

Homes in Sedgemoor Board Meeting

The primary purpose of the board meeting is to provide oversight and strategic guidance to the business, to address important matters, to assess emerging risks and trends, and make decisions.

APPROVED Minutes of the Non-Confidential Board Meeting
held in the Somerset Room at The Walnut Tree on
Tuesday 28 January 2025 at 1pm

Appendix Number or Subject	Meeting notes	Attendees responsible
Board Members:	Chris Fisher Cllr Federica Smith-Roberts (Co-optee Member) Cllr Kathy Pearce Cllr Lance Duddridge Cllr Pauline Ham (joined at 1.45pm) Jen Vernon Marie Hide Oliver Keates Paul Hackett Paul Stephenson (Chair) Sarah O'Neill (Co-optee Member/Board Member Designate)	Chris F Federica Kathy Lance Pauline H Jen Marie Olly Paul H Paul S Sarah
In Attendance:	Ben Lane, Director of Finance & Performance Claire Tough, Director of Communities & Customer Service Naomi Macey, Director of Asset Management and Saf Louise Pither, Governance Admin Assistant Pauline Kelly, Executive Assistant (<i>minutes</i>) Peter Hatch, Chief Executive	Ben Claire Naomi Louise Pauline K Peter
Guests:	Charlotte Collins, Data and Investment Specialist, HiS Chris Hall, Executive Director Community, Place & Economy, Somerset Council Craig Green, Sedgemoor Tenants Assurance Committee (STAC)	Charlotte Chris H Craig Ros Simon Wendy

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	Ros Griffiths, Sedgemoor Tenants Assurance Committee (STAC) Simon Lewis, Head of Housing, Somerset Council Wendy Lewis, Housing Specialist, Somerset Council	
NO.	ITEM	
1.	Welcome Guests	
	Paul S welcomed all attendees to the meeting.	
	Apologies	
	None to record.	
2.	Presentation Slot Corporate Strategy Theme: Customer Driven Topic: Knowing Our Customers	
	<p>Following on from Naomi and Ian's presentation on Understanding Our Stock; Claire and Simon gave an overview of Knowing Our Customers. The presentation covered the approaches of both HiS and the 'in-house' service at SC and demonstrated how we work together to build a unified perspective.</p> <p>We need to ensure we understand who our customers are and how they influence our business.</p> <p>It is important to engage with and learn about tenants, including their diverse needs and characteristics; and how we should adapt our service and delivery methods in the future.</p> <p>As this cuts across all areas of our business, we need comprehensive property and tenant information for all projects. This will enable us to effectively serve our customers and understand their needs.</p> <p>The number of older tenants in our stock is increasing, which will likely lead to more needs arising. Information is outdated, tenants are ageing, and we may see an increase in disability cases as we have not conducted regular check-ins.</p> <p>We also collect tenant data on vulnerability, ethnicity and disability to ensure we can deliver services that meet those needs. Part of this project is to break down disability to ensure all vulnerabilities are being covered. Tenants are self-</p>	

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	<p>declaring disability on our housing forms, however for those tenants who have been in a property for over 40 years it can be difficult to gather information. We plan to include more categories on Open Housing, to include all household information, not just the tenancy holder, which will help officers know how this house will be moving forward.</p> <p>Rachel Palmer will be the lead for HiS and this area of work will be a corporate project for 2025/26. We have an action plan in place on updating information and how we will manage the data collected. SC have a similar plan and are looking to collect the same information. Training will be given to our customer service team. Listening to customers and understanding their needs is essential.</p> <p>There is also a plan in place to prioritise contact with tenants who have not raised a repair or have not required a gas service. We will also organise a welfare check and ensure they are managing their property.</p> <p>Several actions have been taken from the HQN Mock Inspection, ensuring we know our customers and have a plan to gather better information. This work is supported by the HiS Customer Influence & Engagement Strategy.</p> <p>Members gave the following suggestions for future feedback.</p> <ul style="list-style-type: none"> • Paul raised the 'so what question' and reiterated the importance of using data effectively. Was there any read across to the data presented by Trudi Grant, Director of Public Health, at a previous board away day? This data should be used to inform other service area decisions and reports. • Once updated, Jen would like to see a collection of customer data and learn how the data impacts on Naomi and Claire's areas of service to see how it is being used effectively. • Paul S would like an update at the October Board Away Days. Jen suggested the progress we are making and progress on how we are driving it. • Marie asked if Claire and Simon could include where we need to build and how we need to build. 	

