



Board of Trustees

Meeting to be held on Monday 4 June 2018 at 10.00 am at Jubilee Court, Kenton Road, Gosforth NE3 3BW

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AGENDA

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1. **Welcome and Apologies for Absence**
2. **Declarations of Interest in any matter to be discussed**
- Items for Consideration: Not Protected**
3. **Minutes of meeting held on 9 April 2018: Not Protected Items** 1 - 4
4. **Performance Monitoring Report: Q4 2017/18**
To follow on a supplemental agenda
- Item for Information: Not Protected**
5. **Communications Update** 5 - 6
- Items for Consideration: Protected Items**
6. **Legal Update**
Fiona Wharton, Ward Hadaway, will attend to update Trustees on key governance and legal matters.
7. **Minutes of Meeting 9 April 2018: Protected Items** 7 - 16
8. **Governance Update Report** 17 - 36

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| 9. | Managing Director's Report | 37- 80 |
| 10. | Draft Budget Outturn 2017/18 | 81 - 88 |

Items for Information: Protected Items

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| 11. | Delegated Decisions | 89 - 90 |
| 12. | Any Other Business | |
| 13. | Date and Time of Next Meeting | |

10.00 am on Monday 6 August 2018 at Jubilee Court.



Board of Trustees 9 April 2018

PRESENT: W Midgley, (Chair), D Keightley, V Dunn, M Reynolds, J Streater, D Theobald, C Waddell and M Brady

ACTION

In Attendance

All Items:

- J Mitford - Managing Director, Leazes Homes
- L Forrest - Finance Director, Leazes Homes
- S Darroch - Democratic Services, NCC

Not Protected Items Only:

- M Foreman - Customer Service Director, YHN
- J Gallagher - Project Officer, YHN/Leazes

15. WELCOME AND APOLOGIES FOR ABSENCE

The Chair welcomed everyone to the meeting. Apologies were noted from M Barnes, Independent Chair of Audit. It was confirmed that C Waddell, Vice Chair of Audit Committee, would update at agenda item 7.

16. DECLARATIONS OF INTEREST IN ANY MATTER TO BE DISCUSSED.

Councillor Dunn declared an interest as a YHN Board member and NCC Cabinet Member for Resources. Councillor Streater declared an interest as NCC Cabinet Member for Public Health and Housing.

C Waddell, declared an interest in relation to agenda item 13 (Any Other Business: Housing Management Procurement Update) and noted that he would withdraw from the meeting during discussion of that item.

17. MINUTES OF MEETING HELD ON 19 FEBRUARY 2018: NOT PROTECTED

RESOLVED – That the minutes of the meeting held on 19 February be agreed as a correct record and signed by the Chair.

Matters Arising:-

- (i) Minutes of Meeting held on 4 December 2017: Communications Update (Minute 4 refers) – Board members welcomed the

corporate brochure tabled. It was noted that it was intended to send copies of this to Councillors as well.

- (ii) Aids and Adaptations Policy – J Mitford reported that a meeting was scheduled with NCC to progress the Equality Impact Assessment. It was confirmed that if the Aids and Adaptations budget was likely to be exceeded this would be reported back to Board.

JM

18. UNIVERSAL CREDIT UPDATE

Submitted: Report by YHN Universal Credit Implementation Manager, (previously circulated and copy attached to Official Minutes)

M Foreman, Customer Service Director, YHN, presented the report which updated on Universal Credit (UC) and other welfare reforms and summarised key activity since the last report in February 2017, detailing progress with implementation and key learning from the roll out of services. The following key points were highlighted:-

- A correction was reported at paragraph 2.3.1, with the correct potential loss of income to Leazes Homes estimated to be £58,000 per year by 2022.
- Referring to paragraph 4.6, Government had confirmed that automatic removal of Housing Benefit for young people aged between 18 and 21 years was to be rescinded. The position would not however change until new regulations were introduced. Of the 180 Leazes Homes tenants in receipt of Universal Credit, the number affected by this, was very low.

Board members raised the following key points in discussion:-

- (i) Assurance was sought around the steps being taken to mitigate the projected annual loss of income by 2022 of £58k pa, as a result of the introduction of UC, detailed in section 2.3.1.

Responding, M Foreman outlined a number of initiatives, including the co-location of YHN staff in job centres and the creation of support teams to work with tenants. Average collection rates increased from around 65% in the first three months of tenants moving onto UC, up to 95-96% within 18 to 24 months. Lower rates in the early months reflected delays with the receipt of benefits at the outset. L Forrest noted that this position was borne out by the profile of older debt. It was confirmed that this was a system issue and that adequate budget provision was being made.

