

## YHN Board

Tuesday 28 January 2020 at 5.00 pm

YHN House, Benton Park Road, Newcastle upon Tyne NE7 7LX

Contact Officer: Andrew Baker-Daley    Tel: 0191 278 8598  
Email: andrew.baker.daley@yhn.org.uk

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## AGENDA

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Page No

### Introduction Items

1. **Welcome and Apologies for Absence**
2. **Declarations of Interests**
3. **Chair's Items**

To consider the agenda order and exclude the press and public during discussion of protected items because of the likely disclosure of confidential information. The definitions of what is considered confidential are contained within Section 16 of the Company's Standing Orders.

4. **Health and Safety**

### Abri Trading Ltd.

5. **Business Update**
6. **Budget - to be considered during item 7**

### Main Business Items

- |     |   |                |
|-----|---|----------------|
| 7.  | <b>Draft Budget 2020-21, Delivery Plan &amp; Medium-Term Plan</b> | <b>11 - 18</b> |
| 8.  | <b>Asfaleia Working Group Update</b>                              | <b>19 - 24</b> |
| 9.  | <b>Re-appointment of Co-optee</b>                                 | <b>25 - 28</b> |
| 10. | <b>Articles of Association</b>                                    | <b>29 - 34</b> |

## **Minutes/Forward Plan**

11.	<b>Minutes of 26 November 2019</b>	<b>35 - 38</b>
12.	<b>Confidential Minutes of 26 November 2019</b>	<b>39 - 46</b>
13.	<b>Board Forward Plan 2020</b>	<b>47 - 50</b>
14.	<b>Assurances from Subsidiaries</b>	<b>51 - 52</b>
	<ul style="list-style-type: none"><li>• Asfaleia Ltd. 16<sup>th</sup> January</li></ul>	
15.	<b>Assurances from Committees/Groups</b>	<b>53 - 62</b>
	<ul style="list-style-type: none"><li>• Customer Service Committee 4<sup>th</sup> December</li><li>• Property Group 15<sup>th</sup> January</li><li>• Finance and Performance Committee 21<sup>st</sup> January</li></ul>	
16.	<b>Petitions Monitoring</b>	<b>63 - 66</b>
17.	<b>Any Other Business</b>	
18.	<b>Date and Time of Next Meeting</b>	
	24 <sup>th</sup> March 2020	



## To be first for housing

Your Homes Newcastle Board  
28 January 2020

TITLE	<b>Re-appointment of Co-optee</b>
AUTHOR	Jill Davison - Company Secretary
COMPANY	<b>Your Homes Newcastle</b>
ACTION REQUIRED	For Approval
SUMMARY	This report considers the recommendation from the Remuneration & Nominations Committee to re-appoint Bill Tebay as a Co-optee Board member for a second year.

STRATEGIC OBJECTIVES	3. Strong business fit for today, ready for tomorrow	
STRATEGIC RISK REGISTER	NUMBER & TITLE	<b>SR4: Failure to deliver effective governance of the Group</b>
	LIKELIHOOD	2 (Unlikely)
	IMPACT	3 (Moderate)
FINANCIAL / VALUE FOR MONEY IMPLICATIONS	Board members are paid an allowance of £3,000	
CUSTOMER IMPACT / VIEWS	N/A	
EQUALITY & DIVERSITY CONSIDERATIONS	YHN recruitment and selection policies and procedures	

# Your Homes Newcastle

## Re-appointment of Co-optee

### 1. Purpose of report

- 1.1 This report considers the recommendation from the Remuneration & Nominations Committee to re-appoint Bill Tebay as a Co-optee Board member for a second year.

### 2. Background information

- 2.1 In January 2019, the Board approved a Co-optee policy, which aims to use Co-optees to help bring diversity of thought and fresh perspective to the Board, and to satisfy any skills shortages that may exist.
- 2.2 The Board are permitted to appoint a maximum of two co-opted members, who can serve for up to three years on 12-month terms.
- 2.3 The terms of reference for the Remuneration & Nominations Committee set out the delegations from Board. It has the following responsibilities regarding Board appointments:
  - Regularly review the structure, size, composition and balance of skills, knowledge, experience and diversity of the Board and make recommendations to the Board with regard to any changes, giving due regard to the outcomes of the annual board evaluation and appraisal process;
  - Make recommendations to the Board concerning the re-appointment of any Board member at the conclusion of his or her specified term of office...having given due regard to their performance and ability to contribute to the Board in the light of the knowledge, skill and experience required
- 2.4 The Remuneration and Nominations committee have considered the supporting statement of the Co-optee Board member seeking re-election and the skills of the current Board composition.

