

Plymouth Community Homes
PCH Board



Venue: Boardroom, Plumer House/Microsoft Teams

Date: 27th March 2025

Time: 5pm

Present in person unless indicated otherwise:

Valerie Lee (VL) - Chair
Jill Gregg (JG)
Lavinia Porfir (LP)
Maja Jorgensen (MJ)
Sally Haydon (SH)
Joanne Bowden (JB)
Emma Lovett (EL)
Victoria Matthews (VM)
David Greenhalgh (DG)
Alison Simpson (AS)
James Barrett- Miles (JBM)

In attendance:

Jonathan Cowie (JC) – Chief Executive
Gill Martin (GM) – Executive Director of Corporate Services
Nick Jackson (NJ) – Executive Director of Business Services & Development
Michelle Dawson (MD) –Executive Director of Homes & Communities
John Rees (JR) – Head of Finance (Part – Virtual)
Charlotte Edwards (CE) – Head of Strategy, Performance & Insight
Laura Haynes (LH) Head of Asset Strategy Delivery and Sustainability
Leanne Eastwood (LE) – Governance Assistant (Minutes)
Lucy Rickson (LR) – Head of Governance

Apologies:

Julie White (JW)

Observing from the RSH.

Ralph Smale (RS)
Heather Lockwood (HL)
Rhiannon Davies (RD)

<i>The meeting started at 5.00pm</i>	Actions
1. Welcomes & Introductions – Confirm Quorum VL welcomed AS & JBM to their first board meeting. Also in attendance were RS, RD & HL from the RSH who were observing the meeting as part of the Inspection.	
2. Apologies for Absence – Apologies had been received from JW.	

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<p>3. Declarations of Interest –</p> <p>This meeting was considering Staff (inc EMT/CEO) Remuneration and therefore staff would be conflicted- it was noted that independent benchmarking and advice along with the approval process would ensure probity. However, it was agreed that when Staff remuneration was discussed that staff would leave the room</p> <p>All Committee and Board members were conflicted in relation to the report on Board fees however, appropriate use of an independent review and a decision by the full Board will ensure probity.</p> <p>Additionally, some members would be conflicted in regard to the Board Succession plan paper however as the final decision would be made by the Board of PCH, probity would be maintained.</p> <p>SH also declared that niece works for PCH. This was already on her declaration of interest.</p>	
<p>4. Minutes of Previous Meetings Including Redactions - 6th February 2025</p> <p>The minutes of the previous meetings on 30 January 2025 & 6th February were considered and it was confirmed that the minutes were a correct record of the meeting and could be signed electronically by the Chair.</p>	
<p>5. Matters Arising/Minute Action Log</p>	
<p>The Minute Action Log was reviewed and discussed, and the board confirmed the actions that would be closed at this meeting.</p> <p>It was agreed that action 10/24 in relation to Garage options would be moved to September when an interim update would be provided to the board.</p>	
<p>6. Efficient Decisions since last meeting</p> <ul style="list-style-type: none"> • Board Member appointment- Alison Simpson • Board Member appointment - James Barrett- Miles <p>Board Briefing Notes /announcements</p> <ul style="list-style-type: none"> • Briarwood Heights north prospect updates • Housing Ombudsman Notification Maladministration 26 Feb 2025 • Housing Ombudsman Determination 4 March <p>Board Briefing Sessions</p> <ul style="list-style-type: none"> • Stock Condition Survey – 18 March • Budgets & Business plan- 25 march 	
<p>Insight Papers</p>	
<p>8. Chair Update/Urgent Business</p>	

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VL, Chair of the Board, provided the Board with an update on the Board appraisal process which had included Board memberships and skills, appraisal, away days and reporting from Committee/Subsidiary Boards to PCH Board.

Two new board members were welcomed to this meeting today JBM who brings Finance & treasury experience to the board and AS our newest PCC nominee.

