



Plymouth Community Homes Board  
Microsoft Teams  
25<sup>th</sup> March 2021 at 5pm

**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)  
Tina Tuohy (TT) -part  
Maddi Bridgeman (MB)  
Valerie Lee (VL)  
Julie White (JW)

**In attendance:**

John Clark (JC) Chief Executive  
Nick Jackson (NJ) Director of Business Services and Development  
Gill Martin (GM) Director of Corporate Services  
Carl Brazier (CB) Director of Homes and Neighbourhoods  
Belinda Pascoe (BP) Head of Governance  
Leanne Eastwood (LE) Governance Officer – Minutes  
Jane Suter (JS) Head of Finance  
Charlotte Edwards (CE) Head of Strategy, Performance and Policy  
Julian Barker (JB) Devonshires –part  
Craig Moore (CM) Womble Bond Dickinson - part

**Observers:**

Julie Barbour Corporate Finance Manager -part  
Bethan Jones (BJ) Regulator for Social Housing  
Joann Walsh (JW) Regulator for Social Housing

**Apologies:**

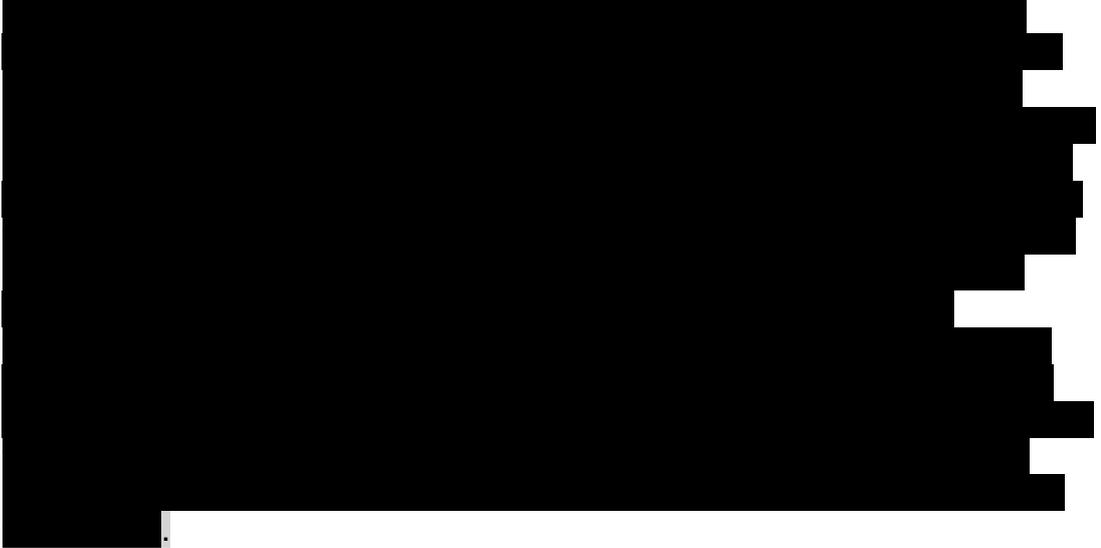
None

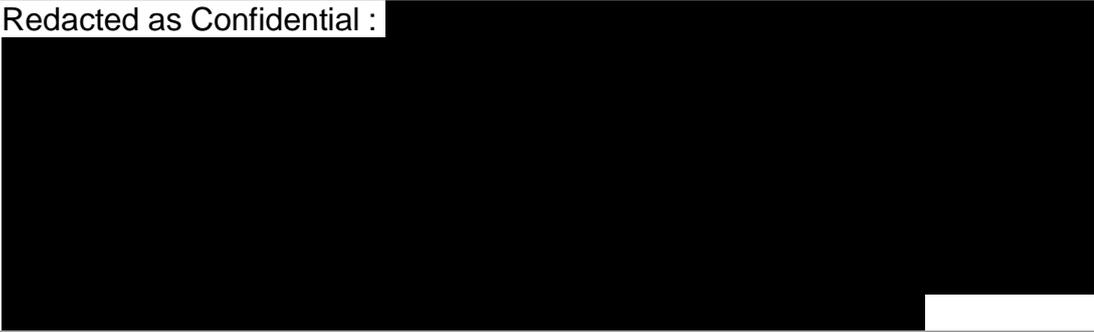
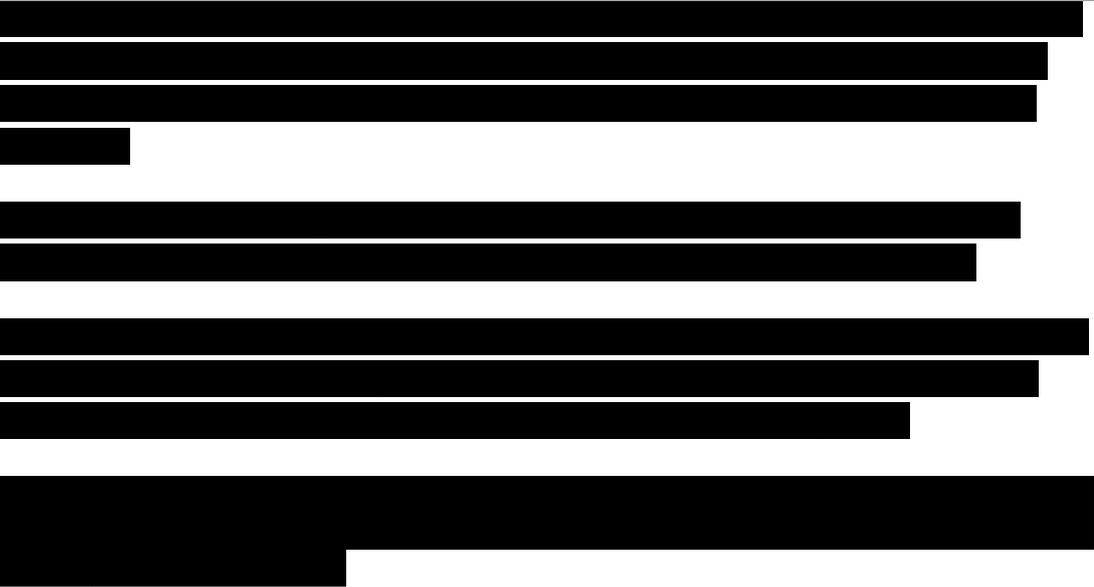
1.	<b>Welcome and Introductions - Confirm Quorum</b>	
01/03/21	<i>The meeting started at 5:00pm</i>	
02/03/21	NL welcomed everyone to the meeting, which was confirmed as quorate. He welcomed BJ&JW from the RSH who were observing this meeting as part of PCH's In Depth Assessment.  It was noted that TT would be joining later in the meeting	

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	All Board members had been given the opportunity to ask questions before the meeting via email and responses had been circulated to all Board members ahead of the meeting and included as questions/answers within these minutes.	
<b>2.</b>	<b>Apologies for Absence</b>	
03/03/21	No apologies for absence had been received.	
<b>3.</b>	<b>Declarations of Interest</b>	
04/03/21	The guidance on declaring an interest was noted as there were a number of standing declarations. Additionally three Board members have taken up new role with other organisations which will be added to the Register of interests. In relation to item 19 Code of Governance Transitional Plan it was noted for the six Board Members (SA, NP,GS,GC,DR,TT) had declared that the report directly affected them as they have served more than 6 years on the Board. In line with the conflict of interest policy they would remain in the meeting, but could not take part in any decision or discussion.	
<b>4.</b>	<b>Minutes of the Previous Meeting: 4<sup>th</sup> February 2021</b>	
05/03/21	The minutes from the meeting on the 4 <sup>th</sup> February 2021 were considered and an amendment was made to 05/02/2021 to read December instead of September. It was then <b>agreed</b> that they were an accurate record of the meeting and could be signed by the chair electronically.	
<b>5.</b>	<b>Redacted written resolutions of Previous Meeting: 4<sup>th</sup> February 2021</b>	
06/03/21	The proposed redactions were reviewed and an amendment was agreed to 15.1 and the words Intercompany Loan were un-redacted. These were then approved by the PCH Board these will be published on the PCH Website in line with the PCH Transparency policy.	
<b>6.</b>	<b>Matters Arising</b>	
07/03/21	There were no matters arising.	
<b>7.</b>	<b>Minute Action Log and Resolution Tracker</b>	
08/03/21	The Minute Action Log and Resolution Tracker was reviewed and it was agreed that the action from the meeting of the 28 July 2020 relating to adding Carbon Reduction to the risk Register was closed as this had been discussed in detail at the Away Day on the 14 February 2021.	
<b>8.</b>	<b>Decisions since last meeting</b>	

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09/03/21	There were no Decisions since the last meeting.	
<b>9.</b>	<b>Briefing papers since last meeting</b>	
10/03/21	There had been no briefing papers since the last meeting.	
<b>10.</b>	<b>Chairs Urgent Business</b>	
11/03/21	There was no Chair's urgent Business.	
<b>11.</b>	<b>Committee Minutes Circulated</b>	
12/03/21	Development Committee – 28 <sup>th</sup> January 2021 Finance Committee – 5 <sup>th</sup> March 2021 Remuneration Panel – 19 <sup>th</sup> February 2021 PCH Manufacturing – 3 <sup>rd</sup> March 2021 PCH Regeneration & PCH Energy – 4 <sup>th</sup> March 2021	
13/03/21	<p><b>Redacted as Commercially sensitive: As a response to questions the following was clarified : Item11 Development committee Minutes</b></p>   	NJ

		
17:05	<i>Julian Barker from Devonshire's &amp; Julie Barber joined the meeting</i>	
<b>12.</b>	<b>Finance Committee Chairs Update (2 March)</b> - including items which are being brought to this meeting for Board approval	
14/03/21	Redacted as Confidential : 	
<b>12.1</b>	<b>Redacted as Confidential NatWest Loan Facility Agreement</b>	
15/03/21		
16/03/21		

		
17/03/21		
17:11	<i>Julian Barker from Devonshire's &amp; Julie Barber left the meeting</i>	
13.	<b>Redacted as Confidential Remuneration Panel Chairs Update 19<sup>th</sup> February 2021-</b> including items which are being brought to this meeting for Board approval	
18/03/21		
13.1		

19/03/21	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
20/03/21	<p>[Redacted]</p>	
21/03/21	<p>[Redacted]</p> <p>[Redacted]</p>	
22/03/21	<p>[Redacted]</p> <p>[Redacted]</p>	

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23/03/21	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
13.2	<p>[Redacted]</p>	
24/03/21	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	

	<p>[Redacted]</p>	
25/03/21	<p>[Redacted]</p>	
17:24	<p>CM joined the meeting.</p>	
14.	<p>Redacted as Confidential PCH Manufacturing Chairs Update 3 March 2021 - including items which are being brought to this meeting for Board approval</p>	
26/03/21	<p>[Redacted]</p>	
14.1	<p>[Redacted]</p>	



30/03/21		
17:37	<i>CM left the meeting.</i>	
<b>14.2</b>	<b>PCHMS Chair Extension</b>	
31/03/21	<p>In December 2020 the Board agreed that whilst Graham Stirling had completed his 6 year term as Chair of PCHMS Board, he should continue in this role until March 2021 due to the time limited nature of PCHMS to provide continuity whilst the company is wound up.</p> <p>It is proposed that Graham is further extended as chair until the 30 April 2021.</p>	
32/03/21	The PCH Board <b>approved</b> the extension of Graham Stirling's term as Chair of PCHMS until that company is wound up or until the 30 April 2021 whichever is the soonest.	
<b>15.</b>	<b>Redacted as Commercially sensitive. Development Committee 25 March 2021- Chairs Update</b>	
33/03/21	<p>NP updated the Board explaining that the Development Committee had met the previous week, and as it had been a short period since the meeting at the end of January, Scheme progress updates were shorter than they would be in May.</p>	

	<p>The Board required conditions on the Halsall JV had been met and a start on site was expected in April, with first handovers forecast for December this year.</p> <p>Board were reminded that at its Away Day discussion on key organisational risks, members wished to ensure that tight monitoring of OM sales is in place. The Committee discussed the relative roles of PCH Regeneration Board and Development Committee and received reassurance that the former would scrutinise sales targets and progress in detail with the latter retaining oversight and monitoring as it currently does with SO sales.</p> <p>There were no issues of substance to bring to the board’s attention from the overall Development Update. Some Covid related delays were still being experienced on North Prospect Phases 4 and 5. [REDACTED]</p> <p>[REDACTED] The Quarterly Development Update and KPI report would come to the May Board.</p> <p>[REDACTED]</p> <p>The Committee received a very helpful report that it had requested on our current and potential involvement with Community Led Housing schemes. It noted our current involvement with a scheme promoted by Pembroke Street Estate Management Board and agreed criteria for involvement in CLH projects.</p> <p>It was also reported that PCH have received a green grading from HE’s 2020 Scheme Audit, meaning that we met compliance checks with no breaches identified. The Chair of the Board was requested to formally note this outcome.</p>	
<p><b>15.1</b></p>	<p><b>Customer Focus Committee 5 February 2021 Chairs Update</b></p>	
<p>34/03/21</p>	<p>LP gave the Board and update on the meeting. The committee had received an update on the following:</p> <p>Tenancy Sustainment Officer’s: including real case studies on how the TSO’s support our tenants who are at Risk of tenancy failure.</p> <p>My PCH Portal: which is working towards the target of 60% sign up.</p> <p>Performance Indicators which showed the work that was being undertaken to ensure 100% Gas Safety certification which currently stood at 99.7%.</p>	

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	The CFC were also able to commission a piece of work with an independent advisors to review our services which they would select in the next financial year.	
<b>16.</b>	<b>Redacted as Commercially sensitive PCH Regeneration and PCH Energy 4 March 2021- Chairs Update</b>	
35/03/21	<p>JC presented the update explaining that the PCH Regeneration Board had an update on the Tamerton Foliot Rd scheme and agreed to formalise the process for the sale of any property falling below a 15% profit level</p> <p>The PCHR Board had also reviewed contractor performance, noting slow progress towards Social Value targets due to impact of Covid and delays to discharge of planning on North Prospect Phase 3. It has since been confirmed that an inspection of the site would take place at the end of March by the PCC Planning team to gain some visual assurance so that the planning can be discharged.</p> <p>The PCHR Board also:</p> <ul style="list-style-type: none"> <li>• Reviewed the Risk Register which only had minor changes</li> <li>• Agreed the SLA with PCH</li> <li>• Approved the budget for 20/21</li> <li>• Agreed to not Gift Aid surplus to PCH this year due to uncertainty arising from Covid</li> </ul> <p>The PCH Energy Board agreed to make a Gift Aid declaration to pay its interest income to PCH – forecast at £600 but to not make a Gift Aid of its profit, forecast for the year to be £66,000. The PCH Board were advised that this will be reviewed when the Group tax returns are prepared at the end of 2021 to take into consideration any tax advantage to the Group.</p> <p>The PCHE Board also:</p> <ul style="list-style-type: none"> <li>• noted the financial position of the PV Programme and that a repayment of £1M been made from cash reserves during the year,</li> <li>• reviewed the Risk Register which was unchanged,</li> <li>• Agreed the SLA with PCH and</li> <li>• Approved budget for 20/21.</li> </ul>	
<b>17.</b>	<b>Service Level Agreements PCHR</b>	
36/03/21	NJ presented the service level agreements with PCH Ltd & PCH Regeneration.	
37/03/21		

	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	
38/03/21	[Redacted]	
<b>18.</b>	<b>Service Level Agreements PCHE</b>	
39/03/21	NJ presented the service level agreements with PCH Ltd & PCH Energy.	
40/03/21	[Redacted]	
<b>19.</b>	<b>Code of Governance – Terms of Office – Transitional Plan</b>	
41/03/21	<p>BP presented the item to the Board for approval. At the Away day on the 12<sup>th</sup> February, the Board discussed the implications of the requirement in the new NHF Code of Governance 2020 that a maximum tenure for board members will normally be up to six consecutive years (typically comprising two terms of office).</p> <p>A group of board members were tasked with making recommendations on transitional arrangements to reduce the number of board members who had completed six or more years, whilst not placing the governance of the Association at risk by replacing a significant percentage of board members in one go.</p> <p>The recommendations of that group were set out in the report, and included reducing the number of board members who have served six or more years by two per year, based on the match of skills, knowledge and experience against those needed by the Board.</p>	

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	The group also recommend that the terms of reference for the Remuneration Panel are extended to include recruitment, succession planning and consideration of how the board can increase the diversity of its membership.	
42/03/21	<p><b>The following questions were raised and answered:</b></p> <p><b>Could we consider adding asset management skills, particularly around the decarbonisation agenda given the significance of this work to PCH in coming years?</b></p> <p>Yes this can be added in.</p>	
43/03/21	<p><b>Additionally at the meeting</b> NL highlighted that as NP had also served on the PCH Regeneration board before joining the PCH Board which had taken him over the agreed term. Therefore he had agreed to step down and this would be his last meeting.</p> <p>NL thanked NP for his significant contribution and diligence as a board member, including as Vice Chair of the Board and Chair of Development Committee.</p>	
44/03/21	<p>The PCH Board <b>agreed</b> that:</p> <ol style="list-style-type: none"> <li>1) The number of Board members who have served six or more years will be reduced at the rate of two per year</li> <li>2) The basis on which the two members are selected will be on a match of individual skills, knowledge and experience against those needed by the Board was the most appropriate way forward.</li> <li>3) End of term reviews are incorporated into the annual appraisal process in future, and that these reviews take place annually for any board member who has served six or more years</li> <li>4) The terms of reference for the Remuneration Panel are extended to include recruitment, succession planning and consideration of how the Board can increase the diversity of its membership.</li> </ol>	
<b>20.</b>	<b>PCH Regeneration Skills Requirements</b>	
45/03/21	BP presented the report explaining that a review of the skills requirements for the PCHR board had been undertaken following approval of new terms of reference, to ensure that the Board has the required skills, experience and knowledge needed as the company moves into open market sales and emerging development streams and funding avenues.	
46/03/21	<p><b>The following questions were raised and answered:</b></p> <p><b>Could you clarify if our policy is that members of PCHR Board will be recruited to the main Board first, i.e. would we ever look to recruit direct</b></p>	





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51/03/21

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52/03/21

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[Redacted]

[Redacted]

53/03/21

[Redacted]

[Redacted]

54/03/21	[Redacted]	
22.	Redacted as Confidential Business Plan – 30 Year Plan	
55/03/21	[Redacted]	
56/03/21	[Redacted]	



59/03/21

[Redacted text block]

60/03/21

[Redacted text block]







	<p>There had been a small increase in rent arrears and income collection although with current tenant arrears as a percentage of the amount due at 1.43% PCH are in the 2<sup>nd</sup> quartile compared to others.</p> <p>In terms of resident Involvement PCH has the 2<sup>nd</sup> highest costs across the survey. This has always been the steer from the PCH Board that we wished to invest in our residents and we expect that other landlord's costs will increase in this area as they start to involve residents in the running of their business as a requirement of the Social Housing White Paper.</p> <p>Across the peer group the costs of repairs was increasing however PCH's costs for repairs and maintenance have always been high due to the age of the stock that was transferred and our commitment to invest in homes and provide much-needed modernisation works to some of our blocks of flats, over and above the minimum Decent Homes Standard</p>	
69/03/21	<p><b>The following questions were raised and answered:</b></p> <ol style="list-style-type: none"> <li><b>1. ASB- if our numbers are in 2nd quartile why are our costs in 3rd quartile?</b></li> <li><b>2. Costs per lettings have increased due to changes to the Portal Devon Choice. Will these costs reduce at some point?</b></li> <li><b>3. I agree with the conclusions from this report. Are there any key learnings or areas for improvement that we should consider</b></li> </ol> <ol style="list-style-type: none"> <li>1. The numbers of cases and cost of managing those cases do not necessarily correlate. Cases vary in their nature and complexity, with some taking many years of intensive work to conclude. Additionally, the costs don't just relate to specific case management, they also include costs relating to ASB prevention work and community cohesion activity.</li> <li>2. Our costs won't necessarily reduce because we have increased new-build lettings overall, many of which are often outside of the Plymouth area. In addition to extra staff time and more travelling time that comes with these additional lettings, we also need to maintain memberships of other lettings portals (ran by Cornwall Council and West Devon / South Hams currently) which comes at a cost. As we start to accumulate higher numbers of properties in these areas, there will be an opportunity to consolidate our operation and this would naturally make the process more efficient.</li> </ol> <p>It is important to note that there has also been an increase in costs in2020/21 which is due to the lettings team requiring some additional resources to tackle the backlog of voids due to people not being able to move during the pandemic and our agreement with the Council to focus on moves for those with a high vulnerability and/or homeless. The additional resources have stabilised the position and there are signs that the backlog will be able to be reduced in the coming months.</p>	

70/03/21	<p>3. As we carry out our annual VFM self-assessment in the coming months, there will be an opportunity to consider where we need to improve. We have previously ran correlation analyses against cost and quality for our peer group and there are only a couple of landlords who perform better on paper with lower costs and we would want to understand these better to assess if we can learn from their approach.</p> <p><b>P24 - VFM Comparators</b>  <b>We're above target on letting costs. Is this solely down to problems with Devon Home Choice?</b></p> <p>Yes - The higher than usual costs are attributed to the need to pay a large one off upgrade cost for the new Devon home choice portal software. As one of largest partner in the scheme we therefore picked up a large proportion of the cost.</p>	
71/03/21	<p><b>1. Do you think that there is going to be a decrease in 2020- 2021 into PCH cost per property for Resident Involvement taking into consideration the fact that the activities moved online or have been delayed ?</b></p> <p><b>2. Can we have a breakdown of the ASB costs? Do they include the legal actions like the repossession process?</b></p> <p>1. There is likely to be a small reduction as we have reduced event costs but staff costs have remained the same, we have just delivered activities differently. However, as we look to kick on with Together with Tenants, the costs will return to the budget that has been allocated as we look to increase engagement with our customers.</p> <p>2. There is no breakdown of the ASB costs within the HouseMark benchmarking results although the non-pay related costs would include things like legal fees, court costs etc.</p>	
72/03/21	The PCH Board <b>noted</b> the VFM Benchmarking Update including HouseMark.	
<b>25.</b>	<b>2020/21 Performance Management Framework</b>	
73/03/21	<p>CE set out the proposed key performance indicators and associated recommended targets for 2021/22 aligned to the objectives and deliverables within our strategic plan.</p> <p>It was explained that generally we already perform well against challenging targets, although in some cases we are not currently meeting them due to impacts arising from the pandemic, for example voids. It is therefore recommended that most targets remain the same as those for 2020/21 as we return our services to normal and adjust to a new way of working.</p>	

	<p>Profiled / staged targets will be developed for service areas that need focussed improvement activity (Voids) which will be monitored closely as the services recover to a more normal level of performance.</p>	
<p>74/03/21</p>	<p><b>The following questions were raised and answered:</b></p> <ol style="list-style-type: none"> <li><b>1. Given the recent White Paper and our deliverable 1.2, would there be merit in tracking the new Housemark survey measure of “How satisfied are you that your landlord listens to your views and acts on them”?</b></li> <li><b>2. Given our desire to be an employer of choice should we or could we measure Employee engagement as a KPI as this might correlate to business performance more directly than a positive response to the Happy or very happy to work for PCH question?</b></li> </ol> <ol style="list-style-type: none"> <li>1. We can consider including STAR survey results within quarterly performance reports for Board once we have implemented the new HouseMark methodology in the coming months.</li> <li>2. The existing happy / not happy approach is designed to be a quick “temperature check” of how staff feel about working for PCH. This is done as a snapshot on a quarterly basis and is designed to be simple and straightforward. Employee engagement questions are asked in our main staff surveys which are carried out every two years but we can review this to ensure it provided information the Board is seeking.</li> </ol>	
<p>75/03/21</p>	<p><b>The KPI for staff happy working at PCH - at 82% has it fallen? Because of lockdown?</b></p> <p>82% was the result taken from the inaugural survey and acts as a baseline for how staff are feeling about working for PCH; we are in the process of running the second survey at present, and this result will be shared with Board in the Q4 report after the end of March.</p>	
<p>76/03/21</p>	<ol style="list-style-type: none"> <li><b>1. Employee satisfaction - do we have a target for 2021/22?</b></li> <li><b>2. Is the 21/22 void re-let target of 20 days realistic considering the current year performance is 56.5 days?</b></li> </ol> <ol style="list-style-type: none"> <li>1. At present there is no target because we are currently baselining our position. Once we have clarity on the general feeling of staff working at PCH we will be in a position to set a target.</li> <li>2. We have retained the target at 20 days because our strategy is to get the re-letting time back down to this level. In the coming weeks, we will be developing profiled targets which will give us a realistic pathway to working towards achieving this turnaround time (this assumes that the Government’s roadmap timeline does not change because of increased levels of Covid). This approach was supported in the recent Audit as a</li> </ol>	

	way of ensuring the unusual circumstances arising because of Covid do not distract us from returning to our usual standards of performance.	
77/03/21	The PCH Board <b>approved</b> the 2021/22 Performance Management Framework.	
18:58	<i>CE Left the meeting</i>	
<b>26.</b>	<b>Away Day Report</b>	
78/03/21	<p>The report confirmed to the Board the discussions and actions that were agreed at the Boards first virtual away day which was held on the 12<sup>th</sup> February 2021.</p> <p>The day was broken down into four sections each chaired by different board members the section being:</p> <ul style="list-style-type: none"> <li>• Risk Appetite Review / Board Succession Plan</li> <li>• Together With Tenants / Housing White Paper</li> <li>• Development Strategy / PCC Housing Partnership Deal</li> <li>• Asset Management Strategy / Modernisation Programme</li> </ul> <p>A key action which had come out of the day was the proposed way forward agreed for developing a formal Decarbonisation strategy and plan</p>	
79/03/21	<p>The PCH Board <b>noted</b> the report and <b>agreed</b> with the recommendations from the Board Away day which would be picked up and monitored through the MAL:</p> <ol style="list-style-type: none"> <li>1. Establish a Working Group to consider the options for a transition plan to adopt and comply with the new NHF Code of Governance.</li> <li>2. Terms of reference to be developed for the working group incorporating how to increase the diversity of the Board through linking the succession plan with recruitment processes and reviewing size of the board.</li> <li>3. Endorse the proposed actions and timescales contained in the White Paper and Together With Tenants Gap Analysis/Action Plans and agree that they are reviewed by Customer Focus Committee and annually at Board meetings.</li> </ol> <p>      </p>	<b>LE</b>

