

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 30 September 2025 at 13.14pm

Board Members:	Cllr Federica Smith-Roberts Cllr Kathy Pearce Cllr Lance Duddridge Cllr Pauline Ham Marie Hide Oliver Keates Paul Hackett Paul Stephenson (Chair) Sarah O'Neill	Federica Kathy Lance Pauline H Marie Olly Paul H Paul S Sarah
In Attendance:	Alice Pearce, Governance Manager (minutes) Ben Lane, Director of Finance & Performance Claire Tough, Director of Communities & Customer Service Denise Reeves, Project Manager Louise Pither, Governance Assistant Naomi Macey, Director of Asset Management and Safety Pauline Kelly, Executive Assistant (Admin support) Peter Hatch, Chief Executive	Alice Ben Claire Denise Louise Naomi Pauline K Peter
Guests:	Chris Hall, Executive Director Community, Place & Economy, Somerset Council Craig Green, Sedgemoor Tenants Assurance Committee (STAC) Karen Wilce, STAC Lorna Curtis, STAC Ros Griffiths, STAC Wendy Lewis, Housing Specialist, Somerset Council (via Teams)	Chris Craig Karen Lorna Ros Wendy
NO.	ITEM	
1.	Welcome Guest	
	Paul S welcomed all to the meeting.	
	Apologies	
	There were no apologies.	
2.	Presentation Slot Corporate Strategy Theme: Customer Driven Topic: Preparing for Awaab's Law	
	Denise and Naomi presented to the Board on plans for the implementation of Awaab's law (presentation attached). The first stage of Awaab's Law will come into force on 27 October 2025. The key requirements to treat Damp and Mould (DM) will be: <ul style="list-style-type: none"> Investigate within 10 days (an emergency within 24 hours). At HiS we currently investigate most cases within 3 days. Provide written findings within 3 days. Remedial works within 5 days (24 hours for an emergency). 	

Awaab’s law deals with significant and emergency cases, many of the cases we receive were simple and most of our cases were not emergencies. We had internal processes in place for DM and already attend within 48 hours and aim to fix issues within 7 days. We recognise that the law will be the minimum standard expected, and we wish to provide a higher standard.

To provide context around “most of our cases were not emergencies” Paul asked about the number of cases there had been in the last 2 years. Denise estimated that 90-95% of cases received were not emergencies. In the peak period of DM reports we had 78 cases of which 7 or 8 were serious. As we have been addressing DM already the implementation of Awaab’s Law will not bring big changes for the team.

The compliance reports will show the breakdown of reported cases, the number of cases where work was required and the type of work. Marie requested that similar discussions or presentations included an example where the cause was not the responsibility of the tenant. It was discussed that modern houses were well insulated, without chimneys and other areas where air flow occurs, making them difficult to keep well vented. We need to design and retrofit properties with DM in mind.

The customer’s circumstances, such as underlying health conditions was relevant to adhering to Awaab’s Law, so we always find out the residents’ circumstances at the beginning of the process.

In some emergency DM cases we were required to decant the residents. We have only had one case where this was required. As it has been so infrequent we do not retain a property for decants. We will keep it under review.

The busy period for DM was over the winter. We will be sending out clear communications, starting on the 1 October 2025 and were refining templates into Plain English.

The regulator will expect us to be effective from the start date, provide evidence of Board oversight, how we make tenants aware of the timelines and good record keeping. We have created the IT processes to support our delivery, allowing us to monitor compliance closely.

Next year, the rest of the Housing Health and Safety Rating System (HHSRS) provisions will be rolled out. Electrical and trip hazards requirements will be effective from April 2026. We will expand the processes we have implemented for DM to address the other areas and the team would start making improvements before the law comes into force. We are not expecting a lot of additional work but there could be more if there are articles in the press or the disrepair claims solicitors were to get involved.

