

Tower Hamlets Homes Board Meeting (Open Minutes)
Monday 18th September 2017 18:00 to 20:00
Mulberry Place Town Hall, Room MP702, 7th floor

Board Members Present:

Ann Lucas	-	Chair, Independent Board Member
Claire Tuffin	-	Resident Board Member
Andrew Bond	-	Independent Board Member
Caroline Compton-James	-	Independent Board Member
Safia Jama	-	Independent Board Member
Cllr John Pierce	-	Council Board Member
Cllr Marc Francis	-	Council Board Member
Cllr Sabina Akhtar	-	Council Board Member
Cllr Helal Uddin	-	Council Board Member
Shamsul Hoque	-	Resident Board Member
Julie Fagan	-	Resident Board Member

Co – Optee Board Members Present:

Pam Haluwa	-	Co-Optee to the Board
Iain Lawson	-	Co-Optee to the Board

Officers Present:

Susmita Sen	-	Chief Executive
Neil Isaac	-	Interim Director of Finance
Paul Davey	-	Director of Business Transformation
Ann Otesanya	-	Director of Neighbourhoods
Jean Philadelphia	-	Senior Executive Support Officer to CE

In Attendance:

Lisa Appiah	-	Governance Officer
Chris Smith	-	Head of Resources
Tony McNamara	-	Interim Head of Finance
Will Manning	-	Head of Property Services/Investment Services

Apologies:

Helen Charles	-	Resident Board Member
John Tunney	-	Director of Asset Management

1	Welcome	
	AL welcomed all to the meeting. Apologies for absence were noted for the above.	
2	Declarations of Interest	
	Pam Haluwa and Claire Tuffin declared their interest as leaseholders of Tower Hamlets Homes.	
3	Questions from Members of the Public	
	None received.	
4	Open minutes 31 July 2017	

	<p>It was noted that PH and IL were listed as present under the Board Members section. This was to be amended by LA.</p> <p><i>The Tower Hamlets Homes Board APPROVED the open minutes of the Board meeting that took place on 31 July, subject to the above amendment.</i></p>	
5	Matters Arising	
	None	
6	THH Annual Accounts	
	<p>The Board were provided with an update around the audit that was currently in progress with KPMG. Audit recommendations had been provided for the year, no issues had been found regarding this year's estimates and judgements. There had been substantial loss in the region of £700,000 for the year; this was partly attributable to restructuring costs.</p> <p>AB advised that from a strategic perspective the Board needed to look at the reserves agreed from risk management and discuss realistic savings in the context of the management agreement. MF added that the Board needed to be pushing the Council to pick up the costs they were responsible for. AL advised that a discussion would be taking place prior to the Board Away Day on 31st October.</p> <p><i>The Tower Hamlets Homes Board APPROVED the Annual Accounts and requested that the Accounts be brought back to the AGM in December.</i></p>	
7	Risk Register	
	<p>The Risk Register had been consolidated using the existing register. Risk training had taken place in June and July. The current focus was ensuring that the Board's top 3 risks were represented. Individual risks were detailed in the report and were presented to the Board for consideration.</p> <p>Control measures against risks were raised at the Finance and Audit Committee meeting that had taken place on 14 September, the Committee was assured that further updates to show progression with the implementations would be provided in due course.</p> <p><i>The Tower Hamlets Homes Board NOTED the Risk Register.</i></p>	
8	New Deal – Rights and Responsibilities	
	<p>SS was due to present this item via slideshow presentation however due to technical issues this was not possible. SS advised that copies of the presentation would be circulated and a paper would be brought back to the next Board meeting.</p>	

	<p>ACTION: SS to circulate New Deal – Rights and Responsibilities presentation and present paper at next Board.</p>	
9	<p>CE Report</p> <p>The Board were updated as to the works that were currently ongoing under the THH Better Neighbourhoods Programme. Residents had been consulted during the process and would continue to be kept updated.</p> <p>A query was raised as to what hours the ASB team were currently working and whether this reflected the hours when ASB tended to be a problem. AO advised that the Estates team were working late shifts and there was also Part Guard coverage seven days a week. There was also a team with dogs that worked five days a week. AO confirmed it was possible to request cover to suit the times of the day which saw the most demand.</p> <p>SS lead a discussion around culture at THH and informed the Board that cultural change was required across the organisation as a whole. SS further advised that in Q3 it was very clear that internal procedures needed to be clarified.</p> <p>The CE report gave information on the recent recruitment of graduate trainees for a period of twelve months. This was in line with THH's people Strategy.</p> <p>KPI's for July 2017 were also covered extensively in the report.</p> <p><i>The Tower Hamlets Homes Board NOTED the CE report.</i></p>	
10	<p>General Data Protection Regulation (GDPR) – Presentation</p> <p>The Board were advised as to upcoming changes in Data Protection legislation and what this would mean for Data Processing organisations such as THH.</p> <p>The new legislation would provide individuals with greater control over data and would enforce stricter measures against data processing organisations. The Government had advised that this legislation would be incorporated into UK law despite Brexit. The new laws would also introduce new rights for Data Subjects including breach notifications and the right to access data.</p> <p>The key considerations for THH would be to have knowledge of what personal data was being held, how this was used and where data was stored. Breaches would result in substantial fines, up to 4% of global turnover.</p> <p>CS informed the Board that breaches had occurred in the past, the ICO had been informed on these occasions. Tighter controls would be crucial moving forwards.</p> <p>Implementation would see:</p> <ul style="list-style-type: none"> • A legal framework for processing Data being established. 	

	<ul style="list-style-type: none"> • The development of a consent model • Review of the THH privacy notice and delivery mechanisms • Review of the existing business processes die compliance and development of enhanced procedures. <p>All existing THH staff would be trained and briefed prior to the implementation of the new legislation. The new training had been revised and extended from 2 hours to ½ day sessions. E-learning training would also be provided for all office based staff.</p> <p>The Board were advised that the Council Procurement team were currently reviewing all council contracts re compliance around GDPR, ensuring that systems were compliant.</p> <p>IL raised a concern regarding erasing old data. This would take away the opportunity to analyse old data. IL queried whether it would be possible to erase personal identifying information only. CS advised that the GDPR promoted anonymised Data where possible. It was hoped that the systems in place would allow for the eradication of personal info whilst keeping hold of valuable data.</p> <p>CT advised that GDPR sweep days had been organised, this would involve checking for compliance with retention periods. It was commented that the less information that was held, the less risk there would be of breaches. CS advised that a report would be provided prior to the new office move.</p> <p><i>The Tower Hamlets Homes Board NOTED the GDPR presentation.</i></p>	
11	Any other business	
	<p>SJ advised that residents should be approached for views on the best way to utilise the new police team. So far the team had been tasked to cover identified hot spot areas.</p> <p>AB commented that the substantial overspend could mean that a financial issue was potentially brewing.</p> <p>ACTION: AL requested that a headline six month position be ready for the Board Away Day on 31st October 2017.</p>	

Chair

Date

**Actions Log: Open minutes of THH board
18th September 2017 18:00-20:00**

Item	Action	Who	Due	Status
6.1	THH officer to provide an update report on curtilage	John Tunney	September	

	works for Board in September.			
7.1	Committee member asked that a detailed session on budgets and finance be arranged for Board in October.	Neil Isaac	Late October	
8.0	SS to circulate New Deal – Rights and Responsibilities presentation and present paper at next Board.	Susmita Sen	December	
11.0	AL requested that a headline six month position be ready for the Board Away Day on 31st October 2017.	Neil Isaac	October	