### 3. Remuneration and Nominations Committee

- 3.1 The Committee met on 3<sup>rd</sup> December to assess the suitability of Bill Tebay for re-appointment, considering appraisal outcomes as reported by the Chair, and a supporting statement provided by B Tebay.
- 3.2 Having considered the information presented, the Committee felt that B Tebay has been a committed member of the Board from the outset, regularly engages in learning opportunities, and has a perspective and knowledge

relevant to the Property Group, agreeing to recommend re-election for a further 12 months.

#### **4. Conclusion and recommendations**

- 4.1 Board are recommended to accept the Remuneration and Nominations Committee recommendation of the of the re-appointment of B Tebay as a Co-optee Board member for a second year.

#### **Background Papers**

- Co-optee Policy

#### **Contact Officer:**

If you have any questions about this report that you would like clarifying before the meeting, you can contact Jill Davison by telephone on 0191 278 8624 or email [jill.davison@yhn.org.uk](mailto:jill.davison@yhn.org.uk)

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## To be first for housing

Your Homes Newcastle Board  
28 January 2020

TITLE	<b>Articles of Association</b>
AUTHOR	Jill Davison – Company Secretary
COMPANY	<b>Your Homes Newcastle</b>
ACTION REQUIRED	For Approval
SUMMARY	This report seeks approval of a draft written resolution prepared for the sole member as part of arrangements to amend the YHN Board Articles of Association.

STRATEGIC OBJECTIVES	3. Strong business fit for today, ready for tomorrow	
STRATEGIC RISK REGISTER	NUMBER & TITLE	<b>SR4:</b> Failure to deliver effective governance of the Group
	LIKELIHOOD	2 (Unlikely)
	IMPACT	3 (Moderate)
FINANCIAL / VALUE FOR MONEY IMPLICATIONS	N/A	
CUSTOMER IMPACT / VIEWS	N/A	
EQUALITY & DIVERSITY CONSIDERATIONS	N/A	

# Your Homes Newcastle

## Articles of Association

### 1. Purpose of report

- 1.1 The purpose of this report is to seek member approval of a draft written resolution prepared for the sole member as part of arrangements to amend the YHN Board Articles of Association.

### 2. Background information

- 2.1 At the Board meeting on 26<sup>th</sup> November, members were presented with a report proposing an amendment to the Articles of Association (Articles). The amendment related to the re-appointment section, specifically Clause 17.1:

*17.1 On 1<sup>st</sup> September in each year, 3 (three) Independent Board Members (plus any Independent Board Member appointed since the preceding 1<sup>st</sup> September) shall retire from office but may subject to this Article 17 offer themselves for reappointment in accordance with Article 17.5.*

- 2.2 The Clause is deemed to be general governance practice for Boards which appoint their own members during the year, providing an opportunity for the member/shareholders to have a view on their re-election at the following AGM.

However, given that YHN removed the AGM from the meeting schedule as it is not a requirement of a private limited company, and all appointments have the endorsement of member (NCC) at the time of appointment, it was recommended that the Articles are amended to remove the reference '*plus any Independent Board Member appointed since the preceding 1<sup>st</sup> September*'.

### 3. The Proposed Resolution/Articles Amendment

- 3.1 The proposed Resolution and amendment to the Articles are attached as appendix one and two respectively.

### 4. Conclusion and recommendations

- 4.1 Board are recommended to approve the draft written resolution and new Articles produced and recommended for acceptance by the sole member.
- 4.2 Once signed and returned to the Governance Team, a copy of the written resolution and new Articles will be filed with Companies House.

#### Background Papers

- Schedule of Retirement and Re-appointment November 2019

#### Contact Officer:

If you have any questions about this report that you would like clarifying before the meeting, you can contact Jill Davison by telephone on 0191 278 8624 or email [jill.davison@yhn.org.uk](mailto:jill.davison@yhn.org.uk)

**PRIVATE COMPANY LIMITED BY GUARANTEE**  
**Written Resolution**  
**of**  
**Your Homes Newcastle Limited (the "Company")**  
**Company No. 05076256**

**2020 (the "Circulation Date")**

Pursuant to Chapter 2 of Part 13 of the Companies Act 2006, the directors of the Company propose that the following resolutions are passed as a special resolution (the "Resolution"):-

**SPECIAL RESOLUTION**

1. THAT the regulations annexed to this resolution be hereby adopted as the new Articles of Association of the Company in substitution for all existing regulations.