The Board were thanked for engaging in the appraisal process the outcomes of which will shape our Board Learning and Development Plan. Key themes had been set out in the update including:

- Approach to peer group feedback and found it more helpful to focus on the key responsibilities of a Non-Executive Director (NED) with the opportunity to feedback on both the 'how' and the 'what'. They also found it quick to complete and not too onerous. They particularly liked receiving comprehensive feedback from all their colleagues as well as from the Chair, CEO and Company Secretary.
- Board members felt good progress had been made against our wider Board improvement objectives. Although there was still room for further improvement, they felt that Board agendas were more strategic, papers are better and shorter and the quality of challenge has improved.
- Board members felt that the processes behind the assessment of Board skills and Board succession planning are robust and therefore that the composition of the Board remains future focused and fit for purpose.
- Board members all felt that the away days focusing on understanding, valuing and combining the diversity of views and lived experiences that exist on the Board were excellent and that they have helped to make the team stronger and more effective. There is a desire to continue investing time building a high performing team now that we have several new Board members.
- New Board members have provided feedback on the positive culture of the organisation. They feel that their views are welcomed and that they can challenge and disagree whenever it is appropriate. They value the support they receive from the Governance team and from their colleagues and the Executive team.
- All Board members feel that the ambition, expectation of high performance, curiosity and level of pace in the organisation have greatly improved. They all support the intention to focus on leadership development as a priority to ensure this pace of improvement continues.
- A few Board members gave feedback on the complexity of some the financial Board papers and suggested they may need more training. Whilst this may be required, the feedback from Campbell Tickell suggests that some adjustments and simplification of these papers may help to improve the level of understanding, engagement and challenge from ALL board members not just those with a financial background.
- Board members recognise the improved quality of risk management in the organisation and particularly value the input from the Executive team when considering new and emerging risks. They all recognise there is more to do and the Board (and executive?) may

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<p>require further training in this area including exploring the development of a Board assurance framework (BAF)</p> <p>At this meeting, a new template was being used for Committee/Subsidiary Chairs to provide a succinct report to PCH Board to highlight areas of concerns and information, lesson learnt, etc.</p> <p>The Spring Away Day will be held at Plumer House on Thursday 24 April. The proposed agenda will include devolution, strategy refresh and Board assurance framework and a draft would be circulated shortly.</p> <p>The Autumn Away Days on 27 and 28 November will be at an external location and include an element of Board effectiveness/personal development and strategic discussions.</p>	
8. CEO Update- redacted as commercially sensitive.	
<p>JC, Chief Executive, presented the Board with a brief roundup of activity within PCH, work with partnerships and external updates.</p> <p>The Chancellor's Spring statement yesterday announced cuts to the welfare budget, which will affect some of our residents—particularly those receiving Universal Credit and Personal Independence Payment (PIP). While the full impact of these changes will take time to become clear, we have already begun efforts to support residents through communication and guidance.</p> <p>Inflation has reached 3.2%, which will prompt us to review our current plans and assess the potential impact on our business strategy.</p> <p>We have received clarity on the affordable housing timeline, which was initially set to end in April 2026. The deadline has now been extended to include schemes that commence on-site by April 2027 and are completed by April 2029.</p> <p>[REDACTED]</p> <p>The Government's "Plan for Change" is due to give an update at the June spending review which it was hoped would include a funding and long-term housing plan. This should give clarity on a rent settlement and targeted grant funding.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

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<p>A change had been made to Contract Standing orders which had been agreed by the executive management team to increase flexibility and reduce administrative burden following the implementation of the procurement act 2023. The board were asked to note this.</p>	
<p>As a result of questions, the following was discussed and clarified:</p> <p>[REDACTED]</p>	
<p>The proposed changes to welfare that may impact tenants, specifically those on Universal Credit (UC) and Personal Independence Payment (PIP) were discussed. It was clarified that we do know how many residents there are on UC- however we don't always know who is on PIP as it isn't included in the rent assessment. It was important that consideration be given on how to collect this data without being intrusive. It was crucial to encourage residents to engage with us if they have concerns. How we communicate with residents who are worried is key, ensuring they feel comfortable reaching out and that we keep doing this over the coming months.</p> <p>This was a rent risk, although we have some of the lowest rents in the UK, 34% of our residents remain on a payment plan. It was essential to encourage more residents to come forward and speak with us if they're facing challenges as there were a number of ways, we could support them including the financial support fund.</p> <p>Included in the report were learnings from regulatory upgrades which the board had found useful. It was discussed that Board need to have appropriate assurance and the learning from the inspection process (ours and others) to be included in the committee effectiveness review.</p>	
<p>The PCH Board noted the CEO Update and the Procurement Standing Orders change.</p>	
<p>Decision Papers</p>	
<p>9. Staff Pay Award 2025/2026 from PACC – redacted as confidential</p>	
<p>[REDACTED]</p>	