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	ACTIONS	
	Pauline to upload the presentation and attachment on the Board portal.	
	Peter to include an update on the October Board Away Day agenda.	
3.	Declarations of Interest	
	<p>The pack included a new summary of interests. All members to ensure that they update this list via Pauline K as necessary. Paul S noted that Olly and Sarah have an interest in Item 12 (Appointments), however felt it unnecessary for them to leave the meeting during discussions.</p> <p>There were no further declarations from Board members other than those recorded on Board Members' Declaration of Interests paper.</p>	
4.	Minutes of the meeting held on 26 November 2024	
	<p>Members agreed the minutes recorded are a true record of the meeting.</p> <p>Jen noted she had been missed off the attendee list and asked for the minutes to include her attendance.</p> <p>Jen observed that several contributions to the discussion had not been captured in the minutes. She emphasised that any questions or queries regarding reports should be raised during the meeting for accurate recording, rather than being circulated and addressed outside of the meeting. Peter informed members that the Executive Team (ET) were considering new, governance-driven Board software. This would feature interactive documents, enabling all questions and responses to be reviewed as part of Board discussions.</p> <p>While it is useful for ET to prepare a detailed response in advance, members are happy to receive an update in the days after the meeting if information is not readily available or to hand.</p> <p>Sarah advised Board colleagues that in one of her roles the following headlines are used to make a distinction between queries.</p> <p>Questions for Clarification: answered in advance of meetings Questions for Discussion: to be discussed during meetings.</p>	

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	<p>Jen asked Paul S to consider this or a similar approach to mitigate the circulation of pre-meeting questions.</p> <p>Regarding the Service Charge Rent Increase paper, Jen would like it formally noted that there was one vote against the request.</p> <p>ACTION</p> <p>Pauline to add Jen to the list of attendees on the November minutes.</p> <p>Pauline to update the November minutes to include that one vote was against the Service Charge rent increase decision.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED and APPROVED the minutes. 	
5.	Matters Arising from meeting held on 26 November 2024	
	Members noted the matters arising.	
	<p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the matters arising. 	

6.	Chair's Update
	No questions were raised.
	RESOLVED <ul style="list-style-type: none"> The Board NOTED the contents of the report.
7.	Chief Executive's Update
	No questions were raised.
	RESOLVED <ul style="list-style-type: none"> The Board NOTED the contents of the report.
8.	Chair of Audit & Risk Update (verbal)
	<p>Last meeting was held on 11 December 2024. The committee discussed the medium-term financial plan, which Ben is scheduled to present at the April Board Away Day, and reviewed the new risk register available on the Board portal. Additionally, contract management and cyber security were prominent on the agenda.</p> <p>Ben mentioned external auditors have a structured plan for the closure of the accounts. During the financial year 2025/26 he will be evaluating options for an online risk register tool that will be accessible to members in real time.</p>
	RESOLVED <ul style="list-style-type: none"> The Board NOTED the contents of the report.
9.	Sedgemoor Tenants' Assurance Committee (STAC) Update
	<p>Further highlights not reported in the paper are noted below.</p> <p>Scrutiny Forward Plan: Sarah met with Claire and Naomi to review the plan, however due to capacity within the Asset Management & Safety Directorate it was decided to reschedule the two scrutiny items.</p> <p>Recruitment of new members: recruitment remains a challenge. A video has been produced to encourage more customers to become a STAC member. Content discussed included items such as what it is like to be involved, included links to diversity and emphasised the importance of engaged customers. Sarah applauded the innovative thinking of the Engagement Team.</p> <p>Jen asked if Board would be receiving a list of changes following scrutinies and how STAC intends to document changes, recommendations and action plans.</p>

	Claire confirmed that an evidence log is being created to detail all scrutiny outcomes, recommendations and actions, with Sarah noting that it is important for STAC to record where challenges were addressed and how improvements were made.
	RESOLVED <ul style="list-style-type: none"> The Board NOTED the contents of the report.