	<p>Denise confirmed that they were adequately resourced, and we would be able to make the deadlines set, we were confident we could meet the 24 hour deadline and completely confident for the 10-day deadline.</p> <p>The Board were assured that we have a strong contract with MD and Liberty and were working closely with them. It was felt to be more of a cultural shift from considering any repair just as a repair, whereas now we need to consider it is a hazardous repair. This shift was welcomed.</p> <p>It was explained in response to Sarah’s question that compliance would be reported to Board via the following KPIs:</p> <ul style="list-style-type: none"> • Percentage of inspections completed on time • Percentage reports completed on time • Percentage of work completed on time <p>Our current surveyors have had training to diagnose the cause/s of DM, and the new role will receive specialist training in finding remedial solutions.</p> <p>Denise confirmed for Sarah that, as discussed at STAC, we would take the helicopter view, and for example, if DM was found in a particular property type we would consider if other properties of the same build may have the same unreported problem. Sarah sought assurance that we were addressing underlying issues and not just the symptoms. Denise also confirmed that learning would be incorporated into stock investment programmes.</p> <p>Peter thanked Denise, as she had brought rigour to the process, and Pauline felt it was really robust. Denise confirmed that alongside Plain English they also take into account if English is the resident’s first language or not, during the initial stage of the process. It was confirmed for Olly that there were information leaflets on things like use of trickle vents and these would be shared with residents in places such as social media and post inspection reports going to tenants.</p> <p>It was highlighted that for most of the new “hazard areas” it would not be new repairs, but repairs bought forward, so there would be little budget implications. It is possible that “Trip hazards” could have a small budgetary implication. It was confirmed that the law included both keeping homes warm and ensuring they were not too hot as well.</p> <p>Paul expressed the Board’s thanks to the team for providing a robust response, a clear starting point and improvement in an area that was important to us, our customers and the sector.</p> <p>Denise left the meeting after this presentation item.</p>
3.	Declarations of Interest
	Declarations listed in the pack were noted. Paul S declared an interest in item 13.

4.	<p>Minutes of the meeting held on 29 July 2025</p> <p>Members agreed that the minutes recorded were a true record of the meeting.</p> <p>It was confirmed for Sarah that on minute 18 we had been transparent throughout the whole process and there was not a conflict for Sarah to be present, but not voting, alongside other STAC members.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board NOTED and APPROVED the minutes.
5.	<p>Matters Arising from meeting held on the 29 July 2025</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board NOTED the matters arising.
6.	<p>Election of Roles and Confirmation of Committee Membership and Board Champion Roles</p> <p>Alice outlined the report and informed the Board that Amanda Loynton had resigned from STAC.</p> <p>Marie sought and received confirmation that no one else had expressed an interest in Chairing the Audit and Risk Committee.</p> <p>RESOLVED</p> <p>The Board;</p> <ol style="list-style-type: none"> a) Considered and APPROVED the re-appointment of Paul Stephenson as Chair of the Board. b) Considered and APPROVED the following re-appointments to the Audit and Risk Committee (ARC) <ol style="list-style-type: none"> i. Cllr Lance Duddridge (Council Board Member) – re-appointment ii. Paul Hackett (Ordinary Board Member) - re-appointment iii. Marie Hide (Tenant Board Member) - re-appointment iv. Oliver Keates (Ordinary Board Member) – re-appointment c) Considered and APPROVED the re-appointment of Marie Hide as Chair of ARC. d) Considered and APPROVED the re-appointment of Paul Hackett as Vice Chair of ARC. e) Considered and APPROVED the following re-appointments to the Development Committee <ol style="list-style-type: none"> i. Oliver Keates (Ordinary Board Member) – re-appointment ii. Kathy Pearce (Council Board Member) – re-appointment iii. Paul Hackett (Ordinary Board Member) – re-appointment iv. Jeff Astle (co-optee) – re-appointment v. Federica Smith-Roberts (co-optee) – re-appointment f) Considered and APPROVED the re-appointment of Oliver Keates as Chair