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<div>[REDACTED]</div>		
<div>As a result of questions, the following were discussed and clarified:</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>		GM
<div>The PCH Board approved</div> <div>[REDACTED]</div> <div>[REDACTED]</div>		GM
<div>10. Board Member Fee from PACC – redacted as confidential</div>		
<div>[REDACTED]</div>		

[illegible]

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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]				
As a result of questions, the following was discussed and clarified:				LR
[REDACTED]				
[REDACTED]				
[REDACTED]				
[REDACTED]				
11. Priorities and Performance Management Framework 2025/26- redacted as confidential or commercially sensitive.				
CE Head of Performance and Strategy provided the board with an update on three aspects of the Strategic business plan as we look ahead to the next financial year.				
1) Horizon scanning and the legislative and policy changes for the year ahead including: .				
<ul style="list-style-type: none">Awaab’s Law (October 2025): Focuses on repairing and inspecting damp, mould, and other safety concerns. A paper will be prepared for the board closer to the deadline, with developments expected from Q1.Planning and Infrastructure Bill: Includes the government's ambition to build 1.5 million homesRenter’s Rights billEmployment Rights billRevised Decent Homes StandardRecommendations following the Grenfell Tower Phase 2 InquiryDevolutionProcurement ActHousing Policies including - Ongoing discussions about the Affordable Homes Programme/ longer-term rent settlement/ rent convergence for ex-stock transfer landlords to align with other social landlords.				

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- 2) Refreshed focus for our top five priorities to be delivered during 2025/26.

Last year the Board agreed that to March 2026 we would focus on our top five priorities in the Strategic Business Plan, this report sets out the key outcomes and measures of success for the coming year in line with that plan. This covered aims around:

- using more customer insight to drive how we deliver services and assess equitableness of outcomes for tenants.
- improved customer experience focusing on first contact resolution and better complaint and ASB case handling.
- completing our stock condition survey and driving improvements and efficiencies to our repairs service.
- continuing with our ambition to grow our stock by at least 10% by 2030.
- Having a well-trained and engaged workforce, with clear succession planning in place to promote career development.

- 3) Revised performance management framework and target setting for 2025/26

The alignment of reporting lines to match the revised Board and Committee Terms of Reference after the launch of our service standards in February 2025.

Exception Reporting: Committees will report exceptions to the Board, which will receive quarterly updates on key metrics like revenue, reputation, and compliance. Sub-Committees will handle detailed performance results across areas such as service, development, building safety compliance, audits, data quality, and people strategy.

PCH sets high-standards for quality of service, and we are a high-performing organisation against stretching targets. We therefore recommended retaining the majority of the 2024/25 targets except:

- Increasing the optimal target for complaints per 1,000 stock from 10-19 to 30-35 as we are seeing more complaints following a review of complaint recording and handling. This is to ensure colleagues feel free to “do the right thing” and record dissatisfaction.
- ASB cases per 1,000 stocks from 15-19 to 35 for similar reasons to the above – improved recognition when someone is making a complaint and subsequent recording.
- Whilst retaining the overarching target of 99% for non-emergency repairs, set an interim target for non-emergency repairs at 90%, to be reviewed in September 2025.
- Increase the target for emergency repairs from 99% to 100% in line with Awaab’s Law.
- By July 2025, 80% of our homes will have a stock condition survey and 100% will have a survey by March 2026.

Performance Indicators (PIs): A new set of PIs is being introduced to enhance reporting on damp and mould, ensuring compliance with Awaab’s Law ahead of the October 2025 deadline. Recording systems are being updated to support this

Board Away Day: Scheduled for April 2025, this session will focus on the reporting format for the monitoring framework. It will include an updated dashboard showing progress on Strategic Plan ambitions and key metrics.

As a result of questions, the following was discussed and clarified:

PCH would be looking to broaden our customer sentiment analysis to enhance the overall customer experience. This included improving first contact resolution, refining process for dealing with ASB, streamlining complaint handling. There would also be plans to implement direct interventions to address issues head on.