10.	Development Committee Update
	<p>Olly advised that the first meeting held on 15 January had been a productive session. Dates for future meetings were discussed and had been a good opportunity to initiate the process and set up the infrastructure. Olly's notable observation was the significant amount of experience and knowledge present on the committee, and he believed this will play an important role.</p> <p>Paul S raised the following clarification questions/observations prior to the meeting and responses are recorded below.</p> <ol style="list-style-type: none"> 1. As with Audit and Risk, will non-committee members be able to join the meetings as observers? Yes - we may need to consider how we deal with commercially sensitive project proposals but definitely to be welcomed. 2. Great to see visits are planned and again, might these be available to non-committee members? Yes - we see this as very positive. 3. The intention to create a Development Strategy is appropriate, however, such work does create resourcing issues, including the potential for seeking external consultant advice as with the joint Asset Management Strategy work currently underway. Has consideration been given to internal resource requirements and budget requirements for consultancy support? We see this being driven by the proposed Head of Service working with support when required. This work is planned for Q2 to complete by the end of September. Consultancy support would be helpful to input around financial modelling and technical parts to the strategy. We have prior approval from the Board to utilise £105k from reserves for feasibility studies lined to the ambitious development programme and feel that some of this could be used for consultancy support as required. We also have a consultancy pot in core budget that could be used. <p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the contents of the report.
11.	Revenue Budget Position And Draft Capital Budget Proposal And Management Fee - 25/26
	<p>Dependent on the HRA and management fee. The concept of the capital programme and its scale is being discussed. Figures are being considered within the HRA and are progressing through the council. Revenue budget has been drafted.</p>

Chris stated that the Council has done a lot of work through the HRA. It depends on what will be in the General Fund budget, which carries some risk as this meeting has been delayed. To avoid this, rents and service charges have been de-coupled from the General Fund meeting and are set to go to the council on 12 February.

The HRA capital programme will be discussed in the general paper, followed by a special meeting on 17 February, then on 19 February, and finally presented to the Full Council on 26 February or 5 March, depending on responses from the Government on other issues.

Ben confirmed ET had identified drivers based on the current years' experiences and budget pressures. We need to implement controls and improve screening processes, addressing areas where we are out of contract. Coordination with ET colleagues is crucial for deliverable areas. The Board should monitor these issues, as their resolution will impact the budget delivery.

Jen asked for the source of projected savings and how they had been arrived at. Ben explained they had been driven by managers. Jen also requested that delivery of the capital programme is presented to the Board throughout the year so that members can compare to the original programme.

Paul S raised the following clarification questions/observations prior to the meeting and responses are recorded below.

1. Are there any concerns about the delivery of the ambitious Capital Programme?

Naomi hoped the inclusion of additional staffing resource, funded by the increased Capital Management Fee, will not only bring in additional resource but will also free up capacity of existing colleagues to ensure that the programme is managed robustly and mitigate risk of non-delivery.

2. What decision was made about the ambitious proposal for a development pipeline as discussed and supported by Board?

Ben noted that the programme is captured in the refreshed HRA Business Plan that has started its journey through the governance channels of the Council. So good news at the moment. We won't have the 100% confirmation until the Full Council meeting which has been delayed for a week until the 26 February.

Naomi noted that we submitted the full programme and understand that our programme has been integrated into the 25-26 HRA budget set process. As things stand, we are hopeful that all 11 board supported projects will secure budget approval at full council in February but will need to wait for official confirmation.

Members unanimously approved the management agreement fee and capital budget proposal for 2025/26.

ACTION

Ben to ensure that Management Accounts from April show the capital programme progress against the original programme.

RESOLVED

Board:

- **NOTED** the current Revenue Budget position for 2025/26 and the next steps outlined in the report.
- **APPROVED** subject to final Somerset Council (SC) approval, the Management Agreement Fee for 2025/26.
- **APPROVED** subject to the next steps outlined in the report, and subject to final Somerset Council (SC) approval, the Capital Budget proposal for 2025/26.

12.	Board Member And Co-Optee Appointments
	<p>The following discussion points were noted.</p> <ul style="list-style-type: none"> Discussions with a potential co-optee to the new Development Committee had progressed since the board papers were written. The applicant has now confirmed their interest in joining the committee and therefore an extra recommendation was tabled at the meeting to approve Jeff Astle as a Co-optee to the Development Committee from 1 February 2025. Members discussed the interim arrangements for STAC chair now that Sarah has been co-opted to the Board. Marie felt it could be seen as a slight bending of the rules for Sarah to remain as both a Co-optee to the Board and to chair of STAC. Jen felt strongly that the role of STAC chair should always be independent of board as combining both would, in Jen's opinion, mean that allegiance to Board would come first above STAC. Paul S confirmed the joint co-optee and chair of STAC position was only until September 2025 when a permanent decision would be proposed. Jen and Marie supported this. Paul would like Sarah to sit in both roles while options are considered, to give continuity and certainty until September. Peter will be talking to DTP, Sarah O and Tpas to gather all the necessary information and come up with the right solution for board to consider.
	ACTION
	<p>Peter to explore options for chair of STAC and take soundings from DTP consultants, Sarah and Tpas. Proposals to be presented ahead of September AGM.</p>
	<p>RESOLVED</p> <p>Board:</p> <ul style="list-style-type: none"> APPROVED the appointment of Sarah O'Neill as a Co-optee (Board Member designate) to the Board with effect from the 28th January 2025 until 20th July 2025. APPROVED the appointment of Sarah O'Neill as an Ordinary Board Member and Director of Homes in Sedgemoor with effect from the 21st July 2025 until the 30th September 2025 Annual General Meeting (AGM). APPROVED the recommendation to introduce remuneration of £1,250 per annum for Co-optees to the Board and Committees with effect from the 1st February 2025 (subject to satisfactory references etc). APPROVED the recommendation to introduce remuneration of £3,500 per annum for the Chair of the newly formed Development Committee

