



**Plymouth Community Homes Board
Microsoft Teams
15 September 2020 at 5pm**

Some items have been redacted as they are Confidential or Commercially Sensitive.

Present:

Nick Lewis (NL) (Chair)
Debbie Roche (DR) Vice Chair
Simon Ashby (SA)
Graham Clayton (GC)
Lavinia Porfir (LP)
Liz Nicolls (LN)
Graham Stirling (GS)
Nigel Pitt (NP)

In attendance:

John Clark, (JC) Chief Executive
Nick Jackson, (NJ) Director of Business Services and Development
Gill Martin (GM) Director of Corporate & Manufacturing Services
Belinda Pascoe (BP) Head of Governance
Leanne Eastwood (LE) Governance Officer – Minutes
Charlotte Edwards (CE) Performance and Sustainability Manager.

Apologies:

Tina Tuohy (TT)
Maddi Bridgeman (MB)

Observers:

Valerie Lee
Julie White

1.	Welcome and Introductions Confirm Quorum	
01/09/20	<i>The meeting started at 5:00pm</i>	
01/09/20	NL welcomed everyone to the meeting, which was confirmed as quorate and went through the meeting protocol which included how to indicate that a member wants to raise a question. NL also welcomed JW & VL to the meeting. All Board members had been given the opportunity to ask questions before the meeting via email and responses to those questions had been circulated	

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	to all Board members ahead of the meeting and are included as questions/answers within these meeting minutes.	
2.	Apologies for Absence	
02/09/20	Apologies for Absence had been received from TT & MB and all members attended the meeting via video link.	
3.	Declarations of Interest	
03/09/20	The guidance on declaring an interest was noted.	
4.	Minutes of the Previous Meeting. 28 July 2020	
04/09/20	The minutes from the meeting on the 28 July 2020 were considered and it was agreed that they were an accurate record of the meeting and could be signed by the chair electronically. It was noted that all papers were published in the same manner as normal and board members were given an opportunity to submit questions relating to the papers being presented by email. The responses to these questions had been circulated to all Board members before the meeting and were included in these minutes as a record of the meeting.	
5	Redacted written resolutions of Previous meeting 28 July 2020.	
05/09/20	The proposed redactions were reviewed and approved by the PCH Board these will be published on the PCH Website in line with the PCH Transparency policy.	
6. 06/09/20	Matters Arising – None	
7.	Minute Action and Resolution Tracker.	
07/09/20	The Minute action and resolution tracker was reviewed and it was confirmed that the information on Financial monitoring would be circulated tomorrow.	
8. 08/09/20	Decisions since last meeting- Efficient Decision Maureen Alderson & Katie McBride Shareholders. Urgent Decisions	
9. 09/09/20	Briefing papers since last meeting:- None	
10. 10/09/20	Chairs Urgent Business – There was no Chair’s Urgent Business for this meeting. However the Chair invited the Exec team to give the board an update on the agreed closure of Manufacturing Services.	

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	<p>It was confirmed to the Board that the sale of the Window factory had been completed. The sale meant that PCH would now not need to arrange for the removal of the equipment of the site before it is handed back to PCC and importantly had secured the employment of a number of staff which have been transferred over under TUPE arrangements. The Board noted that this was a great outcome for PCH and the staff involved and thanks was given to the Executive Team for the work that they had put in to ensure the sale was successfully completed.</p>	
11. 11/09/20	Committee Minutes Circulated- 1 August CFC	
12 12/09/20	CFC Update 1 August 2020 – <p>LP provided the Board with a brief update on CFC. She would be chairing her first meeting in November now that Katie McBride had stepped down from the board. Before they handed over both Katie & LP spent some time discussing how the CFC would look moving forward and this has fed into the work that has been carried out on the revised Terms of Reference for the customer focus committee which is being presented later in this meeting for approval.</p> <p>The minutes for the meeting on the 1 August 2020 were included in the papers for this meeting. However she wanted to draw the board's attention to two items agreed at CFC. The first was the introduction of animated policies to ensure they are user friendly and accessible for all residents. The second was the completion of the Chair's legacy plan which would ensure that Residents are embedded within PCH's governance arrangements.</p>	
13	Board Member Appointments	
13/09/20	<p>BP presented the report to the Board which detailed the outcome of the recent Board recruitment process.</p> <p>The Board were reminded that as part of the succession plan it had been highlighted that two members would reach the end of their final term after serving a full nine years in 2020.</p> <p>The recruitment process which was agreed by the board looked to encourage applications from individuals with skills in the following areas in addition to the core qualities outlined in the Board member person specification:</p> <ul style="list-style-type: none">• Commercial / Business• Housing Development• Professional Housing Management• Asset Management	

