

### Homes in Somerset (HiS) 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 Sedgemoor Room at Bridgwater House on Tuesday 25 July 2025 at 12:45pm

<b>Board Members:</b>	Chris Fisher Cllr Kathy Pearce Cllr Lance Duddridge Cllr Pauline Ham Marie Hide Oliver Keates Paul Hackett Paul Stephenson (Chair) Sarah O’Neill	Chris F Kathy Lance Pauline H Marie Olly Paul H Paul S Sarah
<b>In Attendance:</b>	Alice Pearce, Governance Manager (minutes) Ben Lane, Director of Finance & Performance Claire Tough, Director of Communities & Customer Service Naomi Macey, Director of Asset Management and Safety Louise Pither, Governance Admin Assistant (Admin support) Pauline Kelly, Executive Assistant (Admin support) Peter Hatch, Chief Executive	Alice Ben Claire Naomi Louise Pauline K Peter
<b>Guests:</b>	Chris Hall, Executive Director Community, Place & Economy, Somerset Council (SC) Craig Green, Vice Chair, Sedgemoor Tenants Assurance Committee (STAC) Ros Griffiths, Sedgemoor Tenants Assurance Committee (STAC) Karen Wilce, Sedgemoor Tenants Assurance Committee (STAC) Wendy Lewis, Housing Specialist, Somerset Council Jen Vernon (Former Board member and guest) Glen Carlin, Carlin Ltd, Strategic Health and Safety Advisor Sujitha Herren, Finance & Performance Manager, HiS	Chris H  Craig  Ros Karen Wendy Jen Glen Sujitha
<b>NO.</b>	<b>ITEM</b>	
1.	<b>Welcome Guest</b>	
	Paul S welcomed all to the meeting, including Sarah as a full Board member, effective from 21 July 2025 until 30 September 2025.	
	<b>Apologies</b>	
	Cllr Federica Smith-Roberts (Co-optee Board member).	

<b>2.</b>	<p><b>Presentation Slot</b> <b>Corporate Strategy Theme: Enriching Partnerships (Supporting our shareholder to deliver)</b></p> <p><b>Topic: Emerging Ideas for supporting Somerset Council (SC) Adults and Children’s Services</b></p>
	<p>Claire outlined the following around the work we do to support vulnerable people including the recent launch of a HiS service to provide housing support to extra care customers. Key learning so far includes:</p> <ul style="list-style-type: none"> <li>• Allocations had been challenging; the team were working on void times.</li> <li>• Two new members of staff had been recruited with backgrounds in adult social care and probation, improving support and care for very vulnerable residents.</li> </ul> <p>Claire outlined our work with the Homeless Reduction Board (HRB):</p> <ul style="list-style-type: none"> <li>• HRB, Chaired by Claire, was a legacy of partnership working established during the “Everyone In” campaign during Covid.</li> <li>• Work was on-going to embed the group across the county.</li> <li>• HRB was working on a Homeless and Rough Sleepers strategy, new metrics, development of new properties, Housing First initiative and a Charter for Homelessness prevention.</li> <li>• Housing First provides complete wrap around support and funding for those with the most complex needs.</li> </ul> <p>Aids and Adaptations (A&amp;A) – the Housing Ombudsman has criticised Councils, so we have implemented new services within the Adult Services team.</p> <p>Chris H highlighted the increase in need for temporary accommodation. It was often filled with private supply, such as B&amp;Bs and hotels paid by the night. The last financial year had seen a £3.3 million underspend in housing budget, which the council will release for properties for temporary accommodation. This would grow stock with 10-15 families being in better accommodation. If demand needs were to drop, the stock could be changed to general needs use. The Section 115 Officer is supportive of this plan.</p> <p>Paul H questioned if HiS could set up a subsidiary to borrow money to buy land to expand this concept. Chris explained that the debt would still remain within the council as it would own the subsidiary, therefore, there was no advantage, and a subsidiary would only make borrowing more complicated.</p> <p>If this scheme works well, it could be repeated, reducing the need to spend public money in the private sector on temporary accommodation.</p>