and for this remuneration to be back dated to the confirmation of the Chair's appointment (Oliver Keates) on 26th November 2024.

- **APPROVED** the appointment of Jeff Astle as a co-optee to the Development Committee.

The Board is reminded that remuneration is not payable to any Cllr Board Members or any Cllr's who are co-opted to the Board or any of the Committees as they are in receipt of remuneration from the Council.

13.	Award of Contract - RAND Associates
	<p>The Board approved the request to award the contract to RAND and seal a contract for the provision of consultancy services.</p> <p>RESOLVED</p> <p>Board:</p> <ul style="list-style-type: none"> • APPROVED the request to award a contract for the provision of consultancy services which will support the works to retrofit homes. • APPROVED the request to seal a contract for the provision of consultancy services which will support the works to retrofit homes
14.	Review of KPIs and Targets – 2025/26
	<p>Ben noted that there were no real changes to targets, and this was reflected within the recommendations. Team is collaborating with SC to develop joint monthly housing KPIs. We will increase our target if the joint KPI is higher, however we aim to maintain our target if the joint KPI is lower. Minimal changes are expected to our targets.</p> <p>Jen noted that TSMs (Tenant Satisfaction Measures) are indications of where things are, however pan Somerset is where the collective future is. Chris H stated that although the targets are separate, it will give an overarching view on the performance of the stock and show the Council the joint situation.</p> <p>Peter stated that currently nine joint KPIs were submitted to the SC Executive, some are separated while others are combined. This information is also presented at the Quarterly Partnership meetings.</p> <p>Chris H confirmed that if one team appears to be performing better, both teams will engage in discussions to understand the situation and facilitate cross-learning. This will ensure optimal performance without compromising quality.</p> <p>Members unanimously approved the proposed KPIs and targets for 2025/26.</p> <p>Paul S raised the following clarification question/observation prior to the meeting and responses are recorded below.</p> <p>1. Are there any of the 74 KPI's which have provided collection concerns?</p> <p>The two KPIs without target proposals at this stage will become collectible once the pieces of work described in the report have been completed (sign off of the HRA Business Plan and creation of Joint Asset Management</p>

	<p>Strategy) A couple of others are worth just putting a marker down against, 'Status of Latest Compliance Report (RAG)' and 'Housemark Indicators – Achieving "Relatively good performance at low cost" across all measures'. The latter is reliant on a subjective assessment from our H&S advisor who is retiring shortly. A procurement process is underway to find a replacement. Given the subjective nature of the assessment (ie it's not measurable like other KPIs) the Board may wish to consider whether to continue with this KPI and rely instead on other measurable compliance related KPIs (gas, water, electric checks etc). In respect of the Housemark KPI. This is an annual KPI which when produced is reflecting on a period that has since closed 8 months prior (e.g. results for 23/24 become known in November/December 24). As such the Board may wish to rely on the annual VFM report to capture the last performance in this regard.</p>
	<p>RESOLVED</p> <p>Board:</p> <ul style="list-style-type: none"> • REVIEWED and RECOMMENDED NO changes to the proposed KPIs, targets and audiences for 2025/26. • APPROVED the proposed KPIs, targets and audiences for 2025/26, subject to confirmation by the Sedgemoor Tenants Assurance Committee (STAC) regarding which KPIs they wish to receive, and subject to acceptance of targets and Management Agreement KPIs with the clienting officers of Somerset Council (SC) wish to receive.
15.	Corporate Risk Register – December 2024