Of the twelve objectives within the Strategic plan five had been identified as a propriety for 2025/26. These, along with updates on the other seven priorities, would be brought to the away day in April. Ahead of this

The Board were asked to consider and contribute to the proposed key outcomes and measures of success for the five priority objectives as set out in the report. Clarity was given that a summary would be brought to the board away day to give an update on the other seven objectives in the plan.

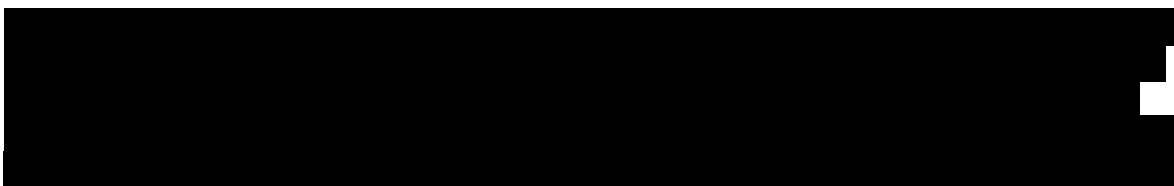
Knowing and listening to our customers.

The objective was to achieve 100% completion of customer profile data which would address challenges such as hidden or incomplete contact details. The Board discussed how to ensure effective outreach to hard-to-reach tenants, and ways to support some of these individuals.

The Board wanted to understand if we had sufficient Data governance in place to be able to achieve these objectives whilst also considering the alignment with other ongoing IT projects across the organisation. It was agreed that possessing the appropriate skills and a comprehensive understanding of how various initiatives are interconnected is essential. The Digital and IT Strategy update, scheduled for presentation to the Board in July, would encompass these details along with progress toward the objectives.

Deliver Outstanding Services for our Customers.

ASB case handling has just reached 70% satisfaction had just been achieved and consideration would be given to stretching this target at the April away day.



The single point of view dashboard is being developed as part of the CRM implementation to enable PCH to better understand how the repairs service impacts residents. During discussions, the board sought clarity on the process and the timeline for reporting on the new repairs service standards. It was explained that the data would be routed through the CFC for review. In the meantime, the board inquired whether interim actions could be taken before receiving reviewed feedback, and it was agreed that this possibility would be explored.

Maintain our Homes and Buildings

The asset grading tool would also include community indicators which could be used to give a robust focus on Community/estate satisfaction alongside financial and asset impacts. The Capital investment Committee would monitor the information, and a disposal policy strategy would come back through CIC for approval.

The board discussed whether the performance metrics for communal repairs should be reported separately from those for individual repairs, to ensure comprehensive oversight of satisfaction levels in communal areas. It was noted that a resident-led scrutiny review of communal areas is currently in progress, and its findings, along with any recommended measures, will be presented to the board through the CFC upon completion. TSM measures could be segmented to specifically highlight residents living in a block. Board requested the following information from Laura Haynes to be added to the minutes as a post meeting note.

- Clarity of timings for delivery of the asset grading model- Asset Grading model launched February 2025 and being used across Asset schemes.

[REDACTED]

- Confirmation of the date for the disposal strategy to come to Board. Integrated within Asset Management Strategy review to be completed by March 2026

[REDACTED]

[REDACTED]

[REDACTED]

Value our People

The development of the New People Strategy was vital in achieving this objective, as the current targets do not fully address the known issues and challenges. The PACC had a first look at the initial draft of the People Strategy during its January briefing session and further work will be carried out over the coming months before it is presented to the board for final approval. Additionally, the New ED&I Strategy will be introduced at the July meeting and monitored alongside the Workforce Strategy through PACC.

It would be important to define the next stage of our cultural evolution though assessing the existing framework, identify cultural gaps, and determine the necessary changes. The benefits of trying out new ideas was highlighted to test and learn from them. Staff focus groups outcomes could be shared to the board. It was agreed that the outcomes would be mended to recognise the importance of recent discussions regarding culture and leadership development which would be brought to the away day.

Performance management Framework, KPI's and targets for 2025/26.