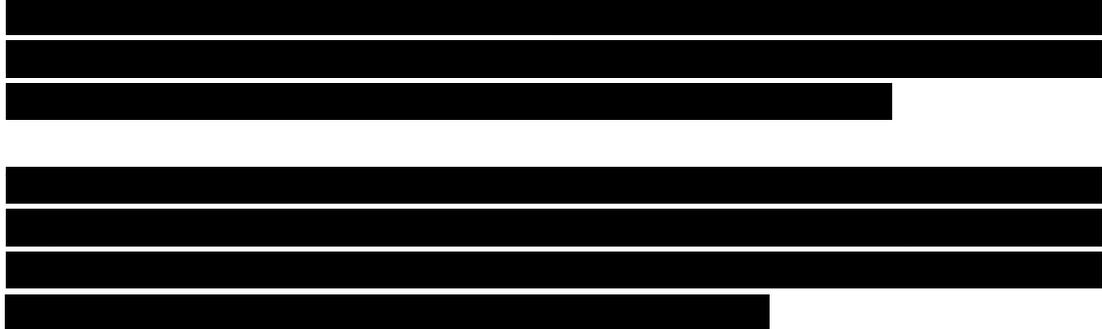
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	<p>In March 2020 restrictions were put in place as a result of the Covid 19 pandemic -the logistics of the process were reviewed and adapted so that it could be carried out either virtually or in person dependent on the Government advice at that time and keeping to within the agreed Board recruitment process</p>	
14/09/20	<p>The PCH Board approved the following:</p> <ol style="list-style-type: none">1. Julie White is appointed as a PCH Board member for a term of three years commencing on the 16th September 2020,2. That Julie White is admitted as a shareholder of PCH.3. Valerie Lee is appointed as a PCH Board member for a term of three years commencing on the 16th September 2020, The Valerie Lee is appointed as a shareholder of PCH.	
14	Annual Report	
15/09/20	<p>CE presented the 2020 Annual report to the Board for approval. The report gave an overview of PCH's key achievements during 2019/20 and was aligned with the 2017-22 Strategic plan.</p> <p>As with previous years the report will be in the form of an animation, with the designs created in-house. This was another opportunity for PCH to embrace modern methods of sharing information with a whole range of parties in an engaging way while fulfilling the requirement of producing an Annual Report for Residents as outlined in the Tenant Involvement and Empowerment Standard within the Regulatory Framework.</p> <p>Board members had already provided and suggested some amendments to the storyboard which were being incorporated into the final animated version.</p>	
16/09/20	<p>The following was discussed and clarified:</p> <p>Additional narrative would be included within the section on support during lockdown to remind residents on how they can talk to us if they are having financial difficulty.</p> <p>Once the Annual report has been to the AGM next week it would be promoted on our website and Social Media. There will also be a PDF version for those who find this format more accessible. A suggestion was made that</p>	

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	<p>[Redacted]</p>	
24/09/20	<p>[Redacted]</p>	
25/09/20	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	

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26/09/20		
16	Extending Development Programme – Redacted as Commercially Sensitive	
27/09/20		
28/09/20		

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	<p>[Redacted]</p>	
29/09/20	<p>[Redacted]</p>	
30/09/20	<p>[Redacted]</p>	