	<p>Board members discussed homelessness across the county and whether demand was affected by the Glastonbury Festival. Chris H felt that other housing pressures, less directly related to the festival, were more prominent in Glastonbury. He explained that several wider factors contributed to homelessness in the county which included the festival in Glastonbury, the impact of Hinkley and the county being a popular retirement area. Residents living in vans was also a growing challenge in areas.</p> <p>Naomi spoke about the Adult Social Care Project - Oak Trees and Milton House (OT&amp;MH), Bridgewater.</p> <ul style="list-style-type: none"> <li>• The Adult Social Care strategy and “Building Homes, Bright Futures” brought partners together - the Council and other housing organisations to build more homes.</li> <li>• OT&amp;MH were two redundant Care homes providing 20 properties for Adult Social Care, the rest would be general needs. It could be a flagship scheme.</li> <li>• We were working with Social Care to get the right mix, and it could flex as required, as needs change.</li> <li>• External support is being used to maximise potential funding from partners.</li> <li>• If this scheme works, we could consider other redundant care home sites across the area.</li> </ul> <p>Kathy welcomed the plans for these sites and requested that she and Cllr Smedley were kept up to speed on progress.</p> <p>Karen asked about parking in a future development, and Naomi explained that this would be part of the design and its sustainability.</p>
3.	<b>Declarations of Interest</b>
	Noted and listed in the pack.
4.	<b>Minutes of the meeting held on 27 May 2025</b>
	Members agreed that the minutes recorded are a true record of the meeting.
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• The Board <b>NOTED</b> and <b>APPROVED</b> the minutes.</li> </ul>
5.	<b>Matters Arising from meeting held on the 27 May 2025</b>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• The Board <b>NOTED</b> the matters arising.</li> </ul>

6.	<p><b>Chair’s Update</b></p> <p>Alice and Paul S will present at the NFA Board Member conference (22/23 October) on governance and regulation within ALMOs. Board members were invited to attend.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>
7.	<p><b>Chief Executive’s Update</b></p> <p>No questions were raised.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>
8.	<p><b>Chair of Audit &amp; Risk Update</b></p> <p>A Spotlight session and two training sessions had been held on the new risk management software Ideagen. Ben would send log-in details and instructions on use. Ideagen links Board champion roles to the associated risks. Marie reminded members they were all legally and morally responsible for all business risks and the Regulator was likely to ask members how they have oversight of risks.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>
9.	<p><b>Chair of Sedgemoor Tenants’ Assurance Committee (STAC) Update</b></p> <p>Prior to the meeting <b>Paul S requested an update on the recruitment process.</b> Claire reported that the recruitment pack was ready, and we aim to launch the recruitment for five new members on 15 August. Before then the team and STAC members would promote what they do and the benefits of membership.</p> <p>Sarah thanked HiS for sending her on the TPAS conference. She highlighted the following from the day:</p> <ul style="list-style-type: none"> <li>Vivid Housing was using psychological profiling as part of the recruitment process.</li> <li>Wigan had provided members with “paper readers”.</li> <li>There was a useful discussion on tenant member payment.</li> </ul> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>