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<p>The Performance Management Framework, along with KPIs and targets for 2025/26, was reviewed by the Board. Members were given the opportunity to discuss and refine the framework before final approval.</p> <p>The board asked for clarity on increasing the optimal target for complaints as this could be viewed that we were aiming for something less good just because we had seen an increase in dissatisfaction. It was explained that this was a reflection of the improvements that had been made to the reporting process to make it easier for people to complain and receive a response in an aim to encourage a positive service culture to our residents.</p> <p>Data from these complaints is helping PCH get to the root cause of the problem so we can look to improve our services and working on trying to get things right the first time. The key metric here should be monitoring those customers who aren't happy with their first response, and where the complaint is then escalated</p> <p>It is culturally important for us to encourage residents to reach out to us when things go wrong. This allows us to identify if the responsibility lies with PCH and take appropriate action to resolve the issue. By understanding these concerns, we can explore alternative ways to better support our residents.</p> <p>A question had been raised before the meeting on the TSM for communal lifts asking if this also applied to lifts in domestic settings. It had been clarified that while these measures apply to communal lifts – equipment in domestic settings have their own inspection regime which is reported through ARC.</p> <p>KPI's relating to the Customer service standards were also included in the report and discussed however it was agreed that the CFC would pick these up separately at their meeting in May.</p>	
<p>The PCH Board:</p> <ul style="list-style-type: none"> - Noted the horizon scanning for consideration at a future Board Away Day - Were broadly comfortable with the outcomes and targets aligned to our "Top Five Priorities with further consideration to be given at the board away day including the VFM outcomes for the year, and to review ASB, Development target for the awayday. - Asked for a summary of the other business areas to be brought back to the away day - Approved the revised Performance Management Framework and the monitoring responsibilities of each committee - Approved the KPI targets for 2025/26 for the PCH Board - Noted that the KPI targets 2025/26 for CFC would be considered by the at their meeting in May. 	CE
<p>12. Savills Stock Condition Survey- redacted as commercially sensitive</p>	
<p>LH, Head of Asset Strategy Delivery and Sustainability, presented this report to the Board for approval. This report sets out the key Savills findings and a 30-year investment forecast to maintain our homes to meet Decent Homes 2 (DHS2), achieve EPC C and assigned appropriate capacity for Decarbonisation. The full Savills report could be accessed in the background papers on Convene.</p>	

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The board had received a full Board briefing on the Stock Condition Survey session lead by Savills on Tuesday 18 March.

The Savills survey outputs across the 25% sample, confirmed that overall:

- Costs fall within expected national benchmark figures
- Our homes are in good overall condition and that stock has benefited from the £230m investment upon transfer in 2009
- Our homes meet acceptable standards for both lifecycles & quality
- Less than 1% of the properties surveyed were non-decent
- PCH has sufficient capacity to support and deliver its Asset Management Strategy 2022-27

Significant progress has been made in accelerating the stock condition survey programme, with external verification from Savills. As of March 2025, 60% of our homes have a valid SCS and we expect to achieve 80% by July 2025, and 100% by 31 March 2026.

To help shape our long-term investment decisions, our Asset Management Strategy 2022-27 established the need to improve our collation and understanding of stock condition at an individual property level.

The data has been used to shape a 30-year investment plan, ensuring compliance with the new Decent Homes Standard, achieving EPC band C, and supporting decarbonization

[Redacted]

[Redacted]

[Redacted]

As a result of questions, the following was discussed and clarified:

[Redacted]

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[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[REDACTED]

