

BOARD UPDATE
BOARD PERFORMANCE MEETING
WEDNESDAY 13TH NOVEMBER 2024



CUSTOMER STORY

The November performance meeting opened with a story from a customer who had experienced difficulties in being granted the tenancy of a property after leaving care. The customer had subsequently on the second attempt achieved the tenancy of a GCH property.

The Board recognised the support that had been provided to the customer following their initial application being refused and the positive effect this had on the customer.

CHIEF EXECUTIVE REPORT

The Chief Executive and Executive Director of Customer Experience would be meeting with Gloucester City Council's Cabinet during November to discuss regeneration projects.

Two fire safety drills had recently taken place at Clapham Court in conjunction with the local fire service. These had gone well and highlighted the importance of maintaining a positive working relationship with the service.

A report by the Housing Ombudsman had been published which highlighted the importance of behaviours across an organisation. An All-Managers GCH Staff event had taken place on 12th November 2024 attended by all line managers which had focussed on the importance of having a positive behaviour to complaints.

The internal Colleague Voice group and the Colleague and Culture Committee would be reviewing a report on a potential colleague pay award during November 2024. The Committee would then make a recommendation to Board based on its decision.

Board noted that work was being undertaken in relation to the Sector Risk Profile and the increased rights for tenants to access information relating to their homes.

BOARD ASSURANCE REPORT

Additional resource had been brought into the Customer Satisfaction team to ensure that complaints were continued to be managed appropriately. Going forward, more detailed work could also then take place on lessons learnt arising from complaints and this would also support the new 'Have you told the customer' initiative which had been launched by the team.

The Board praised recent work on ASB at Northgate Mansion and the review of the 56-day repair process now being reduced to 28 days. This reduction had been achieved from the implementation of Total Mobile which had enabled teams to prioritise and allocate works accordingly.

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Further work was required around Energy Performance Certificate (EPC) works. Additional resource had been brought in to help support the target of all properties achieving EPC C status by 2030.

The business had recently taken a decision to close its X (formerly Twitter) account, and this decision was supported by the Board.

HEALTH AND SAFETY PERFORMANCE

The Executive Director of Customer Experience introduced the report as the designated lead for health and safety.

Board discussed information which was available to the business around damp and mould and certain properties which were more susceptible. The Board noted that regeneration plans would be a key factor in solving current issues with certain stock properties and that it was important partners involved in the proposals were repeatedly made aware of this.

Current challenges around disrepair claims were discussed and it was agreed that any claims that had been challenged as fraudulent would be highlighted in future reports.

QUARTERLY MANAGEMENT ACCOUNTS

The Director of Finance introduced the report and summarised the key points. Certain Board members had been part of a working group which had helped to revise the presentation of the report to make it clearer for Board to understand the detail.

The Board approved the Management Accounts.

BUDGET AND BUSINESS PLAN ASSUMPTIONS

The Executive Director, Business Resources presented the report and explained that the budget would be presented to Board in March 2025. It was therefore possible that the assumptions could be updated again prior to this decision.

CPI plus 1% which resulted in a 2.7% increase was being sought for approval as per the rent standard. It was recognised that the recent Government budget decision around employer's National Insurance contributions would cause a substantial hit to the GCH budget.

Board recognised that several customers were currently in difficult financial positions and that they needed to be assured there were teams and support in place to support customers. The increase was required to protect the business going forward.

The Board:

- **Approved the assumptions in this report, noting any future work required to finalise these items;**
- **Approved a rent increase of 2.7% for all properties subject to the Rent Standard, Supported Housing properties and garages; and**
- **Approved rent increases for shared ownership properties in accordance with the terms of the relevant leases.**

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RISK MANAGEMENT QUARTERLY REVIEW

The Company Secretary presented the report and highlighted that following an internal audit, a revised Risk Register has been presented to the Audit, Risk and Assurance Committee in October 2024.

COMMITTEE MEETING UPDATES

The Board received the following updates of the recent Committee meetings.

- Colleague and Culture Committee – September 2024
- Customer Experience Committee – September 2024
- Audit, Risk and Assurance Committee – October 2024
- Homes and Communities Committee – October 2024

OTHER MATTERS

The meeting concluded with the Board reviewing their action plan and forward plan.