

Hexagon Housing Association Ltd

Minutes of the Board Meeting held on Tuesday, 26th September at 4:30pm at 130-136 Sydenham Road, Sydenham, London SE26 5JY.

Present: Debbie Bankole-Williams (Chair), Mark Allan, Carol Bernstein, Ruth Chambers, Dermot Finn, Jeanette Kenyon, Martin Large, Ranna McArdle, Tom McCormack, Denny Senner, and Ian Watts.

In attendance: David Collick, Andrew Green, Kerry Heath, Phil Newsam, Val Sharpe (Minutes) Kate Stevens (Residents' Forum Observer) Joy Worrell (Residents' Forum Observer).

Apologies: Roy Coulter

		Action
17/110	The Chair welcomed everyone to the meeting, particularly new Board Members, Carol Bernstein and Denny Senner and Residents' Forum Observers, Kate Stevens and Joy Worrell.	
17/111	<i>Declarations of Interest</i>	
17/111/1	Ian Watts referred to Item 10 in relation to properties being bought from his employer, PA Housing, for the decanting of Hexagon residents at Brickfield Cottages. He confirmed, however, that he was not involved in signing the relevant documentation in relation to this.	
17/112	<i>Minutes of the meeting held on 25th July 2017</i>	
17/112/1	The Minutes, including the confidential extract, were agreed .	
17/113	<i>Matters arising</i>	
17/113/1	17/81/4 – Compliance KPIs - Andrew Green said Rosalind Watson's suggestion that PIs be developed for Community Investment will be considered at the new Performance Management Committee.	

17/113/2 **17/83/5 – Chief Executive’s report – Repairs Interface** – Phil Newsam confirmed she sent an update on progress with the repairs interface to all Members via email in mid-August. A further update is also on this agenda.

17/113/3 **17/83/6 – Chief Executive’s report – Confidential Reporting Policy** – Martin Large confirmed that the HR Manager sent him further information on the policies in place should a member of staff be the subject of a complaint.

17/113/4 **17/99/2 – Brickfield Cottages, Plumstead** – Tom McCormack reported that the Letter of Claim has not yet been sent to Skillcrown. A meeting with our solicitors and insurers has been arranged for 15th October to agree the contents of the letter.

17/114 Chief Executive’s report

17/114/1 Tom McCormack presented his report which provided an update across a range of issues including:

- Rent compliance
- Revisions to the Tenant Involvement & Empowerment (TIE) Standard
- HCA communication re: response to Grenfell Tower fire

17/114/2 The Board **approved** the recommendation that Roy Coulter is elected as Chair for a further two years following his appointment by the AGM which preceded this meeting.

17/114/3 The Board also **approved** the recommendation that Martin Large is elected as Vice Chair, to serve for three years.

17/114/4 Martin said that, following Rosalind Watson’s departure from the Board, the Innovation in Development Working Group is short one member. He asked that Members interested in joining the Group contact him. He will also issue an email inviting nominees and providing the Terms of Reference.

ML

17/114/5 The Board **agreed** the list of duties for Lead Board Members and the revised Lead Board Member list, as outlined in Section 5.

17/114/6 The Board **agreed** the recommendation that Tom inform the regulator about the rent compliance issues, subject to what is discussed as part of the report elsewhere on the agenda, and referenced in Section 6 of his report. TMc

17/115 Strategic matters arising from the annual review of Community Investment

17/115/1 Ruth Chambers presented the report that provided a summary of the activities of the Community Investment Team (CIT) for the twelve month period July 2016 to the end of June 2017. The report also identified the priorities for 2017/18. Ruth explained that this is the first report from the new Community Investment Strategy which was approved by the Board in September 2016.

17/115/2 The Chair asked what the team would be doing differently to ensure more Hexagon residents benefitted from the Love London Working initiative.

Andrew said the team will be targeting particular estates at a time and work more closely with Housing Officers to identify residents for the Project.

17/115/3 Dermot Finn said he is disappointed that the report does not take into account suggestions by the Residents' Forum in relation to reinstating the small grants fund.

17/115/4 Jeanette Kenyon asked whether there is succession planning in place should the European funding for Love London Working cease post Brexit.

Andrew said only half the funding for the initiative came from Europe, so we will still be able to provide the service, just not the full service offered now.