10.	<p><b>Chair of Development Committee Update</b></p> <p>Paul S requested the timescale to produce the new Somerset Development Strategy. Naomi reported that it would be completed by March 26 subject to SC approval and available support. It would be on the August Partnership meeting agenda. Consultation with key stakeholders will be starting soon.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>
11.	<p><b>Risk Management – PESTEL and SWOT</b></p> <p>Members were reminded that, as agreed at the Risk Spotlight session (May 2025) risk discussions would be prioritised on the agenda to ensure due attention.</p> <p>The areas highlighted in the PESTEL and SWOT should be considered throughout the year; this item gave us time to consider it in more depth. Our risk appetite is included in all reports and ensures the Executive know the board’s risk expectations. The Audit and Risk Committee (ARC) and STAC had commented on the report.</p> <p>Paul S raised the following clarification questions prior to the meeting and received the following responses from Ben.</p> <p><b>Is there a clear read across between PESTEL and SWOT?</b> Yes. Having analysed the external environment (PESTEL) we have assessed our internal capabilities (SWOT) to face the challenges that our environment creates e.g.: the inclusion of the powers of the Housing Ombudsman (HO) in the PESTEL, and the acknowledgement of the impact that the HO could be to HiS in the SWOT.</p> <p><b>All variances make sense but are there any which Board should be particularly aware of?</b> The move away from a two-party system is being talked about a lot across the sector. Included not as a judgement of different parties but more as an acknowledgement that the political landscape is clearly changing.</p> <p><b>Is there a "threat" that HiS and SC do not effectively respond to the changing policy landscape?</b> Good point and worthy of adding in. We are working collectively with SC on emerging policy and sharing thoughts on current sector-wide consultations.</p> <p>Ben highlighted the improved succession planning, the 5-year development programme, Artificial Intelligence (AI) and the options appraisal as being particularly important within the SWOT.</p>

	<p>Members felt the tracked changes, showing the evolution of the PESTEL and SWOT was helpful.</p> <p>Sarah raised the use of the words “WOKE agenda”. WOKE has been appropriated, but the term was actually about being alert to racial and social inequality. Ben explained its use here was around how the term had become divisive and polarising and that we needed to be mindful of this within our work. Ben would reword the WOKE reference.</p> <p>Members were pleased to see the impact of the recent Spending Review, the changing political environment and the variations in risk appetite on the SWOT and PESTEL. The sector was two years into the new regulatory regime, and we would be inspected soon (definitely within the next 2 years), so we needed to be prepared.</p> <p>A finalised, clean version will be posted on the Board portal.</p>
	<p><b>ACTION</b></p>
	<p><b>Ben</b> to review the wording of the WOKE reference to explain our intended meaning and post a final clean version on the Board portal.</p>
	<p><b>RESOLVED</b></p> <p>The Board <b>REVIEWED</b> and <b>APPROVED</b> the refreshed;</p> <ul style="list-style-type: none"> <li>• Political, Economic, Social, Technological, Environmental, and Legal (PESTEL) statement,</li> <li>• Strengths, Weaknesses, Opportunities, and Threats (SWOT) statement,</li> <li>• Risk Appetite Statement.</li> </ul>
<p>12.</p>	<p><b>Customer Complaints and Feedback Policy Review</b></p>
	<p>The Housing Ombudsman had changed the Complaint Handling Code Self-Assessment submission date providing the opportunity to seek an external review of this document before submission.</p> <p>DTP consultants had reviewed and commented on the policy. Many of the amendments were within section 5, “Stage 2” of the policy. The Stage 2 review procedures were now more robust, and ensured we had correctly followed our processes, and were prepared if the complaint went to the Housing Ombudsman.</p> <p>Claire explained monitoring was more robust and frequent, with improved reporting. The Executive and STAC had reviewed and supported the policy and there had been customer consultation.</p>

	<p>Prior to the meeting <b>Paul S asked if the revised Policy had reference to "information recording methods/administration and record keeping"? He felt this was an area the complaints ombudsman had found issues within other housing providers.</b> Claire highlighted that in section 5.5 the Policy notes recording service requests and dissatisfaction but does not state explicitly about administration and record keeping practices. All complaints are recorded through our OPEN Housing IT system.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>APPROVED</b> revisions to the Customer Complaints and Feedback Policy.</li> </ul>
13.	<p><b>Housing Ombudsman Complaint Handling Code Self-Assessment 2024-25</b></p>
	<p>This year’s annual self-assessment was more thorough and had also been reviewed by DTP. By the 30 September, branding and links will be added and it would be hosted on the website.</p> <p>Paul S welcomed the external validation of this document. Prior to the meeting Paul S asked the following questions and received the answers recorded:</p> <p><b>Has a similar self-assessment process been undertaken by SC.</b> Claire updated the Board that a separate submission was required by the Housing Ombudsman. Both submissions will be included for review at the August Partnership Meeting. There will likely be one more separate submission as the HO period covers April '25 to March '26.</p> <p><b>Have we incorporated any changes as a result of our Ombudsman experiences?</b> Claire reported that additional policies had been created or updated e.g.: Vulnerable Persons and Reasonable Adjustments Policy, Pest Management Policy.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>APPROVED</b> the Housing Ombudsman Complaint Handling Code Self-Assessment for 2024-25.</li> </ul>

