate record of the meeting.
1145 Item Title	6. Notes of Board Strategy Day 27 March 2023
Summary	KC introduced this item. The notes were approved as an accurate record of the meeting. It was agreed that all actions would be added to the Governance Action Plan for monitoring by the Governance and Remuneration Committee.
1146 Item Title	7. Minutes of the Audit and Risk Committee 9 May 2023
Summary	AG introduced this item. The Committee minutes were approved.
1147 Item Title	8. Minutes of the Residents Committee 2 May 2023
Summary	RW introduced this item. The Committee minutes and update report were approved.
1148 Item Title	9. Matters Arising from above minutes
Summary	None.
1149 Item Title	10. Board Action Tracker
Summary	The Board approved the removal of the 12 completed items.
1149 Item Title	11. Internal Controls - PFH Management Annual Report
Summary	CW introduced this item. The recommendation within the report was: That the Board approve the report. The report was considered and recommended for approval by the Audit and Risk Committee at their 9 May 2023. Its purpose is to demonstrate that the organisation has an effective risk management and internal controls assurance framework in place. (Please note - any internal control breaches, any fraud or whistle blowing items that occur in year are reported by exception. They are referred immediately to the

	<p>Audit and Risk Committee Chair and disclosed at the following Committee meeting)</p> <p>A summary of the discussion was: No further comments were provided.</p> <p>In the light of this report, the Board Resolved: To approve that the organisation has an effective risk management and internal controls assurance framework in place.</p>
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1149 Item Title	12. Annual Procurement Report
Summary	<p>RW introduced this item.</p> <p>The recommendations within the report were: To note the various contract renewals and appointments made over the past two years and approve: A) The appointment of The Gas Company as our boiler installation contractor under the capital procurement rules, aligning the contract period with that of the 3 Star Gas Servicing and Maintenance Contract, and B) The appointment of JCS as the principal contractor to the Pickering Crescent refurbishment project under the capital procurement rules for phase three.</p> <p>A summary of the discussion was: It was confirmed that VAT relating to the contracts is eligible for reimbursement.</p> <p>PFH will receive payments via the HACT retrofit credit scheme for Pickering Crescent over the next 20 years, with social value outcomes also being provided.</p> <p>The newly appointed H&S and PR & Marketing initial 1-year contracts are performing well so far.</p> <p>Independent advice has been requested on capital rules in relation to OJIEU.</p> <p>It was confirmed that two contracts have also recently been procured through a competitive procurement process.</p> <p>In the light of this report, the Board Resolved: To approve: A) The appointment of The Gas Company as our boiler installation contractor under the capital procurement rules, aligning the contract period with that of the 3 Star Gas Servicing and Maintenance Contract, and B) The appointment of JCS as the principal contractor to the Pickering Crescent refurbishment project under the capital procurement rules for phase three.</p>

1150 Item Title	13. Financial Regulations Review - Changes Summary Report
Summary	<p>LH introduced this item.</p> <p>The recommendation within the report was:</p>

	<p>The revised Financial Regulations were considered and approved by the Audit and Risk Committee on 9 May 2023. It was recommended that the key changes to the Regulations, outlined in section 3.0 below, are noted by the Board.</p> <p>A summary of the discussion was: No further comments were received.</p>
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1151 Item Title	14. Business Services Report
Summary	<p>The recommendation within the report was: To note and comment on:</p> <ul style="list-style-type: none"> - the management accounts - PFH's adherence to its financial "Golden Rules" - Treasury report and the proposal to commence the sale of PFH's M&G investments in Q1 - PFH's insurance arrangements for 2023-24 - Write-offs 2022-23 <p>A summary of the discussion was: LH highlighted potential increased costs for the Civica project following implementation delay. Negotiations are to be undertaken with Civica to mitigate costs.</p> <p style="text-align: center;">P&C ITEM</p> <p>It was clarified that the income gained through the sale of Silvester House is not restricted by regulations applied to residential stock owned by PFH.</p> <p>Current outstanding DFG works were noted to have been impacted by delays to HCC assessments.</p> <p>It was confirmed that delays to the cyclical painting of Westgarth Avenue would be completed in 2023. AF noted no comments regards the delays were received from residents during the Westgarth Avenue resident walkabout session.</p> <p>Following the work undertaken with residents to develop PFH's service standards; performance monitoring will be progressed and improvements to resident communications established.</p> <p>In the light of this report, the Board Resolved: That the M&G investments would be monitored rather than sold at this point, and the Board advised if the previously agreed 10% limit is likely to be breached.</p>

