



South Essex Homes Limited

Minutes of Board Meeting

Date: 27 October 2022

Start: 3.00pm End: 5.15pm

Committee Room 4 – Civic Centre

Public Minutes

Present Roger Eastwood (RE) – Chair of the Board; Meg Davidson (MD) – Vice-Chair of the Board; Michael Oxley (MO); Chris March (CM); David Joyce (DJ); Peter Wexham (PW), Margaret Borton (MB); Chris Silvey (CS); Carly Volke (CV), Keith Ducker (KD)

In attendance: Mario Ambrose (MA), - Executive Director; Beverley Gallacher (BG) – Director SEPS’ Commercial; Kevin Hazlewood (KH) – Director Operations (Property); Sarah Lander (SL) – Director Operations (Housing); Daniel Lyons (DL) – Director Finance and Corporate Services; Glyn Halksworth (GH) – Director of Housing SCC; Tim Holland (TH) – Head of Housing Support SCC; Carol Cooper (CC) – Board Support Officer

Tenant Observers: Bob Ayriss, Mike Smith, Majzoub Ali – Public Meeting Only

PUBLIC AGENDA		Action
1.	Welcome and Introductions	
1.1	RE welcomed everyone to the meeting.	
2.	Apologies for Absence	
2.1	Apologies for absence were received from Sacha Jevans.	

3.	Declarations of Interest	
3.1	RE & MD declared an interest in agenda item 6.	
4.	Public Minutes & Matters Arising of meeting held 26 July 2022	
4.1	The Minutes were agreed as a true and accurate record of the meeting.	
5.	Residents' Voice Your View	
5.1	There was no formal voice your view received.	
6.	Governance & Stewardship	
6.1	In SP's absence DL took this agenda item.	
6.2	RE & MD left the meeting for this agenda item.	
6.3	After discussion the Board members agreed the reappointment of RE & MD as Chair & Vice-Chair of the Board.	
6.4	MD & RE re-joined the meeting.	
6.5	PW nominated MB as H&S scrutineer. MB accepted the role. The Board agreed.	
6.6	Recommendations:	
i)	The Board elected and agreed the appointment of the Chair of the Board for a one-year term of office in accordance with the Articles of Association (and to act as Chair from Agenda Item 7).	
ii)	The Board elected and agreed the appointment of the Vice-Chair of the Board for a one-year term of office in accordance with the Articles of Association.	
iii)	The Board noted that Keith Ducker be appointed to the Audit & Risk Committee.	
7.	Chair's Remarks	
	RE noted that SEH had celebrated its 17th birthday on 24 October 2022.	
8.	Health & Safety Compliance Report	
8.1	KH provided an overview of the report.	

<p>8.2</p> <p>8.3</p> <p>8.4</p> <p>8.5</p> <p>i)</p> <p>ii)</p>	<p>KH confirmed that all asbestos surveys had been completed but had not yet been entered onto the Apex system. Once the information is entered into Apex then this KPI will be 100% compliant. KH confirmed this will be included in the Compliance Report for January Board meeting.</p> <p>MO sought clarity as to the compliance of wet dry risers in paragraph 6.10. KH confirmed that the testing had been completed but until certificates had been received this would not be noted as compliant.</p> <p>CV sought clarity in relation scissor lift inspections not been included in the insurance inspection. KH confirmed there had been an error which meant that the scissor lifts had been inadvertently left off the schedule the lifts have now been included and compliance will be reported at the January Board meeting once certificates have been received.</p> <p>Recommendations:</p> <p>The Board noted the metrics as the Corporate Compliance Position Statement and the statements in sections 4 to 10 of this report.</p> <p>The Board noted the actions being taken to regularise positions where required.</p>	
<p>9.</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p>	<p>Company Assurance Report as at 30 September 2022</p> <p>DL provided an overview of the report.</p> <p>DL reported that there had been a dip in rent collection for two consecutive months. The Specialist Income Management Team are analysing the data and the situation is being monitored closely.</p> <p>The annual resident satisfaction survey had been undertaken and showed an overall satisfaction of 75% which is in line with the sector.</p> <p>CM sought clarity as to how SEH compare to peers. DL confirmed that the Housemark benchmarking is behind schedule but is due to be completed shortly. DL agreed to include the peer comparison for this year together with previous years' comparison information in the report for the next Board meeting.</p> <p>DL updated that the Communications Team are working with individual teams to analyse the data to discover which areas have been specifically noted as requiring improvement and an action plan will be drawn up for this to progress.</p>	<p>DL</p>