14.	<p><b>Annual Complaints Performance and Service Improvement Report 2024-25</b></p>
	<p>The report covered performance, changes to policies and procedures, key statistics for the year, learning and an action plan to implement learning and improvement, including learning and the additional questions from the Acuity report (meeting of 27 May 2025).</p> <p>There has been a 300% increase in requests for information from the Housing Ombudsman. Not all of these requests will result in the Ombudsman taking forward a complaint, but we need to be prepared for any that do.</p> <p>In response to a question from Paul S, Claire confirmed that the Action Plan was on course to be completed by December 25. Paul S also commended the learning from scrutiny exercises commissioned by STAC during the year.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>APPROVED</b> the submission of the Annual Complaints Performance and Service Improvement Report 2024-25 (and action plan) to the Housing Ombudsman by 30th September 2025.</li> </ul>
15.	<p><b>Preparing for the Future – Request for Reserves</b></p>
	<p>The report requests additional funding to support the organisation with the increased workload of the options appraisal exercise and the transition period (whatever the outcome). The request was made in accordance with our Reserves Policy, and we will remain above the minimal reserve level.</p> <p>Marie enquired how these posts would be funded if we were to become a 10k homes organisation. Ben explained that funding would be included in future business planning. Peter outlined how the Executive were meeting weekly to build a costed operating model for a 10k organisation. More details would be brought to the next board awayday on 16 and 17 October 2025.</p> <p>It was agreed that in similar future reports, long term funding would be included for these roles.</p> <p>Paul S raised the following clarification questions prior to the meeting and responses are recorded below:</p> <p><b>Were the Awaab's Law recruitments not needed earlier?</b> Naomi highlighted that the paper reflected the expected timescale to recruit to the two proposed roles. Recognising the challenging timescales and the amount of planning that will be required, ET had agreed an interim internal secondment to manage and co-ordinate the preparation, systems, procedure, training etc.</p>

	<p>The paper referred to an amount to backfill the secondment plus additional legal support.</p> <p><b>Were we confident to be able to recruit to so many "term" vacancies?</b> Ben responded that there would be pressure on the People Team to support so many potential recruitments if approval was given. However, they have shown the ability to support the organisation with a number of recruitments at the same time.</p> <p>In terms of attracting strong candidates, we had managed to make good appointments to most roles over the last 12 months i.e. Governance Manager. We did have difficulty recruiting to the Head of Housing role but recruited second time out. Moving quickly on the Awaab’s Law resource request may avoid a rush in the market.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• The Board <b>NOTED</b> the updated reserve position and support our preparations for the future.</li> <li>• The Board <b>APPROVED</b> the allocation of <b>£347k from reserves</b> as outlined in the report.</li> </ul>
16.	<p><b>Final Annual Report and Financial Statements, Key Issues for Discussion and Letter of Representation - 2024/25</b></p>
	<p>The report was recommended to Board by the ARC. It included a report from the auditors, letter of representation, and a letter of assurance from the auditors. The auditor’s feedback was positive and the single recommendation from last year had been completed.</p> <p>The signed documents will be presented to the AGM on 30 September 2025.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• The Board <b>APPROVED</b> the Annual Report and Financial Statements, and its signature by the Chair on behalf of the Board, in advance of the Annual General Meeting (AGM).</li> <li>• The Board <b>NOTED</b> the ‘Key Issues for Discussion’ of the Independent Auditors.</li> <li>• The Board <b>APPROVED</b> the Management Representation Letter, and its signature by the Chair on behalf of the Board.</li> </ul>