	<p>Paul S raised the following clarification questions/observations prior to the meeting and responses are recorded below.</p> <ol style="list-style-type: none"> 1. Devolution needs to be considered as a potential future risk. Agreed. Will discuss with ARC colleagues at the informal ARC meeting before Board. 2. February Spotlight session will cover Finance issues and budget - as identified in the Annual Board Appraisal report. Yes. 3. Inside Housing Risk Register Survey 2025 (January edition) - comparing the top 10 strategic risks the sector identified, we have them all noted in our top 10 other than Asset Management, Customer Service, Recruitment and Retention. We will add the Inside Risk Register Survey to the February ARC agenda and discuss whether our register needs to be amended accordingly. 4. Of the next 10, we have all bar Reputation and Repairs and Maintenance which we do have noted in the overall Risk Register, as available to members on the Board Portal. We will add the Inside Risk Register Survey to the February ARC agenda and discuss whether our register needs to be amended accordingly.
	<p>RESOLVED</p> <p>Board NOTED this summary report following a full review of the refreshed risk register at the ARC in December.</p> <p>The ARC was content with the register and is therefore able to provide assurance to the Board accordingly. The register is reviewed at each ARC and by the Executive Team (ET) in advance of each committee meeting.</p>
16.	Board Member Effectiveness Review (Six Monthly)
	<p>No questions were raised. Jen thanked Ben for all the governance support he gives to members.</p> <p>RESOLVED</p> <p>Board NOTED the contents of the report.</p>

17.	Property Compliance
	Jen asked Simon how the journey to alignment was going. Simon noted that both compliance teams were working well together and good progress was being made.
	RESOLVED
	Board NOTED the contents of the reports.
18.	Management Accounts – December 2024
	No questions were raised.
	RESOLVED
	Board NOTED the management accounts for the first nine months of 24/25 (Apr-Dec 2024).
	The Board are reminded that the Management Accounts report is no longer reviewed by the Audit & Risk Committee (ARC) prior to presentation to the Board.
19.	Key Performance Indicators
	Jen asked Ben to pass on her thanks to Sujitha for a very well written report.
	TSMs continue with their excellent performance.
	Jen noted several colleagues had left the organisation by December 2024 and asked if there was a trend. Peter advised that this was due to a range of reasons with some colleagues seeking new opportunities and feeling that it was the right time to move on. Jen will contact Julia for more details.
	While the KPIs in the report are separate with the exception of the Compliance set, Jen asked ET to keep track of the HiS results to ensure we do not sight of them.
	RESOLVED
	Board NOTED the Key Performance Indicators (KPIs) at the end of the first nine months of 2024/25.
20.	Customer Influence and Engagement Strategy (Six Monthly Review)
	94% of actions have been achieved, and according to the timetable we are on track to complete. Jen felt the report was very positive and actions were on track to be completed. Members asked ET to send their thanks to colleagues and STAC for their focused efforts.

	<p>RESOLVED</p> <p>Board NOTED the contents of the reports.</p>
21.	<p>Sustainability By Design Update</p> <p>Charlotte confirmed that among the properties without a valid EPC (Energy Performance Certificate), 50% were due to no access despite 3 attempts to gain access. EPC information is not a legal requirement; hence we experience more resistance. The team are working with Housing Officers to gain access.</p> <p>As customers, both Marie and Chris noted that it can be frustrating to have several service visits within a short period of time, rather than at the same time (where possible) or on the same day. This has an impact both financially on tenants (lost days at work or the need to take holiday) and socially, where appointments such as GP or personal need to be cancelled to accommodate the number of visits. Communication also needs to be improved, which will help customers to be more understanding of situations.</p> <p>Federica asked that teams push to coordinate visits to accommodate customers' busy lives.</p> <p>Charlotte confirmed that, with the assistance of Open Housing, the team is working to better coordinate visits. Reports can be generated, identifying any tasks that are either outstanding or coming up.</p> <p>Paul S asked Charlotte to liaise with Ian Candlish to explore more efficient methods for arranging visits and minimise the intrusion into customers' homes.</p> <p>Paul S raised the following clarification question/observation prior to the meeting and responses are recorded below.</p> <p>1. What are our realistic plans to re-survey the 400 homes with out-of-date EPC's?</p> <p>The team have met with our contractor, Compliance 365, and have agreed a step up in programme to ensure we bring all EPC's up to date by 31 March 2025.</p> <p>ACTIONS</p> <p>Charlotte to liaise with Ian Candlish to explore more efficient methods of arranging visits, aiming to minimise intrusion into customers' homes.</p> <p>RESOLVED</p> <p>Board NOTED the update on Sustainability By Design.</p>