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<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>As a result of questions, the following was discussed and clarified:</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<p>[REDACTED]</p>	
<p>16. Communications Strategy 2025-2028 - Postponed to May 2025</p>	
<p>17. Service Level Agreements PCHR</p>	
<p>JR, Head of Finance, presented this report to set out and obtain agreement for the Service Level Agreement (SLA) with PCH Ltd & PCH Regeneration which has already been approved by the PCH Regeneration Board.</p> <p>The proposed charges for 2025/26 excluding VAT are £617k (2024/25 £428k) an increase of approx. 44%.</p> <p>There was an increase in the budgeted recharge from 2024/25 due to an increase in the level of Development Activity and therefore expenditure being passed through PCHR, increasing from £6.7m in 2024/25 to £19.7m in 2025/26, an increase of 194%. If the activity on Development Activity undertaken for regen is not as expected the actual SLA recharge will be reduced accordingly. In addition, the cost base of the Development Team has increased as they have expanded to provide capacity to deliver the Board approved Growth Strategy.</p>	
<p>The PCH Board</p> <ol style="list-style-type: none"> 1. Noted the recharge to PCH Regeneration Company the sum (net of VAT) of £427,689 for 2024/25 as agreed in the March 2024 SLA agreement. 2. Approved that the schedule in Appendix A be agreed as a fair and reasonable cost to recharge to PCH Regeneration Company the sum (net of VAT) of £617,407 for 2025/26, pending delivery of the proposed development schemes. 	
<p>18. Service Level Agreements PCHE</p>	

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JR, Head of Finance, presented this report to set out and obtain agreement for the Service Level Agreement (SLA) with PCH Ltd & PCH Energy which had already been approved by PCH Energy Board.	
<p>The PCH Board</p> <ol style="list-style-type: none"> Noted the recharge to PCH Energy Company the sum (net of VAT) of £41,190 for 2024/25 as agreed in the March 2024 SLA agreement. Approved that the schedule in Appendix A be agreed as a fair and reasonable cost to recharge to PCH Energy Company the sum (net of VAT) of £42,220 for 2025/26. 	
19. Board Succession & Membership from PACC	
<p>LR, Head of Governance, presented the Board Succession and Membership report for the Board to consider for approval. People and Culture Committee is responsible for ensuring Board has a process for its own renewal which is based on an agreed statement of the skills, qualifications, diversity and other attributes required to govern effectively and comply with best practice. This report was reviewed by the Committee in February (alongside a discussion paper on the potential need for a new, separate Governance Committee) and their recommendations to the board were set out below.</p> <p>NOTE: Some members are conflicted with regards their own tenures and need to declare at the meeting.</p>	
<p>The PCH Board approved the following in regard to Board Succession & Membership:</p> <p>Renewals:</p> <ol style="list-style-type: none"> the renewal of Maja Jorgensen as PCH Board member for a further 3-year term from May 2025 the renewal of Sally Haydon as PCH Board member for a further 3-year term (note this is subject to the council continuing to nominate Sally) from July 2025 the renewal of Melony Gallagher as a CFC co-optee for a further 3-year term from December 2025 <p>Resident places:</p> <ol style="list-style-type: none"> note the retirement of Lavinia Porfir in May 2025 and recruitment a new resident Board member by July 2025 a consultation to change one of the five CFC resident co-optee places to an independent co-optee during 2025/26 <p>PCH Board Chair and Vice Chair:</p> <ol style="list-style-type: none"> the extension of Valerie Lee's term as PCH Board Chair to match their 6-year maximum tenure in September 2026 (see below for a Chair recruitment outline) an internal recruitment process for a PCH Board Vice Chair from May 2025 <p>Subsidiaries:</p> <ol style="list-style-type: none"> appoint Michelle Dawson as a Board member of PCH Energy Limited from 1 April 2025 a review of PCHR Board will be brought to Board by the autumn note the retirement of Mike Day as PCHR independent Board member in July 2025 (or later in 2025 if required by PCHR) 	