17/115/5 Martin said that compared to last year the team appears not to have met several of its targets, e.g. supporting residents into employment and digital inclusion. He said the report needed to be clearer and more open when explaining performances against targets.

17/115/6 The Chair said it was a good report, although she agreed it would be useful to report against the targets set the previous year.

- 17/115/7 The Board **agreed** the recommendations:
- To continue to deliver a strong employment offer, particularly for our residents and their families, through Love London Working, effective work placements, job brokerage, apprenticeships and other initiatives;
 - To deliver an effective digital inclusion programme through a new digital skills offer;
 - To ensure effective tenancy sustainment and protect Hexagon's revenue stream through a strong financial inclusion offer including 121 financial inclusion casework, and management of welfare reform impacts;
 - To support community cohesion through an effective programme of outreach and community projects.

17/115/8 Carol Bernstein asked whether agreement of the recommendations is subject to comments from the Residents' Forum.

Tom said he thought the CI Strategy had had input from the Forum as the intention is to consult the Residents' Forum on all strategic decisions. Officers will report back to the Board as to whether the Community Investment Strategy went to the Residents' Forum for input/comment.

Officers

17/116 Strategic matters arising from the annual review of Resident Involvement

17/116/1 Andrew Green presented the strategic priorities for the Resident Involvement team in 2017/18.

17/116/2 Ian Watts suggested that feedback from the various residents' scrutiny panels could be reported to the Performance Management Committee. This was **agreed**.

AG/DC

17/116/3 Dermot Finn said many residents are not happy that the annual Residents' Day will no longer take place and want the event to be reinstated.

Andrew said that Residents' Day will be given the same scrutiny as all other activities and this will be a transparent process.

- 17/116/4 In terms of other scrutiny activities, Tom said there is visibility for the Performance Review Group and the Repairs Group via their minutes, which are provided to the Board.
- 17/116/5 Andrew explained that instead of having one annual event, neighbourhood events will be run during the year. The effectiveness of these events will be reviewed and if it is felt this format is not effective, alternatives will be considered.
- 17/116/6 Kate Stevens said the Residents' Forum no longer had an outlet for its AGM as historically this was held at the Residents' Day event.
- 17/116/7 The Board **approved** the strategic priorities for 2017/18, subject to officers taking on board the comments in relation to Residents' Day.

17/117 Final report on 2014/17 VfM Strategy and 2016/17 Value for Money Self-Assessment

- 17/117/1 Martin Large presented the paper and report that of the 45 targets in the 2014-17 VfM Strategy, 42% had been met, and a further 20% showed improvement.

Results for 25% of the targets were awaiting HouseMark data before analysis, with the remaining 13% of targets improvement has not been achieved.

- 17/117/2 Martin said the Performance Management Committee will be asked to look more closely at Sector Scorecard and particularly at the areas where improvement has not been achieved.

- 17/117/3 The Chair queried whether performance against the Sector Scorecard had to be depicted in a red colour or whether performance could be described differently. Phil agreed to describe performance in terms of being above or below target.

PN

- 17/117/4 After further discussion, the Board:
- **Approved** the 2017 Value for Money Self-Assessment;
 - **Noted** the final outcome of the 2014-17 Value for Money Strategy; and

- Referred the results of the Sector Scorecard and of the HouseMark summary for further consideration by the Performance Management Committee.

17/118 Cx Implementation Progress Update

17/118/1 Dermot Finn presented the report which outlined the progress with the installation of the Cx housing management system. He reported that, due to data issues, the partial 'go-live' planned for December this year, has been deferred to early 2018 and full 'go-live' is now expected in March 2018.

17/118/2 Tom McCormack said Civica have said they are experiencing difficulties with resourcing the project, hence the delays to the go-live phases.

17/118/3 There was a discussion around the frequency of progress reports to the Board. Initially, Dermot would be reporting back on progress twice a year. However, with the emerging issues, the Board wish to receive more frequent assurances that the project is on track.

17/118/4 It was therefore **agreed**, that exception reports will be provided to each Board and Audit & Risk Committee meeting.

PB

17/119 IT Contractor Interface

17/119/1 Dermot Finn presented the report which provided an update on progress with implementing the Repairs IT Interface. He reported further delays and some concern around how we are proceeding.

