

Open Minutes of Tower Hamlets Homes Board Meeting

18<sup>th</sup> December 2017 18:00-20:00

CE Office, Harford Street, 115 Harford Street, London E1 4FG

**Board Members Present:**

Ann Lucas	Chair of THH Board
Julie Fagan	Resident Board Member
Andrew Bond	Independent Board Member
John Pierce	Councillor Board Member
Helal Uddin	Councillor Board Member
Helen Charles	Resident Board Member
Marc Francis	Councillor Board Member
Safia Jama	Independent Board Member

**In Attendance:**

Susmita Sen	Chief Executive
Iain Lawson	Co- Optee to the Finance & Audit Committee
Pam Haluwa	Co- Optee to the Governance & Remuneration Committee
Paul Davey	Director of Business Transformation
Will Manning	Head of Property Services
Neil Isaac	Interim Director of Finance
John Tunney	Director of Asset Management
John Coker	LBTH Strategic Housing Manager
Lisa Appiah	Interim Governance Officer (notes)

**Apologies:**

Caroline Compton-James	Independent Board Member
Claire Tuffin	Resident Board Member
Ann Otesanya	Director of Neighbourhoods

1	<b>Welcome</b>	
	AL welcomed all to the meeting. Apologies were noted for the above.	
2	<b>Declarations of Interest</b>	
	Pam Haluwa, Helen Charles and Iain Lawson declared their interest as leaseholders of Tower Hamlets Homes.	
3	<b>Questions from Members of the Public</b>	
	None	
4	<b>Open Minutes of the meeting held 18 September 2017</b>	
	It was noted that Shamsul Hoque was not present at the meeting of 18 <sup>th</sup> September 2018 and that his name should be moved to apologies.	
5	<b>THH Business Plan 2018-19</b>	
	Paul Davey presented the Draft Business Plan for 2018-19 along with a timetable for completion and ratification.	
	PD asserted that the Business Plan was an opportunity to convey the value of THH to the Council, to demonstrate our improving trend in performance and satisfaction and how the	

	<p>Transformation programme will achieve better value for money and a service closer to the modern expectations of our customers.</p> <p>A Board Director suggested that with the ambition to enable customers to report ASB online that this should allow for customer anonymity.</p> <p>JP emphasised the need for customers to see a different and improved service on the ground as a result of this Business Plan.</p> <p><i>Board Directors <b>approved</b> the draft Business Plan and agreed to receive a final version at the February meeting of the Board.</i></p>	<b>PD</b>
<b>6</b>	<b>THH Management Fee Proposals 2018-19</b>	
	<p>NI presented this report which set out proposals for additional resources in the management fee 2018-19 to meet the fire and other safety requirements arising from the Grenfell Tower fire.</p> <p>These proposals had been discussed in detail at the December meeting of the Finance and Audit Committee and further discussed with the Client Team at LBTH.</p> <p>IL asked when Dickinson House, damaged by fire in June 2017, would be ready to re-let. It was confirmed that work had not yet started due to ongoing discussions on insurance issues but that all occupants had been re-housed with an option to return to Dickinson House.</p> <p>MF asked for confirmation that LBTH was still asking for £1m efficiency savings in 2018-19 in light of the current post Grenfell social housing landscape. It was confirmed that this was still the requirement but that THH had still requested funding for improvements and other initiatives including the response to the Grenfell Tower fire.</p> <p><i>The THH Board <b>NOTED</b> the THH Management Fee Proposals for 2018-19.</i></p>	
<b>7</b>	<b>Preparing for Election 2018 – Members Protocol</b>	
	<p>PD informed the Board that in the run up to previous election there had been a 71% increase on Members Enquiries. THH was expecting a similarly high number of enquiries in the lead up to the 2018 elections. It was therefore crucial to ensure resources were in place to cope with the influx of enquiries. Temporary additional resources suggested including utilising the THH graduate trainees that had recently joined.</p> <p>A letter containing THH “dos and dont’s” was to be finalised before being sent to Members. The purpose of the letter was to provide guidance to Members about conduct and the Members Enquiries process. SS commented that the Protocol had been refreshed, the letter would serve as a reminder to Members that appropriate processes were in place. General staff reminders would also be sent out. SS further commented that the quality of responses would continue to be monitored.</p> <p>It was commented that the use of templates was helpful but the templates were not engaging enough. PD advised that the templates were used as guidelines only and were not usually forwarded to residents. However it was noted that there was a risk that Councillors sometimes forwarded these on to residents making little to no changes.</p> <p>HC commented that in regards to candidates THH needed to ensure they were offering the same package to existing Members and new candidates. A discussion was held about the duty to inform potential election candidates compared to the duty to existing members.</p> <p>It was agreed to request the views of the LBTH Monitoring Officer on this issue.</p>	<b>SS / PD</b>

	<i>The THH Board <b>NOTED</b> the Preparing for Election 2018- Members Protocol Update.</i>	
8	<b>Management Accounts</b>	
	<p>NI advised that the team would be meeting with budget managers who were constantly overspending.</p> <p>JP queried whether leaseholders were being made aware of the potential for community charges. NI advised that moving forwards these charges would be flagged early. MB raised a query around individuals eligible for pension credits. AL advised that this would be discussed at a Financial and Audit Committee meeting.</p> <p>JT advised there was a £42m budget for the year, £16m of this would move into next year's budget. Savings had been achieved through agreeing maximum prices, making provisional sums, putting contingency plans in place and carrying over excess amounts from the previous year. The team were hoping to start new work with the LCP framework but had had to delay this post Grenfell in order to place immediate focus on fire safety works. £8.5m had been commissioned on Fire safety works compared to a previous anticipated trajectory of £1m.</p> <p>AL commented that the level of resources likely to be received needed to feature in the HRA. HC added that communication to residents was essential.</p> <p><i>The THH Board <b>NOTED</b> the Management Accounts Update</i></p>	
9	<b>CE Report</b>	
	<p>The Neighbourhood Services review had gone well. A number of meetings with unions and staff had been planned.</p> <p>A trade dispute had been lodged in regards to industrial action. There had been disagreement with THH's approach to setting up the service. PD advised that a meeting had been arranged with John Mcloughlin.</p> <p>AL commented that individuals needed to be more accountable for what was involved in their roles.</p> <p>IL raised a query around the complaints data presented in the report. There had been 22 failures to resolve issues, some of these issues had been within THH's control. AL agreed that more could be done; THH was constantly seeking ways to improve.</p> <p><i>The THH Board <b>NOTED</b> the CE Report.</i></p>	
1 0	<b>AOB</b>	
	The Board thanked John Tunney for all of his contributions and wished him well for the future.	

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Chair

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Date

**Actions Log: Open minutes of THH board  
18<sup>th</sup> December 2018 18:00-20:00**

Item	Action	Who	Due	Status
5.1	With the ambition to enable customers to report ASB online, this should allow for customer anonymity.	Paul Davey	Feb 2018	Included in project specification
6.1	It was agreed to request the views of the LBTH Monitoring Officer on the duty to inform potential election candidates compared to the duty to existing Councillors.	Susmita Sen/Paul Davey	Feb 2018	Advice received that there is no duty to candidates in terms of this form of advice but that it would be good practice to provide it.