	<p>of the Development Committee</p> <p>g) Considered and APPROVED the re-appointment of Paul Hackett as Vice Chair of the Development Committee</p> <p>h) Considered and APPROVED the following re-appointments and appointments to the Sedgemoor Tenants Assurance Committee (STAC)</p> <ul style="list-style-type: none"> i. Mrs Karen Wilce (tenant) – re-appointment ii. Mr Craig Green (tenant) – re-appointment iii. Mrs Rosalind Griffiths (tenant) – re-appointment iv. Mrs Sarah O’Neill (Ordinary Board Member) – re-appointment v. Mr Martin Heard (tenant) – appointment vi. Ms Lorna Curtis (tenant) – appointment vii. <i>Mrs Amanda Loynton (tenant) resigned before the meeting, so not re-appointed</i> viii. Cllr Pauline Ham (Council Board Member) re-appointment <p>i) Considered and APPROVED the re-appointment of Sarah O’Neill as Chair of the STAC</p> <p>j) Considered and APPROVED the re-appointment of Craig Green as Vice Chair of the STAC</p> <p>k) Considered and APPROVED the allocation of Board Members to Board Champion roles for various topics as shown in Appendix A</p>
7.	Chair’s Update
	<p>No questions were raised.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board NOTED the contents of the report.
8.	Chief Executive’s Update
	<p>No questions were raised.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board NOTED the contents of the report.
9.	Chair of Audit & Risk Update
	<p>Having Chaired the previous meeting Paul H authored the ARC report.</p> <p>Paul S asked prior to the meeting if there were any details in the Procurement Fraud Audit that Board need to be made aware of? <i>Ben reported that no instances of fraud were detected or suspected through the audit work. Low ‘reasonable assurance’ had been provided with 4 medium priority and 1 low priority action and no high priority (most serious) findings. All actions will be addressed by 31st December. We had increased the hours of the Procurement Specialist between now and Christmas (2 days moving to 3). The essence of the findings focuses on the need to monitor more closely spend against contracts/waivers, and the need to ensure all documentation was held on a single document repository. Work over the next three months will identify areas of</i></p>

	<p>spend which have reached levels where tender processes were needed and/or waivers required. Quarterly reporting to ET would be developed to enable the early identification of areas that might breach approved spend levels, which in turn will enable time for corrective action to be taken.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the contents of the report.
10.	<p>Chair of Sedgemoor Tenants’ Assurance Committee (STAC) Update</p> <p>Sarah highlighted the comprehensive range of topics STAC had covered.</p> <p>It was positive to receive the outcomes of the STAC Skills Assessment and training was now being arranged. It had highlighted symmetry with the Board, with a need for legal and financial training, among other areas.</p> <p>Thanks were expressed to Chris Fisher and Amanda Loynton, who had resigned since the last meeting.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the contents of the report.
11.	<p>Chair of Development Committee Update</p> <p>Marie enquired about the timeline for full occupancy of Penlea House. A full letting plan was in place which had been adjusted to include sessions around the sustainability differences. It was now being advertised, as there were a lot of homes to let it would take a while to complete.</p> <p>Paul S asked prior to the meeting if the statutory services concerns at North Taunton Project (delays, cost, resources, delivery) was something Board need to know more about? <i>Duncan Harvey (Interim Head of Housing Growth and Regeneration) updated the Board that the North Taunton Woolaway Project (NTWP) was facing significant challenges relating to statutory services, particularly regarding the incorrect installation of water and electricity services in Phase A. These issues had resulted in non-compliance with approved plans and regulations, with direct impacts on programme delays and future phase delivery. The Board should note that these statutory concerns were material risks to the project’s viability and require close oversight.</i></p> <p><i>A comprehensive deep dive review led by Homes in Somerset involving the expertise of Savills and Nash was underway. Initial findings were expected soon. This review will inform the creation of a revised viable and deliverable project plan and updated risk register, ensuring statutory risks were robustly addressed and mitigated going forward. The project team was also working with Safedigging and other external experts to resolve statutory service issues and ensure compliance. Olly requested early sight of the report once available.</i></p> <p><i>Resource pressures within the Council, especially in planning, legal, and enabling services were compounding risks to delivery, with delays in approvals and potential reputational impacts. Robust governance and communication were</i></p>

	<p><i>already in place through the HiS Development Committee, which will continue to report statutory concerns, risk mitigation and delivery progression. Duncan recommended that Board maintain oversight through regular updates on legal, technical and risk management issues. He encouraged Board to act on the findings of the NTWP deep dive.</i></p> <p>Marie reported that at the informal ARC meeting earlier today, NTWP will now appear as a risk item at the ARC meetings. It was agreed that the Savills report would be shared with Board.</p> <p>Kathy, as Ward councillor had toured the Penlea development, and the spaces were great. There was a potential for issues with the new homes overlooking existing properties. Claire responded that the lettings policy will be mindful of this, and we would manage the tenancy carefully.</p> <p>Marie reminded Board that the Chair’s meetings (Chairs of Board, ARC, STAC and Development) were to start at the Board away days and it will be discussed.</p> <p>Paul S commented on the scale of the SC development programme. These were not just numbers, but 579 homes. He congratulated the council on the £142 million investment and highlighted that it will make a difference to many people.</p>
	<p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the contents of the report.
	<p>ACTION</p> <p>Duncan to share the Savills report into North Taunton Woolaway Project (NTWP)</p>
<p>12.</p>	<p>Governance Framework</p>
	<p>Alice briefly outlined the proposed changes to the governance documents. The following points were raised:</p> <p>Executive Team Terms of Reference</p> <p>Sarah highlighted the following:</p> <ul style="list-style-type: none"> For oversight, could the Board receive a list of policies delegated to the Executive team, including when they were due for review. Include within the Terms of Reference, under the EDI section “The Executives will annually provide an EDI report to Board on workforce, and Board for them to review membership with the aim of creating a body that is representative of the diverse communities in which HiS operates. <p>Board Terms of Reference</p> <ul style="list-style-type: none"> In the section labelled “Vice Chair” Sarah highlighted it was not usually referred to as “if required”. Whilst not mandated, it was considered an essential element of good governance. If there was no Vice Chair, then there should be a clear alternative mechanism in place for dealing with