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31/09/20	The PCH Board approved the extension of the PCH Development Programme and an updated Development Map.	
17	Customer Focus Committee Terms of Reference.	
32/09/20	<p>The Terms of Reference for the Customer Focus Committee had been reviewed as part of a regular review of the Governance Framework and scheme of delegation.</p> <p>The Board will recall that the Terms of Reference for the Board and other Committees were reviewed in November 2019.</p> <p>The proposed terms of reference included changes to the membership of the Committee by increasing the resident membership (currently there are two Tenant co-optees) to seven including the option to include one leaseholder and one shared owner. It is also proposed that the Committee monitor compliance with the Together with Tenants Charter and they are given the ability to commission up to two pieces of work a year that will assist in setting future strategy or policy.</p>	
33/09/20	<p><u>The following questions were raised and answered:</u></p> <p><u>LN:</u> The content is great but I wonder if we should preface the document with a strategic statement about the fact that residents have always been at the heart of all we do, and perhaps anchor this in the new NHF governance code, which seeks to make that the case explicitly throughout the sector?</p> <p><u>Responder BP:</u> I can certainly add some words into the overall purpose of the committee – suggest the following</p> <p>“People are at the heart of everything that we do. Customer Focus Committee concentrates on the services provided by PCH to its residents to ensure the delivery of this ethos.</p> <p>The NHF Code of Governance includes a resident focus – this committee assists the Board in obtaining assurance that we comply with the requirements set out in the Code”.</p>	

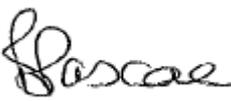
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34/09/20	The PCH Board approved the revised terms of reference for the Customer Focus Committee attached as Appendix A to the report.	
35/09/20	This item was presented after the Annual report at Item 13. After this item CE left the meeting.	
18	Environmental, Social and Governance (ESG) Report	
36/09/20	<p>CE presented the report to the Board which detailed PCH's first publication of an Environmental, Social and Governance (ESG) Report. The report is produced primarily to inform investors about the organisation's performance across all three areas, but is also an opportunity to review what has been achieved throughout the year</p> <p>ESG reporting is a new concept in the social housing sector but as providers' funding models become more complex and akin to private sector financing, investors are starting to require this information.</p> <p>There is a fuller version of the report which can be made available to an investor upon request however it is considered the summary report is much more accessible for a wider audience. It will initially be published on the "how we work" section of our website.</p>	
37/09/20	<p>As a result of questions the following was discussed and suggested:</p> <p>The Board were keen to understand how the ESG report could be used to attract investors and how important would it be if we went out for further funding. It was discussed that whilst the ESG reports are fairly new to this sector it is clear that this is the type of detail that investors are looking for when making their decision. We know that when dealing with American banks as we did with the Barings private placement -the ESG is a really important document and it is likely that S&P will start to take it into consideration when making their credit rating assessments. It is a good way to reinforce what we do.</p> <p>LN: Could we add more around initiatives like home working, and loans for electric bikes, as further evidence of green measures? And something on environmental and eco measures in a new build homes, alongside the bigger task of reducing emissions from existing stock?</p> <p>LP: Satisfaction with Services - Can we add a brief explanation of the reasons of being below the target in some areas?</p> <p>- Health and Wellbeing- maybe we can mention some other projects too as part of engaging with tenants and the offer to improve their wellbeing (e.g. Men's Shed).</p>	

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	<p>- Communication and Residents - can we use this section to mention My PCH again and the fact that this new tool is offered to residents for a quick approach and easy online access to some services (rent payment, report of repairs and access to the Tenancy Agreement in the future).</p> <p>Responder NJ: There is a full ESG - 50+ page report picking up everything we do around the association.</p> <p>The purpose of the shorter form report is to be brief and focussed picking out the absolute top items.</p> <p>As stated the longer report is available on request – we will send to any member who would like to see it.</p>	
38/09/20	The PCH Board approved the ESG report for publication.	
19	Forward Plan	
39/09/20	The forward plan to the end of 2020 was presented to the Board for information.	
20	Date of next meeting 24 November 2020	
	Meeting finished at 18:27 pm	

Signature..... Nick Lewis –
 Chair Date 24 November 2020.....

Certified as a true copy Belinda
 Pascoe, Head of Governance

Date...24 November 2020.....

