



Minutes of Berneslai Homes Board held 8th December,2022
Face to Face in Gateway Plaza

Present:

- Sinead Butters - Chair
- Adam Hutchinson - Board Member
- Liana Khachatryan - Board Member
- Jo Sugden - Board Member
- Councillor Sarah Tattersall - Board Member
- Mark Johnson - Board Member
- Richard Fryer - Board Member
- Mahara Haque - Co-optee of Customer Services Committee (Board observer)
- Councillor Kevin Osborne - Board Member
- Eric Smith - Board Member

In attendance

- Amanda Garrard - Chief Executive
- Dave Fullen - Executive Director, Customer & Estate Services
- Kulvinder Sihota - Interim Executive Director, Corporate Services
- Lee Winterbottom - Construction Services Managing Director
- Kathy McArdle - Service Director Regeneration & Culture (BMBC)
- Sam Roebuck - Head of Governance and Strategy and Company Secretary
- Dan Crossley - Head of Repairs, Maintenance and Building Safety

The Chair welcomed everyone to the meeting and introductions followed.

	ACTION
<u>Item 1 – Apologies</u> Arturo Gulla, Executive Director, Property Services	
<u>Item 2 – Declarations of Interest</u> None were declared.	
<u>Item 3 – CEO Presentation</u> AGa presented the update. Reference was made to the Autumn Statement bringing Board’s attention to the rent cap setting - up to 7%.	

<p>BH are submitting a report to Cabinet, at the moment for Barnsley it looks like the figure will be 6.75% overall, subject to Cabinet approval. It is pleasing to see benefits have been uplifted.</p> <p>Positive to report is that more funding has been made available for energy efficiency measures which BH will endeavour to access.</p> <p>Board were asked to note the excellent work taking place by teams to support tenants. Reference was made to the More Money in Your Pocket campaign, and the hardship fund etc. Board were also assured that processes are in place for identifying any vulnerable tenants.</p> <p>The priorities to March 2023 were summarised.</p> <p>AGa referred to the past few challenging months, acknowledging that the whole sector is experiencing the same challenging times. However, BH continue to help deliver services that are needed and are as good as they can be, giving residents the opportunity to keep warm and safe. Excellent work also continues in the communities.</p> <p>With regard to the warm hubs, Board were informed that these will have little impact on electricity bills, as the centres would be open in any event, therefore negligible budgetary impact.</p> <p>Resolved</p> <p>Board received the update</p>	
<p><u>Item 4 – Quarterly Risk Update</u></p> <p>SR presented the report and highlighted the key areas.</p> <p>The main focus is on strategic issues and concerns and also operational and fraud issues.</p> <p>Since the zero-based review was carried out, where 17 risks were identified, damp and mould has now been included. The risks from last year that have now been removed are included in the report. Audit Committee have reviewed the new risks and are being updated between meetings of any high-risk areas.</p> <p>The Chair of Audit and Risk confirmed that the Committee were satisfied with the process.</p> <p>KMCa advised she was not able to access the document on SharePoint. Permission will be arranged.</p> <p>Following discussion on bullet point at 3.1 of the report which mentions. ‘the cost of living crisis is negatively affecting tenant behaviours’, it was felt this could be misinterpreted. It was therefore agreed the wording be changed.</p>	<p>SR</p> <p>SR</p>

