

Open Minutes of a meeting of the **Tower Hamlets Homes Board**. Held on
Monday 31st July 2017 **18:30** to **21:00**
The Queen Elizabeth Conference Room, The Royal Foundation of St Katharine's

Board Members Present:

Ann Lucas (AL)	-	Chair, Independent Board Member
Claire Tuffin (CT)	-	Resident Board Member
Helen Charles (HC)	-	Resident Board Member
Andrew Bond (AB)	-	Independent Board Member
Caroline Compton-James	-	Independent Board Member
Safia Jama (SJam)	-	Independent Board Member
Cllr John Pierce (JP)	-	Council Board Member
Cllr Marc Francis	-	Council Board Member

Co – Optee Board Members Present:

Pam Haluwa (PH)	-	Co-Optee to the Board
Iain Lawson	-	Co-Optee to the Board

Resident Panel Member Present

Mahbub Anam (MA)	-	Resident Panel Member
Julie Fagan (JF)	-	Resident Panel Member

Officers Present:

Susmita Sen (SS)	-	Chief Executive
Neil Isaac (NI)	-	Interim Director of Finance
John Tunney (JT)	-	Director of Asset Management
Paul Davey (PD)	-	Director of Business Transformation
Ann Otesanya (AO)	-	Director of Neighbourhoods
Jean Philadelphia (NP)	-	Senior Executive Support Officer to CE

Apologies:

Shamsul Hoque	-	Resident Board Member
Cllr Sabina Akhtar (SA)	-	Council Board Member
Cllr Helal Uddin (HA)	-	Council Board Member

1	Welcome	
	The Chair introduced Julie Fagan and Mahbub Anam as proposed Resident Board Members and thanked them for coming. Piloting Diligent software for Board papers and meeting.	
2	Declarations of Interest	
	Helen Charles, Pam Haluwa and Claire Tuffin declared their interest as leaseholders of Tower Hamlets Homes. Mahbub Anam declared his interest as an employee of the Council.	
3	Questions from Members of the Public	
	None received.	

4	Open minutes 22nd May 2017	
	Minutes agreed.	
5	Matters Arising	
	None	
6	CE Report	
	<ul style="list-style-type: none"> • Highlighted the Transformational Change Programme and thus far going to plan. • Work continuing on Neighbourhood Phase 2 programme and THH officers in discussion with the unions and Housing Officers to take this forward. • Performance was the main focus in the CE's report and would be discussed in greater detail at the next CETF meeting where a report on the number of answered calls to the contact centre had been requested at a previous Board. • As a result of the last recruitment drive, performance in the contact centre had improved and the position was clearly affected by the loss of staff. • Staff Sickness still high. • Advert out for Head of People role. THH Officers and Chief Executive to be on the interview panel. • Once Head of People in post, actions to include would be to raise the profile and increase the priority of organisational development. • Implementation of a TMO on Watts Grove had been approved by the Mayor and plans were currently being drawn up. • Borough wide implementation of TMOs would be seeking Cabinet approval in October. • Lots of work on major works billing. • As part of the major works, fire safety works will be incorporated into the major works billing. • Currently procuring on two pieces of fire safety works requiring urgent attention and these would be rechargeable. <p>Questions around CE Report</p> <ul style="list-style-type: none"> • Committee member commented that as a result of the potential reduction in the number of Housing Officers it was important the size of patches were taken into consideration. • Committee member commented Board were originally told that 3 Area Managers would be reduced to 2 Area Managers, but now they were being told 1 Area Manager would be seconded elsewhere. • THH Officer said 1 Area Manager would be seconded on a temporary basis to work on new procedures and processes for the Neighbourhood teams. Interviews for a temporary Area Manager had taken place on 24th July to cover the Area Manager on secondment. • Committee member commented curtilage works had been 	