1152	15. Performance report and Approval of 2023/24 Targets

Item Title	
Summary	<p>SR introduced this item.</p> <p>The recommendation within the report was:</p> <ul style="list-style-type: none"> ➤ To note and comment on current year performance reported ➤ To approve the proposed targets provided for 2023-24 <p>A summary of the discussion was: Following the identification by the staff team of potential efficiency areas at the April Staff Event, common themes are now being progressed by Heads of Service and SLT. A progress update report will be submitted to a future Board meeting.</p> <p>The team believe the required £150k efficiency savings are achievable; previous 10% budget uplift and contract re-negotiation savings are to be determined.</p> <p>The implementation of Tenant Satisfaction Measures (TSM) required outcomes will be monitored by independent sample survey completion and performance will be provided to the Board within future performance reports.</p> <p>Assurance was provided for performance items BOD29-30 relating to fire risk assessments. The associated vents undergo monthly testing, and a suitable specialist contractor has now been identified for completion of the required works.</p> <p>In the light of this report, the Board Resolved: To approve the proposed targets provided for 2023-24</p>

1153 Item Title	16. Complaints Handling Report (April 2022-March 2023)
Summary	<p>RW introduced this item.</p> <p>The recommendation within the report was: To discuss and note the 12-month review of complaints management.</p> <p>A summary of the discussion was: It was noted that most complaints received by the association have been upheld or partially upheld highlighting genuine improvement areas. RW confirmed compensation guidelines are included within the complaints procedure.</p>

1154 Item Title	17. Policy Approvals
Summary	<p>RW introduced these items.</p> <p><u>17.1 Allocations Policy</u> The recommendation within the report was: To consider and approve the information below regarding two significant areas of change to the allocation policy:</p> <ul style="list-style-type: none"> A) The combination of new applicant and transfer application lists, requiring a change in how applications are assessed and pointed, and B) The asset limit in increased to £235,000 for those wanting to join the PFH waiting list <p>A summary of the discussion was:</p>

A discussion was held regards PFH property naming strategy and the change of language away from “retirement”.

17.2 Damp, Mould and Condensation Policy and Update Report

The recommendation within the report was:

To note the update on PFH’s approach to Damp, Mould and Condensation (DMC) and approve the new policy.

A summary of the discussion was:

RW advised that reoccurrence of issues with cases previously deemed completed by the team have arisen, further exploration is to be undertaken and further training has been provided to the team.

A working group has also been initiated to “find the silence” within residents who the association has had minimal contact with over a year.

RG left the meeting.

17.3 Gas Safety Policy

The recommendation within the report was:

To approve the Gas Safety Policy.

A summary of the discussion was:

RP highlighted that despite previous gifting of cookers to residents; the association may still have implied responsibility for the cooker’s safety. It was noted that residents signed an agreement upon gifting of the items, but legislation research would be completed.

17.4 Asset and Liability Register Policy

LH introduced this item.

The recommendation within the report was:

To approve the Asset and Liability Register Policy.

A summary of the discussion was:

No further comments were provided.

In the light of this report, the Board Resolved:

1. To approve the proposed changes to the allocation policy:
 - A) The combination of new applicant and transfer application lists, requiring a change in how applications are assessed and pointed, and
 - B) The asset limit in increased to £235,000 for those wanting to join the PFH waiting list
2. That consideration would be given to alternative property naming strategy to remove references to retirement.
3. To approve the DMC policy, subject to the inclusion of reference to the Housing Ombudsman.
4. That residents’ views be sought for the proposed DMC resident advice video ahead of publication to the website.
5. To approve the gas safety policy; subject to the completion of research to determine gifted cooker safety responsibility implications.
6. To approve the Asset and Liability Register Policy.

1155 Item Title	18. Strategic Risk Summary Report
Summary	<p>CW introduced this item.</p> <p>The recommendation within the report was: To approve the report and risk register following recommendation by the Audit and Risk Committee at their meeting on 9th May 2023.</p> <p>A summary of the discussion was: CW confirmed that the repairs and maintenance contract has now been signed by JC Services following delays due to ongoing contract negotiations.</p> <p>Assurance was provided that the required stock condition data verification work has been prioritised; there is currently no Health and Safety risk exposure indicated. The issue relates differing approaches to data recording; recruitment to the asset management position will support improved data management.</p> <p><u>18.1 Revised Mitigation Plan Ratification</u> The Board noted the plan.</p> <p>In the light of this report, the Board Resolved: To approve the strategic risk summary report and risk register.</p>

1156 Item Title	19. Any Other Business
	<p>KC advised that interviews with 4 candidates had been undertaken by the Board Member recruitment panel, offers will now be extended for the Audit & Risk Chair and a Board Member role with the candidate currently unable to fulfill committee duties. To support adequate Committee membership and following confirmation by legal advisors to ascertain no contravention of PFH rules, a third candidate will be offered a co-opted committee member position.</p> <p>Following observation of the meeting, discussions will be held with JH and AE to progress Resident Board Member recruitment.</p>

1157 Item Title	20. Date and Time of Next Meeting
	AGM / Board Meeting - Tuesday 25 July 2023; 13:30 (The Beacon)

Meeting Closed: 16:17

Signed as a true record:

Chair:

Date: