



Plymouth Community Homes Board  
Microsoft Teams/Plumer Conference Suite  
16 September 2021 at 5pm

**Present:**

*In person*

Nick Lewis (NL) Chair  
Debbie Roche (DR) (Vice-Chair)  
Graham Clayton (GC)  
Lavinia Porfir (LP)  
Maddi Bridgeman (MB)  
Julie White (JW)

*Via Teams*

Simon Ashby (SA)  
Valerie Lee (VL)  
Graham Stirling (GS)  
Ian Tuffin (IT) (part)

**In attendance:**

John Clark (JC) Chief Executive  
Gill Martin (GM) Director of Corporate Services  
Nick Jackson (NJ) Director of Business Services and Development  
Carl Brazier (CB) Director of Homes and Neighbourhoods  
Charlotte Edwards (CE) Head of Strategy, Performance and Policy  
Maria Schingen (MS) Head of Strategic Procurement (via Teams)  
Belinda Pascoe (BP) Head of Governance - Minutes

**Apologies:**

Ian Tuffin (IT)  
Liz Nicolls (LN)

1.	<b>Welcome and Introductions - Confirm Quorum</b>	
	<i>The meeting started at 5:00pm</i>	
01/09/21	NL welcomed everyone to the meeting which was confirmed as quorate. All Board members had been given the opportunity to ask questions before the meeting via email with responses being circulated to all Board members ahead of the meeting and forming an appendix to these minutes.	
2.	<b>Apologies for Absence</b>	
01 2/09/21	Apologies for absence had been received from LN and IT.	

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<b>3.</b>	<b>Declarations of Interest</b>	
03/09/21	The guidance on declaring an interest was noted	
<b>4.</b>	<b>Minutes of the Previous Meeting: 29 July 2021</b>	
04/09/21	The minutes from the meeting on the 29 July 2021 were discussed, and it was <b>confirmed</b> that the minutes were a correct record of the meeting and that they could be electronically signed by the Chair.	
<b>5.</b>	<b>Redacted written resolutions of Previous Meeting: 29 July 2021</b>	
05/09/21	The proposed redactions were reviewed and approved by the PCH Board to be published on the PCH Website in line with the PCH Transparency policy.	
<b>6.</b>	<b>Matters Arising</b>	
06/09/21	There were no matters arising.	
<b>7.</b>	<b>Minute Action Log and Resolution Tracker</b>	
07/09/21	The Minute Action Log and Resolution Tracker were reviewed	
<b>8.</b>	<b>Decisions since last meeting</b>	
08/09/21	There have been no Efficient or urgent Decisions since the last meeting on 29 July 2021.	
<b>9.</b>	<b>Briefing papers since last meeting</b>	
09/09/21	There have been no briefing papers since the last meeting.	
<b>10.</b>	<b>Chairs Urgent Business</b>	
10/09/21	There was no Chairs urgent Business	
<b>11.</b>	<b>Committee Minutes Circulated</b>	
11/09/21	Development Committee – 22 July Customer Focus Committee – 5 August PCHR – 20 July PCHE – 27 July	
<b>12.</b>	<b>Customer Focus Committee Update 5 August 2021</b>	
12/09/21	LP advised the Board that CFC members had met to discuss and agree that the topics for the independent reviews they will commission are:	

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<p>13/09/21</p>	<ul style="list-style-type: none"> <li>• How PCH tackles social housing stigma</li> <li>• Understanding if the Covid-19 pandemic has significantly affected the well-being and mental health of our residents, who has been most adversely affected, how we can help and who we can partner with to provide support</li> </ul> <p>At the meeting in August the Committee had received a presentation which provided an overview of resident engagement and the health check planned as part of updating the Resident Involvement Strategy. There had been a discussion about the possibility of extending the existing Learn for Free offer to include support for residents in accessing employment with larger employers. A role description for Tenant Champions will be presented to a future meeting for approval.</p> <p>The CFC had also received an update on resident scrutiny, including the report following the task and finish group looking into “Getting hold of the right person at PCH”. The next topic is about contractors’ interactions with PCH residents.</p> <p>The Committee have also discussed how to make it easier for residents to contact their housing officers, with an online tool used at Live West to be investigated further.</p>	
<p>14/09/21</p>	<p>Finally, LP acknowledged the ongoing support to residents that is in place following the tragic events at Keyham, and the CFC will receive an update at its next meeting.</p>	
<p><b>13</b></p>	<p><b>Annual Report</b></p>	
<p>15/09/21</p>	<p>CE presented the 2021 Annual Report for Residents which was an overview of PCH’s performance against its key metrics and strategic plan during the 2020/21 financial year.</p> <p>This year’s Annual Report was developed with a group of involved residents.</p> <p>Based on positive feedback from previous years the report was presented using animations however for those preferring a written document a leaflet was also produced.</p>	
<p>16/09/21</p>	<p><b>As a result of questions, the following was discussed and clarified:</b></p> <p>There was positive feedback for the report and animation. It was raised that PCH achieves a lot whilst charging lower rents and it was felt that this needs to be highlighted more in future reports, as PCH is achieving more for less.</p> <p>It was noted that this information is in the annual accounts, but it was agreed that residents don’t necessarily realise that this is the case.</p>	
<p>17/09/21</p>	<p>The PCH Board <b>approved</b> the 2021 Annual Report for Residents</p>	

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<b>14</b>	<b>Environmental Social &amp; Governance (ESG) Report</b>	
18/09/21	<p>CE presented PCH's ESG report. The report was produced primarily to inform investors about the organisation's performance across all three areas but was also an opportunity to review what had been achieved through the year.</p> <p>Key aspects of the report were:</p> <p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>- PCH continued to be certified to the ISO14001:2015 standard for environmental management</li> <li>- The carbon footprint of the business was 616 tonnes, which was lower than the previous year mainly due to the pandemic and closure of Manufacturing Services.</li> <li>- PCH continued to divert 99% of their waste from landfill despite the waste provider experiencing operational issues during the lockdowns.</li> </ul> <p><b>Social</b></p> <ul style="list-style-type: none"> <li>- PCH acquired 97 new homes for rent or shared ownership</li> <li>- 100% of homes that required a fire risk assessment had received one</li> <li>- Resident satisfaction with PCH was 91.2% at the last survey</li> </ul> <p><b>Governance</b></p> <ul style="list-style-type: none"> <li>- The regulator continued to grade at G1 for Governance and V1 for financial viability, the highest possible grading.</li> </ul>	
19/09/21	<p><b>As a result of questions, the following was discussed and clarified:</b></p> <p>It was felt that whilst this was a good report, it would be even better when it is more PCH centric. It was noted that last year's report was significantly longer, and this year has been condensed down to 3 pages – primarily because of resourcing issues – and that there will be more information next year.</p>	
20/09/21	The Board <b>approved</b> the Environmental Social & Governance (ESG) Report.	
<b>15</b>	<b>6 Month Procurement Update- redacted as commercially sensitive</b>	
21/09/21	MS presented the procurement projects for the next 36 months for delegation of contract approval to EMT directors (in accordance with Contract Standing Orders). This was a rolling list which included all known procurements for the foreseeable future requiring Board delegation.	
22/09/21	A review of supply chain actions and performance was also presented including stores and fleet performance, spend (SME/PL Postcode), and progress in implementing the Supply Chain Strategy.	

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23/09/21	<p>It was highlighted that there are significant pressures arising in terms of pricing and materials shortages, [REDACTED]</p> <p>[REDACTED]</p>	
24/09/21	<p>It was also noted that in terms of carbon neutrality, an assessment of the PCH Fleet has led to the conclusion that the infrastructure in Plymouth doesn't allow for a wholesale move to electric vehicles. However, alternatives are being looked at. Vehicles will be replaced on a like for like basis for the next couple of years.</p>	
25/09/21	<p><b>As a result of questions, the following was discussed and clarified:</b></p> <p>There was disappointment that PCH would have no electric vehicles in the near future but the Board supported the rationale for the decision. It was also noted that there are likely to be new developments including hydrogen powered vehicles, so it makes sense to delay any changes to Fleet. It was also noted that it has just been announced that all new homes must have vehicle chargers.</p>	
26/09/21	<p>The Board:</p> <ol style="list-style-type: none"> <li>1. Acknowledged the updates and <b>approved</b> the rolling list of contracts/requirements to be tendered and extended and delegated authority for final approval on contracts to EMT directors, indicating any exemptions to the delegation (which will need to have Board approval)</li> <li>2. <b>Noted</b> the performance and Supply Chain Strategy implementation progress.</li> </ol>	
<b>16</b>	<b>Governance Framework Updates</b>	
27/09/21	<p>BP presented the Governance Framework updates which contained amendments to the Board co-optee policy, the Board conflicts of interest policy and the Board effectiveness policy and the CEO Remuneration policy and process, in line with the requirements of the NHF Code of Governance 2020.</p>	
28/09/21	<p>The Board:</p> <ol style="list-style-type: none"> <li>1. <b>Agreed</b> the amendments to the <ul style="list-style-type: none"> <li>• Board co-optee policy (appendix A of the report)</li> <li>• Board conflicts of interest policy (appendix B of the report)</li> <li>• Board effectiveness policy (appendix C of the report)</li> <li>• CEO remuneration policy and process (appendix D of the report)</li> </ul> </li> </ol> <p>along with the associated amendments to the overarching Governance</p>	

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	Framework.	
<b>17</b>	<b>Appointment of Company Secretary</b>	
29/09/21	BP presented the report which asked the Board to formally appoint Lucy Rickson to the role of Company Secretary with effect from 25 <sup>th</sup> October 2021. BP will step down from this role on the same date.	
30/09/21	The Board <b>approved:</b>  1. The appointment of Lucy Rickson as Company Secretary to Plymouth Community Homes with effect from 25 <sup>th</sup> October 2021.	
<b>18</b>	<b>Barclays Facility- Redacted as Confidential</b>	
31/09/21	[Redacted]	
	[Redacted]	
32/09/21	[Redacted]	
	[Redacted]	
33/09/21	[Redacted]	
	[Redacted]	
34/09/21	[Redacted]	

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<b>19</b>	<b>Date of Next Meeting: 25 November 2021</b>	
	<i>Meeting closed at 5:45pm</i>	

Signature.....Nick Lewis, Chair

Date .....

Certified as a true copy .....Lucy Rickson, Head of Governance

Date.....