**Agreement**

Please read the notes at the end of this document before signifying your agreement to the Resolution.

The undersigned, a person entitled to vote on the Resolution as at the Circulation Date, hereby irrevocably agrees to the Resolution:

Signed: \_\_\_\_\_

For and on behalf of the Council of the City  
of Newcastle upon Tyne

Name: \_\_\_\_\_

## Notes

1. If you agree with the Resolution, please indicate your agreement by signing and dating this document where indicated above and returning the signed version to the Company using one of the following methods:
  - By hand: delivering the signed copy to the Company's Registered Office, marked for the attention of Jill Davison;
  - Post: returning the signed copy by post to the Company's Registered Office, marked for the attention of Jill Davison; or
  - Email: by scanning a signed copy and emailing it to [Jill.Davison@yhn.org.uk](mailto:Jill.Davison@yhn.org.uk).

You may not return the Resolution to the Company by any other method. If you do not agree to the Resolution, you do not need to do anything: you will not be deemed to agree if you fail to reply.

2. Once you have indicated your agreement to the Resolution by signing the Resolution, you may not revoke your agreement.
3. The Resolution is a special resolution and, to be passed, requires not less than 75 per cent of the members to vote in favour of it by the expiry of a period of 28 days from the Circulation Date. Unless, by the expiry of the 28 day period sufficient agreement has been received for the Resolution to pass, your agreement will lapse. If you agree to the Resolution, please ensure that your agreement reaches us before or on this date.

- 15.3. In the event that the number of Board Members shall be less than the numbers specified in this Article 15 the Member and the remaining Board Members shall use reasonable endeavours to appoint further Board Members but, for the avoidance of doubt, the Board may act notwithstanding there are vacancies in their number.
- 15.4. No person shall be appointed as a Board Member if that person is a Family Member of an existing Board Member.
- 15.5. No person shall be a Board Member if that person is an officer or employee of the Organisation.
16. **Appointment of Council Board Members by the Member**
- 16.1. Subject to Articles 15 and 19, the Member shall from time to time appoint up to 4 (four) persons as Council Board Members and shall have the power to remove at any time from office any such Council Board Member.
- 16.2. Notwithstanding any other provisions in these Articles the Member shall have power to remove at any time any Board Member.
- 16.3. Appointment or removal pursuant to Articles 16.1, 16.2 and 18 (or objection in accordance with Article 17.5) shall be effected by an instrument in writing signed by or on behalf of the Member and shall take effect upon lodgement at the registered office of the Organisation or such date later than such lodgement as may be specified in the instrument.
17. **Retirement and Re-appointment of Independent Board Members**
- 17.1. On 1<sup>st</sup> September in each year 3 (three) Independent Board Members ~~(plus any Independent Board Member appointed since the preceding 1<sup>st</sup> September)~~ shall retire from office but may subject to this Article 17 offer themselves for reappointment in accordance with Article 17.5.
- 17.2. The Independent Board Members to retire by rotation shall be those whose terms of appointment are due to expire on or before that 1<sup>st</sup> September and if there are not three of them then in addition such of those who have been longest in office since their last appointment or reappointment will with those aforementioned add up to 3 (three). As between persons who were appointed or last reappointed on the same day, those to retire shall (unless they otherwise agree among themselves) be determined by drawing lots.
- 17.3. Subject to Article 18 other than an Independent Board Member retiring under Article 17.1 and deemed reappointed in accordance with Article 17.5 no person shall be appointed as an Independent Board Member unless that person is recommended by the Board upon the recommendation of its Nominations Committee and appointed by the Member.
- 17.4. No Independent Board Member shall serve for more than 9 (nine) consecutive years unless the Board recommends to the Member that it would be in the best interests of the Organisation for such Independent Board Member to continue to serve beyond that period and that Independent Board Member is recommended and reappointed annually on each subsequent 1<sup>st</sup> September by the Member in accordance with the Articles.

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## **Board 26 November 2019 (5:05pm to 7:15pm)**

### **Present:**

L Blakey, S Copley, A Cuthbertson, L Docherty, L Hobson, G Kane, K Lowry, J McCarty (Chair), P Scope, H Simpson, B Tebay

A Baker-Daley	Governance Officer
J Davison	Company Secretary
T Drury	Managing Director
M Foreman	Customer Services Director
D Langhorne	Assets and Development Director
R Morrissey	Finance and Commercial Director
A Senior	Head of Fairer Housing Unit, Newcastle City Council
T Gates	YHN Board Chair (designate)

### **709 Welcome and Apologies for Absence**

The Chair asked for a round of introductions for the benefit of new members.

Apologies were received from Richard Clark and Malcolm Page.

### **710 Chair's Items**

The Chair reminded the Board of the importance of a prompt 5pm start to consider business items efficiently in the time scheduled.

Members were notified that Cllr Rob Higgins and Cllr Doreen Huddart had left the Board. It was confirmed that a letter of thanks would be sent to them acknowledging their contributions.

The Chair reminded members of the offer of mentoring more newer appointees, asking that volunteers contact J Davison if interested.

At the away day next week there will be an opportunity for the Board to discuss and explore development ideas, to consider what has been put in place by the YHN team following appraisals, and future requirements or suggestions members may have.

J Davison confirmed that an agenda and timings of the away day will be circulated.

The Chair notified the Board that a report regarding the performance of YHN had been circulated by a community union to NCC councillors. NCC will respond directly and will draw on information which is already collated through the existing governance arrangements to monitor, assess and review YHN performance.

## **711 Health and Safety**

D Langhorne reminded members of the Grenfell Inquiry paper contained in the information pack, which has been discussed with P Scope, the Chair of Health and Safety Committee. It felt necessary to review the situation every six weeks, so it was agreed that P Scope would routinely meet with D Langhorne and the Compliance Team for assurances in this particular area of health and safety. The information pack demonstrates that whilst phase 2 has not yet concluded, YHN has already started to implement what is to be expected from the findings.

Referencing the recent multi-storey fire in Bolton, Board were reminded that none of the 42 multi storey blocks owned by NCC have ACM cladding similar to that found on Grenfell Tower. The fire in Bolton has highlighted the use of HPL (High Pressure Laminate) cladding, of which there are many versions and qualities, and is deemed safe to use under 18 metres. D Langhorne confirmed that any HPL attached to NCC blocks are the highest performing available - class zero non-flammable, adding that the decorative panelling in Riverside Dene blocks is class zero, installed at the cost of the contractor.

G Kane asked how YHN are going to communicate messages of reassurance. The Chair noted that a fire and rescue statement has been included in Homes and People, which is posted to every tenant. T Drury added that a decline in the demand to live in multi storeys has not materialised. Following the Grenfell tragedy, officers knocked on every single door, amounting to 4,000 visits, audits, checks, and lots of media coverage.

The Chair added that, in terms of compliance it seems YHN are strong, highlighting the extra £8m spent on escalating fire door replacement in Jen Vinton's presentation on asset management.

A Cuthbertson noted that it is reassuring that engagement in this area with customers is regular.

B Tebay emphasised the importance of maintaining the mentality of keeping ahead of the game and not losing direction of travel. 18 metre regulations reducing to 11 metres will have a huge impact if it happens, nevertheless those conversations need to happen as part of asset management.

P Scope stressed that the working group isn't about creating new work, the Executive Team are already doing well, the intention is just to dedicate some time outside of Health and Safety Committee to scrutinise and get involved a bit more in this area to reassure Board that YHN are ahead of the standard. M Foreman added that YHN are involved with a DCLG pilot on communications to customers with two

other housing providers. The Chair noted that it feels like YHN are reassuring customers at every possibly opportunity.

### **711 Appointment of Chair**

J Davison introduced the report, which set out the procedure regarding the appointment of the YHN Chair. Having completed a formal recruitment process and received written approval of the member, the Board were asked to pass a formal resolution to appoint T Gates as Chair, commencing in January.

**RESOLVED** – that the Board approved the appointment of T Gates as YHN Chair with effect from 1<sup>st</sup> January 2020.

### **712 Health and Safety Policy Review**

D Langhorne introduced the report, which provided members with a reviewed Health and Safety Policy for annual approval. The Policy had been amended to reflect best practice of the sector and reviewed to incorporate feedback given by Health and Safety Committee in October.