<p>9.6</p> <p>9.7</p> <p>9.8</p> <p>9.9</p> <p>i)</p> <p>ii)</p> <p>iii)</p>	<p>The Board agreed that resident satisfaction should be a separate agenda item at the next meeting. The report should include lessons learned from the responses in the survey, action taken by SEH and peer information. To be added to next Board agenda.</p> <p>DJ sought clarity in relation to the inconsistency of void figures. KH updated that the inconsistency has been due to Morgan Sindall experiencing issues around recruitment but there has been improvement following additional sub-contracting taking place. The issues appear to be with routine voids rather than major voids. KH confirmed that workshops are taking place with Morgan Sindall focusing on efficiency of turnaround times.</p> <p>KH clarified for CM that there is a financial penalty for Morgan Sindall for out of time voids where rent loss is recovered but the penalty does not include council tax loss.</p> <p>Recommendations:</p> <p>The Board noted the update provided on financial information as at September 2022.</p> <p>The Board noted the Key Performance Indicators position as at September 2022.</p> <p>The Board noted the Resident Satisfaction Survey results for 2022.</p>	<p>CC</p>
<p>10.</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>i)</p> <p>ii)</p> <p>iii)</p> <p>iv)</p>	<p>Draft Financial Accounts 2021/2022</p> <p>DL provided an overview of the report</p> <p>DJ noted that the A&R Committee, following assurance by Internal Audit, agreed the Directors' responsibilities.</p> <p>Recommendations:</p> <p>The Board approved the Financial Statements for 2021/22</p> <p>The Board noted the Report to the Board and the external audit management letter comments.</p> <p>The Board noted the letter of representation from Southend City Council confirming group support.</p> <p>The Board noted the Letter of Representation from the Company to Scrutton Bland and authorised the Chair and Company Secretary to sign the letter on behalf of the Company.</p>	

11.	Reserves Policy Update	
11.1	DL provided an overview of the report and confirmed that the Policy had been agreed by the Audit & Risk Committee for Board approval.	
11.2	GH requested that the policy be altered to show Southend City Council instead of Southend Borough Council. DL agreed to make the alteration and confirmed that the policy will be provided at the next Strategic Board meeting as noted in the Partnership Agreement.	DL
11.3	It was noted that there is an error in the figures in Appendix 1. DL to amend Appendix 1.	DL
11.4	Recommendation:	
i)	The Board approved the revised Reserves Policy.	
12.	DAHA Accreditation Progress Update Report	
12.1	SL updated that following circulation of the policy Safe Steps had requested a slight amendment to 4.10 where SEH would offer an individual experiencing DA the opportunity to receive support from a gender specific staff member and where possible from the same ethnic origin or culture. SL will update the policy with the changes.	SL
12.2	MO noted within the policy that there were two paragraphs in section 3 that were duplicated, and SL agreed to make the amendments.	SL
12.3	The Board thanked Officers for the DAHA training that had been provided to Board members which they had found to be very informative.	
12.4	DJ sought clarity as to whether the Housing Act 2004 should be noted in section 6 of the policy. SL agreed to check the Housing Act 2004 to see if required to be added to policy.	SL
12.5	Recommendations:	
i)	The Board noted the content of the report.	
i)	The Board agreed the ‘SEH Domestic Abuse and Violence Against Women and Girls (VAWG) Policy’.	

13.	Draft Minutes of Audit & Risk Committee meeting held 29 September 2022	
13.1	DJ sought agreement from the Board for the Committee to receive KPI information relating to Building Safety Compliance. The Committee believed that given this is a high-risk area for the organisation the Committee wanted to be able to assure the Board that the KPIs had been discussed in more depth.	
13.2	KH agreed he would welcome working with the Committee to ensure the scrutiny of the KPIs to enable the Board and Committee to have a greater insight.	
13.3	The Board welcomed the scrutiny of the Audit and Risk Committee in relation to FRAs. To be added to A&R Committee forward plan.	SP
13.4	MB brought to the attention of KH & BG issues with fire doors being propped open in Brecon whilst contractors undertake works. KH confirmed that a Fire Risk Assessment would have been undertaken for this project and that such actions may be permissible whilst the works are being undertaken. KH agreed to look to see if this was permissible within the works' FRA and update MB.	KH
13.5	The Board noted the minutes of the Audit & Risk Committee.	