<p>One of the recommendations asks if any Board members would like to attend a risk register system demo session. AR confirmed. If any other Board members are interested, they were requested to inform SR.</p> <p>Board were pleased with the report and agreed with the proposed deep dive being undertaken on cyber security. Headlines from this session will be shared with Board.</p> <p>Resolved:</p> <ul style="list-style-type: none"> i) Board reviewed and commented on the quarterly risk update. ii) Board reviewed and commented on the results of the zero-based risk review iii) Board members were asked whether they would like to attend a risk register system demo 	<p>All</p> <p>SR</p>
<p><u>Item 5 – Strategic Plan and Annual Business Plan</u></p>	
<p>SR presented the report. She explained that this is the final part in the process and that it is currently going through the approval process with the Council. Board noted the light touch review of the Strategic Plan. The Business Action Plan was developed from the Board Away Day, consultation with tenants, staff and BMBC.</p> <p>Board was asked to note that the KPIs will change to align with the social housing regulator. A new set of KPI's will be included in the Annual Business Plan, and these will be agreed between BMBC and BH.</p> <p>TSM's were raised in relation to Board having sight of. DF advised that the Customer Services Committee had discussed these in detail. Those around perception are included in the quarterly performance report, giving a good base position. Some LA's have not been undertaking satisfaction surveys, but BH have done so every year, and are in a good position. Customer Services Committee will be looking at new measures not recorded before i.e., ASB cases per 1000 properties - this needs to tie in with the Council to ensure measures are recorded correctly i.e., not double counted. BH have some good information on other TSM's and these are tracked through HouseMark. Pulse information will also be updated which will also show monthly tracking through HouseMark.</p>	
<p>Board felt it would be beneficial to see at a glance KPI's linked to the Business Action Plan and comparison between the Tenant Satisfaction Measures. Board were advised that a review of the performance information is ongoing and this would be picked up as part of that review.</p>	<p>SR</p>
<p>KMcA added that the Business Action Plan and Strategy are being progressed. She stated it was important to make sure the draft KPI's are submitted to Board before final agreement. I</p>	<p>SR</p>

<p>Resolved: -</p> <ul style="list-style-type: none"> • Board approved the light touch review of the 10-year Strategic Plan; • Board approved the draft Annual Business Action Plan for the period 1st April 2023 to 31st March 2024 and delegate any minor amendments to the Plan and Annual Business Action Plan to the Chief Executive as the plans go through the approval process with BMBC; • Board noted the performance report due to Board in May 23 will include performance against the actions agreed as part of last year's Annual Business Action Plan. 	
<p><u>Item 6 – Q2 Performance Report</u></p> <p>DF presented the report which has also been discussed in detail at the Customer Services Committee.</p> <ul style="list-style-type: none"> • Complaints response time – not hitting targets. There has been an increase in complaints, although compared to the national average the rate is low. Board noted that an additional resource has been put in place in the Property Services Division to deal specifically with complaints. Customer Services Committee will also be undertaking a deep dive into complaints. DF to arrange a separate conversation with AR. • Contact Centre Performance – This has also slipped, and no improvements have been seen since the end of Q2. There has been significant staff turnover at the Contact Centre since April and training issues. This is being dealt with. Board noted that 29% of calls are chase up calls in relation to repairs. The Repairs IT system and further investment in the backlog will address the root causes. • The report highlights average void turnaround is slipping. BH are not concerned as the issue relates to the bigger routine voids and the delays in relation to budget management. Normal voids are going through satisfactorily and void rent loss is much lower than target. There are no adverse effects on the HRA. • Cost of living impact – people are genuinely struggling with rent, fuel, food etc. DF advised that queries raised by Board have been responded to in Decision Time. Berneslai Homes' main concern is the rent collection rate. A new module has been implemented within NEC to improve work in this area. Also, when the Call Centre technology is in place, there will be a switch for tenants to speak to BH Income Officers at their first point of call. <p>The Chair of Customer Services Committee advised Board of the time they had spent discussing the red rag ratings at the meeting and that, these will be tracked and monitored. However, mitigating factors were identified.</p>	<p>DF/AR</p>

Board referred to staff absence and questioned if BH had any concerns. KS advised that this is monitored closely, and trends are looked at. Board noted that in some cases it is not intermittent sickness, there are a number of staff with serious illnesses, going through treatment etc. The figures are in line with the rest of the sector. Board were assured of the robust monitoring processes in place.

Repairs void numbers were also discussed. Board were assured that teams are working hard and restructuring has taken place, which should result in improvements. Information received from the PRIP Core groups on KPI's is positive in relation to CS and Wates. Discussion took place on the transactional surveys undertaken on repairs. These are more flexible, allowing the focus to change to areas of concern if required, bespoke tracking can also be undertaken.

Resolved:

- **Board considered and commented on the performance of the organisation during the first quarter of the financial year.**
- **In so doing, they were satisfied that where performance targets have not been achieved that the issues causing this are clear and that there are adequate controls and actions in place to address the reasons for this.**
- **Board were satisfied with the areas identified by Customer Services Committee for further detailed consideration.**