**RESOLVED** – that the Board approved the updated Health and Safety Policy.

### **713 Schedule of Retirement and Re-appointment**

J Davison introduced the report, which highlighted to Board the procedure of retirement and re-appointment of independent members as directed by the Articles of Association, to highlight the future rotation schedule, and seek a proposed amendment to the Articles.

J Davison drew attention to Clause 17.1 stating three members must stand for re-election, including any new members appointed since 1<sup>st</sup> September, which doesn't align with the removal of the YHN AGM in 2018 and makes matters more unwieldy following the reduction of Board size from 19 to 12. It would mean that in 2020, six members would have to retire and offer themselves for re-appointment. It is a clause more relevant to public companies whose Boards appoint members across the year, giving the shareholders an opportunity to vote for or against the re-election of those members at each AGM.

J Davison confirmed that agreements for services would be brought in line where applicable, and that the maximum nine-year tenure limit would apply regardless.

**RESOLVED** – that the Board:

- Received the report and noted the information;
- Noted the intended rotation schedule of retirement and re-appointment;
- Agreed to seek member approval from NCC

#### **714 Minutes of 24 September 2019**

The minutes of the Board meeting held on 24<sup>th</sup> September were agreed as a true correct record and signed by the Chair.

#### **715 Matters Arising and Action Log (Public)**

The Action Log was received and information noted. It was acknowledged that the sole action relating to development can now be removed.

#### **716 Board Forward Plan**

The Board Forward Plan was received and information noted.

#### **717 Petitions Monitoring**

T Drury introduced the report, which informed members of a petition received during September by residents of remodelled scheme Bamburgh House, highlighting small issues in the building and surrounding area, such as landscaping, cleaning in the block, and finishing works. J Vinton and their team have since met with the residents' association and agreed actions to remedy the issues.

**RESOLVED** – that the report was received and information noted.

#### **718 Date and Time of the Next Meeting**

YHN Board Away Day – 3<sup>rd</sup> December at 10am

Meeting ended 7:15pm

T Gates  
Chair  
28 January 2020

## YHN Board Forward Plan 2020

### Meeting 24 March 2020

Report Name	Purpose	Confidential?	Report Author
Pat Ritchie	Discussion	✓	N/A
Budget/Delivery Plan/Risk Register 2020-21	Approval	✓	Finance and Commercial Director
Finance Strategy	Approval	×	Finance and Commercial Director
2020-2021 BCE Targets	Discussion	✓	Assets and Development Director
Safeguarding Annual Report	Discussion	✓	Customer Services Director
Housing Investment Update	Discussion	✓	Assets and Development Director
Assurances from Committees: <ul style="list-style-type: none"><li>• Finance and Performance Committee 21<sup>st</sup> January</li><li>• Health and Safety Committee 4<sup>th</sup> February</li><li>• Finance and Performance Committee 11<sup>th</sup> February</li><li>• Group Audit and Risk Committee 20<sup>th</sup> February</li></ul>	Discussion	✓	N/A
<b>ABRI TRADING</b>			
Abri Trading – Budget	Approval	✓	Finance and Commercial Director
Abri Trading – Business Activity Update	Discussion	✓	Finance and Commercial Director

Page 47

Agenda Item 13

## Meeting 19 May 2020

Report Name	Purpose	Confidential?	Report Author
Health and Safety Annual Report	Discussion	×	Assets and Development Director
NHF Governance Code Compliance	Approval	×	Company Secretary
GDPR Annual Report	Discussion	✓	Assistant Director Business Support
Assurances from Committees: <ul style="list-style-type: none"><li>• Customer Service Committee 11<sup>th</sup> March</li><li>• Health and Safety Committee 6<sup>th</sup> May</li></ul>	Discussion	×	N/A