17.	<p><b>New Information, Digital, Communication and Technology (IDCT) Strategy</b></p>
	<p>The first phase, over year one would enable us to maximise output and build on system alignment. Phase two, year 2 and 3, was based on the planning assumption that HiS could be the preferred solution for Somerset Council going forward. This period would consolidate systems and assist HiS deliver against the expectations of the Council. We have resources in place for the first year and funding will be factored into future budget setting rounds.</p> <p>Updates on the strategy will be reported to Board every 6 months. Kathy, Board champion for IDCT, supported the strategy but noted that she hadn't had a chance to see the document in advance. The strategy works alongside the new Business Intelligence and Data Analytics Manager role approved in paper number 15.</p> <p>Prior to the meeting, Paul S highlighted that, at the NFA Conference, Jonathan Cox from Housemark stated "We need to turn data into insights. We are surrounded by data but starved on insights" Reference was then made to a "Data Maturity Review" to establish absolute foundations from which to build. Paul S then asked if this was an option for HiS? Ben agreed with Housemark and this was the main driver behind the proposed Business Intelligence and Data Analytics Manager role (requested through agenda item 15). On appointment they would conduct a Data Maturity Review to assess our starting position and map out the journey.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>APPROVED</b> the new IDCT Strategy 2025 – 2028.</li> </ul>
18.	<p><b>Chairing of Sedgemoor Tenants Assurance Committee – Options Review</b></p> <p>The current Chair had become a Board member and was no longer an independent Chair of STAC. The report outlined the options HiS have around retaining her as Chair or taking other steps. During the options appraisal exercise it was considered important to maintain a strong voice from STAC with a stable committee. No one on STAC wished to take the role of Chair. The report includes advice from DTP consultants and the Tenant Participation Advisory service (TPAS).</p> <p>Claire considered the current Chair had strengthened oversight, provided stability and continuity of purpose and structure and would continue to maintain stability.</p> <p>Marie wanted it to be clear that a decision to retain Sarah as Chair should be temporary and that steps should be in place to ensure it would not become permanent.</p>

Paul H highlighted that the Council’s options appraisal exercise would ensure that it was reviewed again next year and confirmed this was only a temporary arrangement. Claire also confirmed it was for a 12-month period only.

Olly agreed with Marie that independence of the Chair was key, however for the next 12 months we needed stability, and this approval would be on the clear understanding that it was for 12 months only.

Paul H highlighted that this 12-month period gave us the opportunity to develop STAC and there would be new potential members post options appraisal.

Marie asked if we were holding any STAC vacancies pending the outcome of the options appraisal exercise. Claire confirmed that we were not. Claire confirmed that there would be a plan for reshaping STAC if we become a 10k organisation. It will have representation across the region, and we will start discussions around how STAC would look and operate at the October awaydays. Paul H agreed that it was important to take on STAC’s views and aspirations.

Members of STAC present at the meeting supported recommendation 1; to continue for one year with the current Chair. Pauline H highlighted that at the last STAC meeting the Committee agreed having a Chair who was also a member of the Board enabled her to put forward STACs opinions and make sure that they were listened to.

It was agreed that for now STAC should stay as “*Sedgemoor’s* Tenants Assurance Committee” as the tenants were from the Sedgemoor area.

The Board extended their thanks to STAC for their amazing work.

Sarah abstained from voting.

	<p><b>RESOLVED</b></p> <p>The Board <b>CONSIDERED AND AGREED</b> the following:</p> <ul style="list-style-type: none"> <li>• Recommendation (Option 1) for the future position of Chair of Sedgemoor Tenants Assurance Committee; to retain the current Independent Chair to the Sedgemoor Tenants Assurance Committee (STAC) for a further year This will strengthen governance, ensure continuity in customer engagement, and provide robust customer oversight during and beyond the council’s current options appraisal process for Homes in Somerset.</li> <li>• The position of a Board member being the Chair of STAC to be reviewed before the AGM September 2026.</li> <li>• Homes in Somerset support, by training, mentoring or other methods, STAC members to develop the skills needed to be Chair in the future.</li> <li>• Homes in Somerset to consider the views of the STAC Committee on how the group develops in the future.</li> </ul>
19.	<p><b>Award of Contract – Bell Group</b></p>
	<p>Homes in Somerset needed retrofit construction work for approximately 40 properties in the former Sedgemoor area. A second contractor was needed to share the workload due to the increased volume of work. Due to the estimated costs this contract requires Board approval.</p> <p>Marie, as champion, gave her support.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>• The Board <b>APPROVED</b> the request to award a contract for the provision of construction services which will support around £400,000 of retrofit works to our homes.</li> <li>• The Board <b>APPROVED</b> the request to seal a contract for the provision of construction services which will support the works to retrofit homes.</li> </ul>
	<p>The meeting adjourned from 2.40pm to 2.55pm</p>