the absence of the Chair. It was discussed that the Chairs Group would take this role and that there would be a Terms of Reference to outline who would act in this role in a range of different circumstances.

- Sarah requested the Board receive a list of policies reserved for the Board, including when they were due for review.
- Update that Board meetings take approximately 3 hours (plus training).
- The Terms state that the draft minutes were available before the next Board meeting. Sarah asked if this was the case. Marie confirmed that currently they can be requested. Paul S provided reassurance to the Board that he receives them within 7 days of the meeting and turns them around ASAP. Paul H asked if the Board could receive them as soon as they are available, he had seen this in other organisations. Paul S confirmed that we were looking at an electronic Board Management package for implementation in the New Year which would allow us to easily do this.
- The Board Membership and Recruitment Policy to be shared on the portal.
- Sarah noted that she had missed parts of her Induction Training, including not receiving EDI training and requested that Alice look into induction for future members.
- It was clarified for Sarah that Committee co-optee voting rights were set out in the respective Committee Terms of Reference.

Paul S reminded Board members to read the Board’s Terms of Reference so they were clear about their responsibilities, purpose and core functions.

Executive Team Succession Planning Statement

Paul S asked, before the meeting what was the current status of the Leadership Development Programme? *Peter responded that our first IMPACT session took place on 9 September. The programme will run until April '26 and consists of monthly sessions covering the nine topics set out in the attached document. The delegates will have access to excellent online resources, and we have recently heard that this course had been accredited by the Institute of Leadership. This was great news and really reinforces our professionalisation agenda and prepares us for the forthcoming Competence and Conduct Standard.*

Exit Interview Questionnaire

Marie asked if it was appropriate for Paul to not be involved in the Exit Interviews. Paul S explained that by Alice conducting the interviews and sharing the responses with the appropriate person, provided independence. For example, if there was a problem with how meetings were chaired, she could address this initially with the Chair. If that was unsuccessful, she had other routes she could then follow. She could go to the Vice Chair or other Chairs, and it could be escalated to the rest of the Board. Sarah agreed that it was appropriate for the Chair not to be directly involved.

	<p>It was agreed that the first Chairs Meeting, at the October away days, would include a discussion around which Chair would act in this capacity. Sarah reiterated that she advocates for a Vice Chair, rather than the Chairs committee.</p> <p>360-degree appraisal process and questions Marie felt that 360 Degree Appraisal questions were better than those in the normal Board member appraisal, as they were easy to answer. As this year’s appraisals started in the following week we would reflect on the questions for next year.</p> <p>The Board approved the proposed changes to documents subject to the updates outlined above.</p>
	<p>ACTION</p> <ul style="list-style-type: none"> • Paul S to take to the first Chairs Meeting who would be the first point of contact for The Governance Manager should there be an issue with the Chair raised at an Exit interview. • Alice to provide to Board a list of policies delegated to the Executive team, including when they are due for review. • Alice to provide to Board a list of policies reserved for the Board, including when they are due for review. • Alice to share on the portal the Board Membership and Recruitment Policy. • Alice to ensure future Induction Training is completed in full including EDI training. • Alice to update the governance documents in line with the minutes above. <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board APPROVED the updated Executive Team Terms of Reference. • The Board APPROVED the updated Board Terms of Reference. • The Board APPROVED the new Executive Team Succession Planning Statement. • The Board APPROVED the new Exit Interview Questionnaire. • The Board APPROVED the new 360-degree appraisal process and questions.
13.	<p>Extension of Chair’s Tenure</p>
	<p>Paul S declared in interest in this item and left the room during the discussion and decision.</p> <p>Ben explained that he had written the Champion comment in his capacity as Company Secretary as the Board Champion (Paul S) had declared a conflict. He</p>