22.	Health & Safety Performance (Six Monthly Review)
	<p>Peter advised that Alan Turner will be retiring at the end of March, and we are currently in the middle of a tender process to employ a new external health & safety advisor.</p> <p>Jen sought clarification on the abbreviation NR. Peter confirmed it denoted 'number'.</p> <p>Jen thanked ET for providing the regular updates to members regarding the roof issue at Westfield Close and for the hard work the teams have put in to look after those customers who have been affected by the storm damage.</p> <p>Jen would welcome feedback on workplace stress, based on statistics and outcomes from the Stress Management Policy, as this may be useful for Board to understand.</p> <p>The recently launched RewardWell initiative has been well received by colleagues. Peter advised members that all managers have been allocated a small budget for meaningful rewards. Marie noted we need to ensure that managers properly reward their teams for exceptional performance. Peter responded that we are consistently working on improving this aspect and that non-financial rewards are also considered. Jen mentioned that colleagues are going above and beyond in their duties continuously and she was uncertain how the Board can effectively contribute to this process. Peter stated that the People Forum was happy to receive feedback from board members on ways to express gratitude towards colleagues while ensuring fairness.</p> <p>ACTIONS</p> <p>Peter to speak to Julia to provide feedback on stress, based on statistics and outcomes from the Stress Management Policy, as this may be useful for Board to understand. This will be included in Julia's People Update at March board meeting.</p> <p>RESOLVED</p> <p>Board NOTED the contents of the report.</p>
23.	<p>Enriching Partnerships Report (Annual)</p> <p>Jen welcomed the report and requested that a full copy of the action plan will be uploaded onto the Board portal.</p> <p>ACTIONS</p> <p>Pauline to upload a full copy of the action plan onto the Board portal.</p>

	<p>RESOLVED</p> <p>Board NOTED the contents of the report.</p>
24.	<p>ICT & Digital Strategy (Six Monthly Review)</p>
	<p>Paul highlighted the AI Approach document which is now attached to the strategy.</p> <p>Only 34% of customers are using VerseOne. Ben confirmed the team chose to keep multiple channels open instead of only digital engagement. CST is assisting customers in booking appointments to encourage self-booking.</p> <p>Jen thanked the teams for their hard work on integrating two systems. She asked if AI was adding value to processes. Claire confirmed that Copilot was aiding in policy alignment and incorporating regulatory direction, speeding up the process.</p> <p>Paul S raised the following clarification questions/observations prior to the meeting and responses are recorded below.</p> <ol style="list-style-type: none"> <p>1. Good to note the AI approach document. 542 jobs via VerseOne, do we know the level of related customer satisfaction with this function?</p> <p>We have plans to survey customers using VerseOne in February 2025 to gauge their level of satisfaction with the VerseOne (online repairs reporting service) and use their feedback to drive further improvements.</p> <p>2. We are at 34% digital service access but how does this compare in the sector?</p> <p>Response from Ben - 34%, just 1% off our whole year target of 35%. Sector top quartile is 46%. However, it is envisaged that as more and more of our tenants start to log their repairs online via VerseOne, we can expect to exceed 40% in 2025/26.</p> <p>ACTION</p> <p>Ben to share next stage of the customer service toolkit with Kathy.</p> <p>RESOLVED</p> <p>Board NOTED the progress on the ICT and Digital Strategy and Action Plan during the last six months.</p>

25.	Corporate Strategy (Six Monthly Review)
	Members noted that good progress was being made.
	RESOLVED
	Board NOTED the contents of the report.
26a.	AOB: TSMs Report
	TSM ALMOs report is now available on the Board portal.
26b.	AOB: NFA Annual Conference 2025
	NFA Annual Conference is taking place on 14 May and if any member wishes to attend, please send details to Pauline.
26c.	AOB: Service Charges Additional Information – requested at November Board meeting
	<p>Following Peter’s email to members on 18 December 2024, Paul S asked for his response to be formally recorded on the January minutes.</p> <p>“Regarding the Service Charge briefing, Paul S advised that Paul Hackett, Ben and he met on Monday to discuss progress since November Board.</p> <p>Paul S instructed Ben to delay sending the briefing out as the information gathered was changing as a result of the research and analysis undertaken to answer Board's questions. Paul S thought we were better off having as accurate as possible data rather than achieve a two week deadline when so many colleagues are responding to the roof scenario.”</p>

Confirmed as a true record of the meeting

Signed: 

Name (Chair): Paul Stephenson

Date: 25 March 2025