20.	<p><b>Board Behavioural, Experience, Competences &amp; Skills (BECS) Annual Update</b></p>
	<p>Paul S thanked members for completing the review form. Alice would collect and include the co-optees, as these will impact on the total values. Currently a slight downtrend but it was almost nothing and would alter with the co-optees included. These results would then be used for upcoming training and Spotlight sessions. It was highlighted that completing these are a full Board responsibility.</p> <p>Appraisals will be booked soon. Paul will also have a 360 review to feed into his appraisal. 360 reviews will then be rolled out wider.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the summary findings from the latest BECS Self-Assessment.</li> </ul>
21	<p><b>BOARD EFFECTIVENESS REVIEW – SIX MONTH UPDATE</b></p>
	<p>Paul S noted that the majority of tasks were on track, a few deadlines had been missed but we would be able to get back on track with the employment of a Governance Manager.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the progress made against the Board Effectiveness Review Action Plan during the last six months.</li> </ul>
22.	<p><b>Corporate Strategy 2023-2026 Progress Update (Six Monthly)</b></p>
	<p>A small slippage in the actions under 'Sustainability by Design' were acknowledged and noted that there would be a new strategy if we were to become a 10k organisation.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the report.</li> </ul>
23.	<p><b>Stock Condition Survey Programme Update</b></p>
	<p>Paul S noted that there had been a few frustrating operational issues and Naomi confirmed that we would use the software used for responsive repairs to improve this. We anticipate being back on track by the next meeting.</p> <p>Savills were ready to start their work when needed.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the update on progress of our Stock Condition Survey Project.</li> </ul>
24a.	<p><b>HiS Compliance Summary and Dashboard – June 2025</b></p>
	<p>Paul S also reiterated that this report is discussed at the H&amp;S Forum meetings which he attends in his capacity as H&amp;S Board Champion.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>

24b.	<b>Joint HiS/SC Compliance Summary Report – May 2025</b>
	There were no questions raised.
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>
24c.	<b>Preparations for Awaab’s Law (October 2025)</b>
	There were no questions raised.
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report</li> </ul>
25.	<b>Health and Safety Performance (Six Monthly Review)</b>
	<p>Glen, our new external strategic H&amp;S Advisor was present and highlighted there had been a lot of work on the RoSPA submission. The submission was good and the team hopeful. Glen has been very impressed so far with HiS colleagues who have demonstrated openness, responsiveness and commitment to the H&amp;S agenda.</p> <p>Olly was positive about the standard of Health and Safety throughout HiS operations and was hopeful that Glen’s expertise would support and enable continual improvement.</p> <p>It was requested that abbreviations were not used without explanations.</p> <p>Paul S asked if we had heard from RoSPA. Glen replied that we should hear in the next month.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the contents of the report.</li> </ul>
26.	<b>CORPORATE RISK REGISTER – JUNE 2025</b>
	<p>The importance of collective and individual awareness and responsibility of risk awareness was reiterated. The new system would be central for managing risk.</p> <p>Marie recommended that members watch the Grenfell Tragedy documentary on Netflix.</p> <p>The risk register was recommended to the Board.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> this summary report.</li> </ul>