<p>Action 6.1</p> <p>Action 6.2</p>	<p>done but blocks with lifts had not. The ones that had been done so far made a good improvement as residents had commented.</p> <ul style="list-style-type: none"> • THH officer to provide an update report on curtilage works for Board in September. • THH Officer replied significant lift programme taking place and depending on the nature of the blocks, it could be an open or closed walkway. • THH Officer to follow up with Head of Service responsible for caretakers why certain areas had been excluded. • THH Officer's team working on getting final accounts in. 27 had been received so far and 16 of those had been billed. A meeting to be arranged with senior officers at MACE, Pellings and JRP to push for receipt of further final accounts if information had not come through shortly. • Committee member asked whether there was a particular reason why staff were going off sick. • THH Officer will be reviewing triggers for staff absences to ensure tighter management. Some managers were excellent at managing sickness and even though procedures were in place, managers were still experiencing high levels of sickness. • Committee member commented he would be interested to hear what was happening corporately and on the basis of the organisation rather than just each particular area as most Officers do when attending TRA meetings. • THH Officer said once the Neighbourhood Phase Review had been completed, Housing Officers would take more of a lead when they attend these meetings. 	<p>JT</p> <p>AO</p>
<p>7</p>	<p>Budgets Provisional Outturn</p>	
<p>Action</p>	<ul style="list-style-type: none"> • Final accounts to go Finance and Audit Committee in September. • Annual expenditure budgeted at £33.626m and funded through the management fee of £33.376m with a contribution from reserves of £250,000. • Pre Audit outturn showed a deficit of £744,000 • Restructuring costs in 2016/17 totalled £1.245m of which £970,000 was met through the contingency and £275,000 through the reserves. • Legal SLA recharges exceed budget by £130,000. • Capital fee overspent by £260,000 • Energy costs – bigger overspend. • Period 2 position shows THH is projected to overspend its budget by £1.189m this year. • Period 3 position to be produced at September's A&F meeting. • THH in discussions with LBTH regarding professional fees • Committee member asked, what is the deficit? • Committee member asked that a detailed session on budgets and finance be arranged for Board in October. 	<p>NI</p>

7.1		
8	Fire Safety Report	
Action 8.1	<ul style="list-style-type: none"> • Brief summary of the current position with regards to fire safety in Council homes and actions that are being taken by THH Officers was presented. • Committee member said that there were clear identified gaps in the fire works and asked to what extent these works could be done. • A report was requested regarding serious fire safety concerns raised by TRAs and what had been done to address those concerns. • Committee member asked does building insurance cover leaseholders or would they have to take out separate insurance. • THH Officer said leaseholders would be covered but their sub-tenants would not be covered and separate insurance would have to be taken out. • Committee member said THH’s response to fire information/requests had been good, especially engagement going on with residents – referring to tower blocks and the recent meeting at which residents gave positive feedback. • Committee member asked do we take a view on the “Stay Put” policy and sprinklers as the view should be taken before LBTH and the Mayor for extra money. 	JT
9	Apprenticeships and Graduate Trainees	
Action 9.1	<ul style="list-style-type: none"> • Report provided information on the 2017-20 apprenticeship levies and THH’s apprenticeship programme. • Meet the target of appointing 33 apprentices over 3 years starting in Environmental Services, Neighbourhoods and Asset Management. • Approval required for a pay rate for 6 new apprentices starting in Environmental Services at £7.50 per hour in September. • Committee member stated they were concerned on how it would reflect within the community, how we reach other communities and make it as diverse as possible. • THH Officer said THH would be trying to recruit from the estates and within the Borough and would take on Board the Committee Members concerns when adverts go out. • Committee member said they would like to be involved in any recruitment taking place. • THH Officer to arrange meeting with Committee member to discuss further. • Committee members asked the following questions - would 	PD

	<p>apprentices receive a qualification at the end, what would the additional cost mean to the budget, had management had conversations with the unions and staff regarding starting apprentices at the London Living Wage.</p> <ul style="list-style-type: none"> • Board agreed once scheme had been up and running for a year, an update report would be required to see whether it was running successfully. • Agreed - Apprentices in Environmental Services to be paid £7.50 per hour. 	
10	Report back from Resident's Panel	
	<ul style="list-style-type: none"> • Chair to discuss Residents Panel further with THH Officer • Long discussions on performance, but noted performance improving • Residents Panel presented with actions taken on fire risks 	
11	Any other business	
	<ul style="list-style-type: none"> • Committee member expressed concern in relation to the increase in the use of advertising properties on Air B&B – to be discussed further with LBTH licensing team. • What policy do other HAs have in place regarding advertising Council property on those websites, what does THH have in place • THH Officer said enforcement would be undertaken by LBTH. 	

Chair

Date

**Actions Log: Open minutes of THH board
31st July 2017 18:30-21:00**

Item	Action	Who	Due	Status
6.1	THH officer to provide an update report on curtilage works for Board in September.	John Tunney	September	
6.2	THH Officer to follow up with Head of Service responsible for caretakers why certain areas had been excluded.	Ann Otesanya	August	
7.1	Committee member asked that a detailed session on budgets and finance be arranged for Board in October.	Neil Isaac	Late October	
8.1	A report was requested regarding serious fire safety concerns raised by TRAs and what had been done to address those concerns.	John Tunney	September	
9.1	THH Officer to arrange meeting with Committee member to discuss further.	Paul Davey	August	