	<p>highlighted the clear endorsement from Chris H, and clarity within the report to good practice and how it meets the requirements of our governance documents. He felt the proposal was in the best interests of HiS.</p> <p>Sarah pointed out that the report stated that “Jenny had muted...”, however it should read “mooted”. As the two words had very different meanings it was important to highlight the mistake. She also reiterated the need for the approval to be subject to annual reappointment.</p> <p>Olly agreed that the proposals were obvious, positive and practical, and he gave his full support.</p> <p>The Board approved the recommendations unanimously.</p> <p>After the decision Paul S returned to the meeting and was informed that the recommendations were approved.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board APPROVED the proposal to extend Paul Stephenson’s maximum term by 3 years, from a maximum 6-year term to a maximum 9-year term (reviewed annually) as Board member and Chair of the Board. Approval will enable Paul Stephenson to remain in position until September 2029, subject to annual reappointment. • The Board APPROVED the Governance Manager to update all mentioned documents to align with the Memorandum and Articles of Association (M&As) of Homes in Somerset.
14.	<p>Award of Tender – Saltlands Roofing</p>
	<p>Naomi reported that it was a clear decision to award the contract to MD Group. Paul S stated that he had sought and received assurance from the Executive Team regarding the contractor’s competence. The assurance from Baileys our newly appointed ‘employer’s agent’ was noted, and it was highlighted that the issues at Westfield Close had been rectified and how they had conducted themselves had not been an issue.</p> <p>The Reinforced Autoclaved Aerated Concrete (RAAC) survey had not highlighted any RAAC issues, but there were structural repairs needed. The works are likely to take 4 months and include new roof, concrete repairs and new windows.</p> <p>Marie highlighted that tenant engagement within similar processes were difficult, but it is important to ensure we had tenant input to make the right decisions. She felt we had made the process overly complicated; we needed to simplify the process but maintain them being meaningful. The Executive Team would look at this again.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board APPROVED the request to award a £660k contract for the provision of construction services at Saltlands House. • The Board APPROVED the request to seal a £660k contract for the provision of construction services at Saltlands House.



The meeting broke at 14:38pm

15.	<p>Corporate Risk Register – September 2025</p>
	<p>The meeting reconvened at 14:55pm</p> <p>ARC was content with the Corporate Risk Register and that it provided assurance to the Board.</p> <p>Paul S felt that it provided great assurance to the Board that top risks were being managed. He had reviewed risks on Ideagen and recommended Board members to do this too. He reminded members that major risk documents could also be found on the portal, and they are refreshed regularly.</p>
	<p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED this summary report.
16.	<p>Stock Condition Survey Programme</p>
	<p>The Board discussed that the Regulator’s reports were reiterating how significant stock condition data was. The Regulator will expect Board members to know what the position was in HiS, to understand the data and to know how it was used to inform things like capital budgets.</p> <p>Naomi confirmed that we had now reached the point where Savills would be able to conduct their review. We should have the refreshed 30-year investment plan in two weeks’ time, which will inform the basis for the Joint Asset Management Strategy, enabling it to be in place by 31 March 2026. The information will also feed into next year’s HRA.</p> <p>Paul S asked if we were confident about having sufficient resources for "flexing"? <i>Naomi responded that yes, stock condition survey projections had been extrapolated from actual delivery/capacity data gained this year. Annual holidays, bank holidays and a contingency for sickness had been built into the calculations.</i></p>
	<p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the update on progress of our Stock Condition Survey Project
17.	<p>Compliance Performance</p>
	<p>HIS Summary Report – August 2025</p> <p>Prior to the meeting Paul made the following enquires and received the following responses from Naomi:</p> <ul style="list-style-type: none"> Were we confident about Liberty achieving improvements? <i>We know that there will be an ongoing risk with Liberty’s performance. We had taken the following steps to mitigate the risk and impact to compliance:</i> <ul style="list-style-type: none"> <i>we had changed responsibilities within the team to ensure that we have closer performance monitoring</i> <i>we were varying our contract to give us the ability to bring in a second contractor should performance dip again</i>