27.	<p><b>Management Accounts – June 2025</b></p> <p>Prior to the meeting <b>Paul S raised a question regarding the capital programme. He asked when will the final expected costs for Westfield House be known as this is clearly a high profile and high spend issue?</b> Naomi updated the Board that Savills and a cost consultant were helping to finalise the timescales and cost implications. We expect to have a finalised position on which to assess key options by the middle of August, and we will bring an update to Board before Christmas 2025.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the management accounts for the first three months of 25/26 (Apr - June 25).</li> </ul>
28.	<p><b>Key Performance Indicators - June 2025 and Combined Tenant Satisfaction Measures For 2024/25</b></p>
	<p>Prior to the meeting <b>Paul S said it was good to see the planned actions from the Senior Leadership Team (SLT), but many issues raised are human in nature such as "unresolved", "no follow-up", "poor communication". He asked will the plans have clear outputs related to these human factors?</b> Claire updated the Board, that the Executive Team have requested SLT address this. Claire attended the SLT meeting to relay this and we await their collective response.</p> <p>Paul S highlighted there had been a sector wide volatility in overall satisfaction which was mirrored in HiS. There had been small increases and decreases, however with 100 people a month surveyed the margin of error was within accepted statistical levels Quarterly figures were statistically more relevant and would better demonstrate trends.</p> <p>Marie requested that we compare this year's to last year's scores to remove the variation due to the seasons. Paul H reinforced the need to look at quarterly data rather than monthly which is prone to fluctuation.</p>
	<p><b>ACTION</b></p>
	<p><b>Sujitha</b> to review the data produced to demonstrate this year's data against last years, to eliminate the differences due to the season.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the HiS KPIs as at the end of June 2025.</li> <li>The Board <b>NOTED</b> the final combined HiS/SC year end Tenant Satisfaction Measures (TSMs) submitted to the Regulator.</li> </ul>

29.	<b>Sustainability By Design Update</b>
	<p>Prior to the meeting <b>Paul S noted the development of these strategic objectives and asked, was there any indication of when it they will be finalised?</b> Naomi responded that there would be a meeting this week with a colleague with a keen interest (and some capacity) in the area (education and fuel poverty). They also had the experience to help drive our corporate objectives forward. If approved via Board agenda item 19, our second contractor (Bell) would also be supporting us to deliver some of our corporate agenda. We would expect to see a clear step forward by end of December 2025.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the update on Sustainability by Design.</li> </ul>
30.	<b>Customer Influence and Engagement Strategy (Six-month Review)</b>
	<p>Paul noted the good KPI scores in this the final report of the current strategy.</p> <p><b>In response to Paul S’s question prior to the meeting, Claire clarified</b> STAC had met separately with DTP, the results of which hadn’t been shared with her yet. Their views would be incorporated into the wider strategy development work of DTP. Sarah had attended a TPAS conference, and it was requested that she share the involvement ideas.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the report.</li> </ul>
31.	<b>Value For Money (VFM) Annual Report</b>
	<p>Prior to the meeting <b>Paul S asked if we would be conducting further analysis regarding "Building Safety"?</b> Naomi detailed that we were currently assessing the measures behind 'Building Safety' (#5) performance to better understand our position. The default data for this measure does not combine costs for the 'big 6' compliance areas but performance in just gas servicing. Being as we haven't hit 100% in gas servicing, our performance is just into the 'poor performance/high cost' quadrant, but this didn't explain our cost position, which appeared higher than average. We will interrogate the area of costs and generally reflect on the process to see if we can make better use of it.</p>
	<p><b>ACTION</b></p>
	<p><b>Naomi</b> to investigate Housemark performance in Building Safety Value for Money and report findings back to September Board.</p>
	<p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>The Board <b>NOTED</b> the Value For Money Annual Report 2024/25.</li> </ul>

<b>32.</b>	<b>Any Other Business (AOB)</b>
	Paul S thanked Jen for her time and considerable impact as Board member and wished her luck with her new role.

The non-confidential meeting finished at 15:28

**Confirmed as a true record of the meeting**

**Signed:** 

**Name (Chair):** Paul Stephenson

**Date:** 30 September 2025