17/119/2 David Collick reported that the IT Manager is now considering what actions/alternatives are available and again reviewing the project plan.

17/119/3 Phil said officers may need to come back to the Board to request additional funds to put more resources into the project as the previously approved budget contingency has already been used.

17/119/4 The Board **agreed** that progress reports should continue to go to the Audit & Risk Committee.

Officers

17/120 Rent compliance – Follow up report

17/120/1 Phil Newsam presented a report that provided an update on actions taken to correct the 31 units omitted in error from the July 2016 rent decrease process. She explained that these errors concerned directly managed units and our agencies and co-ops have all confirmed they are using the correct calculations.

17/120/2 After further discussion, the Board **approved** the updated Rent Policy and confirmed the decision that we inform the regulator.

TMc

17/121 Brickfield Cottages update

17/121/1 Kerry Heath presented an update on progress with decanting Brickfield Cottages. The moving of households is progressing well with only five families left to move. This number is expected to reduce to three by the end of September. We have also completed the purchase of properties from PA Housing and it is expected that the site will be totally decanted by the end of November.

17/121/2 In terms of the legal issues, there is a meeting on October 16th involving our solicitors and insurers to which both Kerry and Tom will attend.

17/121/3 The Board **noted** the report.

17/122 GLA Funding

17/122/1 Jeanette Kenyon introduced the report and reminded Members that, at the June meeting, the draft GLA contract for the 2018/21 programme was discussed and approved in principle by the Board. Following confirmation of our grant allocation at the July meeting, we are now required to formally enter into contract with the GLA. Although we have not yet received the final contract, we have seen a draft.

17/122/2 After discussion, the Board **approved** the recommendation to enter into the (Approved Provider) GLA contract for the Affordable Homes 2016/21 programme **subject to** there being no significant changes to the draft version.

17/122/3 The Board also **agreed** to convene an Urgency Panel, comprising the Chair, Vice Chairs, Lead Board Member for Development and the Chief Executive, to consider the Developer Led GLA contract for the 2016/21 programme. This Panel will also consider the Approved Provider contract if there have been significant changes to the draft.

17/123 *Action Plan arising from the 3-Year Governance Review*

17/123/1 Tom McCormack presented the action plan following the review of Hexagon's governance, carried out by consultants, Altair. The action plan has been completed with comments and timeframes for completion.

17/123/2 The Board **approved** the completed Action Plan.

17/124 *Minutes of Residents' Groups*

17/124/1 Andrew Green presented the minutes of the Repairs Group meeting of 11th July, the Performance Review Group meeting of 26th July, and the Residents' Forum meeting of 30th August. It was noted there were no recommendations put forward for the Board to consider.

17/124/2 The Chair said she attended the last Residents' Forum meeting and could see improvements in the way the meeting was run and the discussions.

17/124/3 Dermot said it was important that the various groups formulate recommendations to the Board clearly via their respective minutes.

17/124/4 Kate Stevens said she was disappointed that Forum members had not been involved in drawing up the recommendations following the review.

Andrew said Forum members had been involved and have agreed the recommendations as he had had meetings with the Forum Chair, Vice Chair and Resident Board Member, Ranna McArdle.

17/124/5 The Chair reiterated that recommendations to the Board need to be reflected in the minutes.

17/124/6 The Board **noted** the covering report and the respective resident groups' minutes.

17/125 Use of the Company Seal

17/125/1 Members **noted** the use of the Company Seal since the last meeting.

17/126 Starters Leavers

17/126/1 The Board **noted** the report.

17/127 Feedback from Board Members

17/127/1 Jeanette Kenyon reported on her attendance at the NHF Annual Conference. She attended on behalf of Roy Coulter and reported it was a good conference.

Tom McCormack also attended the conference and provided feedback to Members.

17/128 Any Other Business

17/128/1 Mark Allan asked whether Hexagon will be involved in the NHF's **'Creating Our Future'** campaign.

Tom said the initiative had only launched last week so Hexagon's involvement has yet to be discussed by Directors.

17/129 Date of Next meeting

17/129/1 The next meeting will be Tuesday, 28th November 2017.

There being no other business, the Chair declared the meeting closed at 6:56pm.

Minutes of the Board Meeting held on Tuesday, 26th September 2017.

Signed (Chair)

Date