	<ul style="list-style-type: none"> • we had changed responsibilities slightly so that we can manage no-access visits more closely • we had implemented weekly reporting and performance meetings with Liberty. • Have improvements been achieved in securing legal support? <i>Although there had been some positive movements regarding our legal support arrangements, we have yet to start to see the outcomes. The performance improvements to date have largely been as a result of the actions above.</i> • Are we prepared for the likely increase in damp, mould and condensation referrals? <i>We had implemented a dedicated project group to ensure that we were on track to meet the new requirements under Awaab’s Law. We were in the process of recruiting to the two new posts agreed by Board in July to ensure that we had sufficient resource to manage the likely increase in D&M reports. All frontline teams are undergoing training and contractors were finalising the resource they will need to respond effectively. We had also changed the response surveyors’ responsibilities slightly to ensure that they have capacity to assist within their patches.</i> • Window restrictors, if my reading is correct, have we only dealt with 3 in the month? <i>A large proportion of window restrictor checks were done by the stock condition surveyors or at void. This month, our stock condition surveyors had been primarily working in the Taunton area and so our numbers were lower than usual. Furthermore, most of the voids this month had an existing window check – so couldn’t be counted. We expect this figure to be significantly higher for September.</i> • Auto doors, was progress being achieved? <i>Yes, we had held several assertive contract meetings to address performance issues. Checks were being completed, and we expect performance to recover significantly for September. We were also starting the process to reprocore.</i> <p>Joint HiS/SC Compliance Summary Report – July 2025 There were no comments on this section of the report.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board NOTED the contents of the HIS Summary report – August 2025 • The Board NOTED the contents of the Joint HiS/SC Compliance Summary Report – July 2025
18.	Chair of Audit and Risk - Annual Performance Review 2024/25
	<p>Marie thanked Ben for his support with the report.</p> <p>RESOLVED</p> <ul style="list-style-type: none"> • The Board NOTED the contents of the Annual Performance Review 2024/25.

19.	Sustainability By Design Update
	<p>Marie, as Champion supported the work within the report. The Board thought it was a great report, providing assurance and it was really good to see the progress and impacts.</p> <p>Sarah applauded the energy advice service. It was a great example of making a difference for tenants, especially where there was new technology involved, and people need support understanding how it works.</p>
	<p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the update on Sustainability by Design
20.	Management Accounts – August 2025
	<p>Paul enquired if there were any specific concerns about capital spend? <i>Ben responded that the options for Westfield House were scheduled to be presented to the Board in November 2025, with works expected to commence following the Board’s decision. Given four months from end of November until the financial year ends in March 2026, it is unlikely that the allocated £550k for these works will be fully spent within this timeframe. To mitigate this, we were exploring the possibility of bringing forward elements of next year’s programme to ensure the current year’s budget allocation is utilised.</i></p> <p><i>Following the recent awarding of the retrofit contract to Bell Group, both MD and Bell are currently progressing additional properties under Wave 2. Works on Wave 3 are expected to begin in January 2026, aligning with the final quarter when the budgeted works are planned for completion. However, we acknowledge potential delays beyond our control and have highlighted this accordingly.</i></p>
	<p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED management accounts for the first five months of 25/26 (Apr - Aug 25).
21	Key Performance Indicators – August 2025
	<p>Paul S requested, before the meeting, if trend analysis was available since September 2024 for "Listens and Acts" performance? <i>Ben provided the information in advance of the meeting.</i></p>
	<p>RESOLVED</p> <ul style="list-style-type: none"> The Board NOTED the KPIs as at the end of August 2025.
22.	AOB
	<p>It was highlighted that the TSM Comparison Report and Trends had been shared in the Briefing pack.</p> <p>The next meeting of the Board was to be on 16/17 October, at the Walnut Tree, North Petherton. We have the Council Leader and others attending during the morning session. Patrick Dixon will facilitate the strategy session helping us to look forward and prepare for the challenges ahead. In the afternoon, and during day 2 we will be probing business planning with the Executive.</p>

	<p>The Board were reminded that there was a “Meet and Great” with Councillors after the 25 November Board meeting, where we can promote the business. A calendar invite would be issued shortly.</p> <p>Marie highlighted that a company doing surveys for HiS appears to be on a SPAM list. They had called her four times in one hour. Claire will investigate who this was and address any issues.</p>
	<p>Action</p>
	<p>Claire to investigate who is performing surveys for HiS and is now on SPAM list/s.</p>

The non-confidential meeting finished at 15:16

Confirmed as a true record of the meeting

Signed: 

Name (Chair): Paul Stephenson

Date: 25 November 2025