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	<p>5. That there was a need for wider strategic approach to engage with health bodies in the city and noted that PCH were in discussion with Livewell and the Council and the Board supported that involvement.</p> <p>6. Endorsed the proposed Way Forward agreed for developing a formal Decarbonisation strategy and plan</p>	
<b>27.</b>	<b>Together with Tenants Adoption of the Charter</b>	
80/03/21	<p>JC presented the report to the board reminding the Board that Together with Tenants is a national project led by the National Housing Federation that will see Housing Associations adopt a Together with Tenants Charter and Plan.</p> <p>Plymouth Community Homes has supported the development of the Together with Tenants Charter and worked with our tenants to prepare for adoption and implementation. NHF set up an Early Adopters Programme that PCH joined and after consultation NHF produced a feedback report and a revised plan and charter. They set up a National Steering Group and Tenant Advisory Panel that have met regularly to provide feedback and direction. JC is a member of the National Steering Group. Early Adopter organisations are now supporting the national launch and adoption of the Together with Tenants Charter. Adopting the Charter supports PCH in achieving some of the requirements of the Social Housing White Paper.</p>	
81/03/21	<p><b>The following questions were raised and answered:</b></p> <p><b>The Charter is a national document. There is also an expectation that Housing Associations will work with tenants to ensure that local priorities are identified.</b></p> <ol style="list-style-type: none"> <li><b>1. Did PCH already identify some of the main priorities/local issues through its complex resident involvement?</b></li> <li><b>2. Which are some of these local issues and the area of the city where they have been identified? Do we have a percentage of residents who have been involved in identifying key issues in their neighbourhoods?</b></li> <li><b>3. How are we going to promote the approval of Together with Tenants Charter in order to make sure that all our residents are aware of it? Can we think about different methods to reassure PCH residents that the Together with Tenants is an ongoing process?</b></li> <li><b>4. Do we take into consideration to have TWT Champions in the community (PCH staff and PCH residents)? This might be a way of engaging with more of our residents, finding out who our tenants are and ensuring that the demographics are being covered.</b></li> </ol>	

	<p>1. Yes. Our ongoing process of annual local Neighbourhood Planning consultation has continued with little interruption, with online, text and postal involvement. This is the way we gather information from tenants about issues and priorities in their own local neighbourhood. The feedback from this consultation has informed our planning for priority improvements in local area and is reported back to residents in our published Neighbourhood Plans. On priorities in general, we have maintained involvement with those residents who engaged in the 2019 Early Adopter processes of drafting and preparing for the Together with Tenants Charter. For example, we have held focus groups and surveys in the last few months to identify resident's priorities for our performance. The feedback from this engagement has informed our planning for reporting performance to residents.</p> <p>2. There are some local issues identified in the 20/21 Neighbourhood Planning Consultations which are being reviewed with plans as to how we can help resolve these – these can be circulated separately. Resident issues from consultation were also identified at the Away Day and the proposed Action Plan will pick up on these.</p> <p>3. Since we first engaged with the Together with Tenants Early Adopter process in 2019 we have promoted the Charter and our consultations and intentions around it via our resident's newsletter In Touch, both online and in printed version.</p> <p>We also reach out to residents via social media, email and text, and 'push' both the PCH and the National Housing Federation's dedicated Together with Tenants webpage. We engage with national events and conferences about Together with Tenants, including providing free spaces for residents at these, and pre-pandemic (to be resumed) we set up our own regional resident's event and staff networks for Together with Tenants.</p> <p>JC is a member of the national Together with Tenants steering group and the Head of Communities and Housing with Support, and the Communities Team Manager directly engage with the NHF's Together with Tenants team to ensure we are cascading up to date information to our staff and residents. Internally Together with Tenants is promoted regularly at Senior Management Team and to staff and EMT receive regular updates.</p> <p>The suggestion to think about different methods to reassure PCH residents that the Together with Tenants process is ongoing is great. We would like to consider a greater use of Touchpoint Surveys to see what our customers think and help us to shape the delivery our customers would like to have. This is something we would wish to explore further with the CFC to begin with. We will stay in touch with our networks and our residents to look out for new and different opportunities. It is hoped, of course, that we can resume face to face promotions at events soon.</p> <p>4. A great suggestion - We would like to explore this further in different settings beginning with the CFC as to how this could operate.</p>	<p><b>CB</b></p> <p><b>HR</b></p>
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**Redacted as some parts Confidential and Commercially sensitive**

82/03/21	The PCH Board <b>agreed</b> to adopt the Together with Tenants Charter.	
<b>28.</b>	<b>Date of Next Meeting: 20<sup>th</sup> May 2021</b>	
83/03/21	<b>Meeting closed at 19:07</b>	

Signature.....Nick Lewis, Chair

Date .....

Certified as a true copy .....Belinda Pascoe, Head of Governance

Date.....