RESOLVED – That

- (i) The update on the implementation of Universal Credit and Wider welfare reform in Newcastle be received; and
- (ii) Further reports on delivery of the project be provided to future meetings of the Board.

MF

19. **PERFORMANCE MONITORING REPORT: Q3 2017/18 AND PROPOSED TARGETS TO AUGUST 2018**

Submitted: Report by Managing Director Leazes Homes (previously circulated and copy attached to Official Minutes)

M Foreman presented the report which updated on cumulative performance for April to December 2017 demonstrating YHN's performance against key Leazes Homes' performance indicators (KPIs) and sought approval for the proposed target definitions to be applied for YHN during April 2018- August 2018 as set out in Appendix 1, with authority to agree specific values being delegated to the Managing Director.

The following key points were highlighted:-

- Income Collection: Q3 performance against target, had been adversely affected because the two "rent free" weeks in December, which typically both fell in December, had straddled both Q3 and Q4. This was a profiling issue and after those weeks, performance was back on target.
- Re-let times – These had significantly improved following changes to the allocation criteria at Jubilee Court, which had altered the tenant mix (previously properties had been solely for use by young families). This had addressed some reputational issues and introduced more stability, enabling all units to be let.
- Gas Servicing: performance was still noted to be running at 100%.
- Proposed target definitions were noted for YHN during April 2018- August 2018, as set out in Appendix 1.

RESOLVED – That

- (i) The report be received and cumulative performance for the year from April to December 2017, be noted; and
- (ii) The proposed target definitions for the period April to August 2018 be agreed as detailed in Appendix 1 and authority to set target values with YHN be delegated to the Managing Director.

JM/MF

20. **COMMUNICATIONS UPDATE**

Submitted: Report by Communications Officer (previously circulated and copy attached to Official Minutes)

The report which updated on planned communications activity for coming months, was noted for information.

Board members suggested that it would be useful to send copies of the new corporate brochure to tenants. J Mitford undertook to progress this noting that it may be possible to co-ordinate this with the distribution of the next tenant newsletter.

RESOLVED – That the report be noted for information and officers look into circulating the corporate brochure to Leazes Homes' tenants.

LL

In advance of the Board moving into closed session to consider Protected items, M Foreman and J Gallagher, left the meeting.



Board of Trustees 4 June 2018

Communications Update

Report by Communications Officer

For Information

1. Background

- 1.1. This note is for information only and is intended to provide Leazes Homes Board with an understanding of the communications activity planned for the forthcoming months.
- 1.2. Regular communications activity is carried out for Leazes Homes' projects and activities and will be made available for Trustees to view at Board meetings or on request.

2. Completed programme – since April 2018

- 2.1. A newsletter has been distributed to all residents which included a section incorporating the messages contained in the corporate document discussed at the last Board (this was not posted to all residents separately as it would mean duplicating the content already included in the newsletter – this was agreed with the Chair)
- 2.2. Details of the new trustees have been shared on the Leazes Homes website and a media release will be issued to announce their appointment in due course.
- 2.3. A large section of information relating to changes in data protection legislation has been added to the website, with information relating to the

privacy statement displayed in a more user-friendly format.

- 2.4. A news release was issued relating to a visit by children from Hadrian School to Dorcas Avenue site, where they learned about site safety and had the chance to help build a wall. This release was issued in partnership with ENGIE (formerly Keepmoat Regeneration).

3. Future programme

- 3.1. As mentioned previously we will be announcing the recent Board appointments via a media release – we may hold this until the new Chair is appointed so that all three appointments give the Board an element of relaunch.
- 3.2. As previously discussed, we will send a copy of the corporate document to all Newcastle City Council elected members now that the election process is complete.
- 3.3. We're working on a "tenant focus" piece for 24 Housing magazine around a resident of Kilbourn House, Jack O'Hagan, who developed a well-established singing career while he was in the Royal Navy during WWII and became semi-professional in later life. He now uses his knowledge and experience to help the granddaughter of another resident with her burgeoning singing career.
- 3.4. Once the pending sale of a shared ownership bungalow goes through, we will also publicise this to try and encourage more interest in the offer.

4. Summary

- 4.1 The information in this report is not an exhaustive list of communications activity and is subject to change or variation.

If Trustees would like to be involved and contribute to any communications activity, or suggest items to be considered, they are welcome to raise at Board meetings, or contact Laura Liosi or Bill Midgley directly.

Contact Officer:

If you have any questions about this report that you would like clarifying, you can contact Laura Liosi by telephone on 0191 278 8190 or email laura.liosi@yhn.org.uk