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<p>Committee Effectiveness Review: k) committee and subsidiary Board membership, and potential for a new Governance Committee be included in the committee effectiveness review in May/June</p> <p>PCH Board composition: l) a PCH Board composition review be carried out in late 2025</p> <p>Board skills: m) Board skills be included in the committee effectiveness review in May/June 2025</p>	
Monitoring Papers	
20. Grenfell Inquiry - Update	
<p>LR, Head of Governance, presented the Board with an update on the lessons learnt agreed at October 2024 Board in response to Phase 2 summary of the Grenfell Inquiry (published September 2024). There was also a summary of the government's response (published February 2025).</p> <p>Customer Focus Committee were provided with a copy of the original report at their January 2025 meeting and this update will be shared with the Committee.</p> <p>The inquiry concluded findings relating to the following key themes, which are relevant to PCH:</p> <ul style="list-style-type: none"> • management of Tenant Management Organisation (TMO) • fire safety • customer voice, communication and engagement, and complaint handling and escalation • procurement and supplier/contractor management • <u>PCH Lessons Learnt – Update</u> • The Executive Director of Homes and Communities is overseeing the lessons learnt plan. • Out of nine lessons learnt, six are complete (see full list below) with these ongoing: • 3. Appropriate culture – whistleblowing (do the right thing) approach: Campaign to be developed and launched summer 2025; further information in Audit and Risk Committee (ARC) report April 2025 • 5. Enhance fire safety measures and allocate sufficient resources: awaiting Building Safety Regulator response (oversight by Capital Investment Committee (CIC)) • 9. Review TMO oversight: awaiting external report from Campbell Tickell (oversight by Customer Focus Committee (CFC)) <p>An update on these actions will be provided at the November 2025 Board.</p> <p><u>Government's Response</u></p> <p>The government has accepted the findings of the Inquiry and committed to acting on all 49 recommendations. As noted in the CEO report, the following highlight the key themes:</p> <ul style="list-style-type: none"> • Resident empowerment: commitment of the Social Tenant Access to Information Regulations (STAIR) and training programme to support resident scrutiny • Resident and building safety: commitment to bring forward regulations that would require Personal Emergency Evacuation Plans and a review on the definition of higher risk 	

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<p>buildings. Legislate to require social landlords to conduct electrical safety checks at least every five years and PAT tests on appliances provided by landlords.</p> <ul style="list-style-type: none"> • Competence: fire risk assessors to be independently verified by a UK accreditation body. Licensing scheme to be introduced for principal contractors working on high-risk buildings. • Construction industry: single regulator with responsibility for construction, consulting from the autumn; this will exclude product testing or certification. Publish a construction products green paper for reform of sector products to address systemic failures that contributed to the systemic failures at Grenfell. <p>We will provide updates to Board on these changes as and when more information is available from government.</p>	
As a result of questions, the following was discussed and clarified:	
The Board noted that it was positive to see that many of the points raised in the report were already being dealt with. Confirmation was provided that CFC will receive a further update on the TMO at Pembroke Street at its meeting in July.	
The PCH Board noted the Grenfell Enquiry update.	
21. PACC Chairs Update – 17th February	
VM, Chair of PACC, presented the Board with an update on the content of the meeting on 17 th February she highlighted the consideration that the committee had given in relation to the formation of a governance committee which would be included in the overall review of committee effectiveness later in the year.	
The PCH Board noted the PACC Chairs Update.	
22. PCH Energy Chairs Update – 3rd March	
JC, Chair of PCHE had circulated an update to the Board on the content of the meeting on 3 rd March. This included advising the board that the PCH Energy Board Agreed not to make a gift aid declaration for PCH Energy to pay over profits to its charitable parent, Plymouth Community Homes, for the time being [REDACTED]	
The PCHE Board also agreed to a re-payment of £650k to the intercompany loan which would reduce the sum currently held on the balance sheet to £1.3m.	
The PCH Board noted the PCHE Chairs Update.	
23. PCH Regeneration Chairs Update – 4th March	
JG, Chair of PCHR, had circulated an update to the Board on the content of the meeting on 4 th March. This included advising the Board that the PCH Regeneration Board agreed not to make a gift aid declaration during the year ending 31 March 2025 [REDACTED]	

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The PCH Board noted the PCHR Chairs Update.	
24. Capital Investment Committee Chairs Update – 6th March	
JW, Chair of CIC, had circulated an update to the Board on the content of the meeting on 6 th March which included lessons learn from the joint venture with Halsall. Homes.	
As a result of questions, the following was discussed and clarified:	
The PCH Board noted the CIC Chairs update	
25. Forward plan & how did we do	
The board considered the forward plan to the end of 2025. Feedback was given on the meeting that there had been good robust conversation on VFM, Customers and Risk and Culture.	
26. Committee Minutes - Chairs Updates provided at Board 6 February 2025 Audit & Risk Committee Customer Focus Committee Capital investment Committee PCH Regeneration Board	
Date of Next Meeting: 15th May 2025	
<i>Meeting finished at 8:30pm.</i>	

Signature.....

Valerie Lee – Chair

Date

Certified as a true copy

Lucy Rickson, Head of Governance

Date.....