## Meeting 28 July 2020

Report Name	Purpose	Confidential?	Report Author
Annual Report and Financial Statements -Year End Reserves	Approval	×	Finance and Commercial Director
Housing Investment Update	Discussion	✓	Assets and Development Director
Modern Slavery Statement	Approval	×	Assets and Development Director
Director Appointments, Re-appointments, Appointment of Vice Chair, Committee Memberships	Approval	×	Company Secretary
Re-appointment of Co-optee	Approval	×	Company Secretary
Assurances from Committees: <ul style="list-style-type: none"> <li>• Finance and Performance 12<sup>th</sup> May</li> <li>• Group Audit and Risk 21<sup>st</sup> May</li> <li>• Customer Service 10<sup>th</sup> June</li> <li>• Group Audit and Risk 9<sup>th</sup> July</li> </ul>	Discussion	✓	N/A
<b>ABRI TRADING</b>			
Annual Report and Financial Statements	Approval	×	Finance and Commercial Director
Abri Trading – Business Activity Update	Discussion	✓	Finance and Commercial Director

## Meeting 22 September 2020

Report Name	Purpose	Confidential?	Report Author
2021 Board and Committee Calendar	Approval	x	Company Secretary
Strategic Risk Register	Discussion	x	Finance & Commercial Director
Assurances from Committees: <ul style="list-style-type: none"> <li>Health and Safety 5<sup>th</sup> August</li> <li>Finance and Performance 25<sup>th</sup> August</li> </ul>	Discussion	x	N/A

## Meeting 24 November 2020

Report Name	Purpose	Confidential?	Report Author
Health and Safety Policy	Approval	x	Assets and Development Director
Housing Investment Update	Discussion	✓	Assets and Development Director
Proposed Newcastle City Council HRA Rent Amendment 2021/2022	Approval	✓	Finance and Commercial Director
Assurances from Committees: <ul style="list-style-type: none"> <li>Customer Service 16<sup>th</sup> September</li> <li>Finance and Performance 3<sup>rd</sup> November</li> <li>Health and Safety 4<sup>th</sup> November</li> <li>Group Audit and Risk 12<sup>th</sup> November</li> </ul>	Discussion	✓	N/A
<b>ABRI TRADING</b>			
Abri Trading – Business Activity Update	Discussion	✓	Finance & Commercial Director

## To be first for housing

### Customer Service Committee held on 4 December 2019

#### Update to YHN Board

28 January 2020

Author	Matthew Foreman – Customer Service Director
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#### Key Discussions/decisions and actions agreed

**Enquiry Centre Review** – The Committee received a presentation on the progress of the review. They were updated on the milestones and performance achieved so far, the new staff structure and the milestones the service is working towards in Quarter 4.

**Discoverers Project update** – An update was provided on the progress of the project and the procurement of independent support. The Committee was briefed on the next steps of the discoverers project and the development of the Discoverers journey that is being developed with the Chair and Vice Chair.

**BCE Uniforms and Transformation** – The Committee was given an update on what has been achieved so far in terms of improving BCE services to customers and the next steps. Committee were shown examples of the new staff uniform and provided feedback for consideration.

**Tyne and Wear Application Process** – The Committee received a presentation on progress to improve the Tyne and Wear Application Process for customers. Committee were briefed on the housing market in Newcastle and the need to let homes in a more flexible way. Committee were updated on the TWH action plan to transform the partnership, how the service is using customer feedback to improve the customer journey and how the new bespoke service will help customers to apply for a home more efficiently and easily. The Committee provided feedback on their views of the current process and length of time and areas they would like to see improve as part of the review.

**CSC Reimbursement Package** – The Committee discussed the CSC offer package at the last meeting. No further comments or suggestions have been submitted. The finalised package was circulated which included out of pocket expenses, equipment including broadband access at home and IT equipment and other opportunities such as the cost of training and conferences. Committee were happy with the package.

**Review of Terms of Reference** - The Chair and Vice Chair met with Matt Foreman and officers to review the Committee's Terms of Reference. The amended Terms of Reference were circulated to Committee Members by email for comment. The amendments covered issues such as length of membership, submission of apologies, roles and the remit of the group to reflect the new focus on the Discoverers project. Committee agreed to advise officers if they had any further comments before the Terms of Reference were taken to Board for consideration and approval.

**Scrutiny and Involvement for Tenants/ Newcastle Independent Tenants Voice** – SIFT's report on their scrutiny into fire safety has been circulated to members by email. The Chair of SIFT summarised the key findings. Committee was asked to advise officers if they had any comments or questions.

**Proposed NCC HRA Rent Amendment 2020/21 (confidential verbal item)** – Committee were verbally briefed on the report going to Board on the proposed rent increase so their views could be fed back to NCC as part of the rent setting process. This was provided as a confidential item to allow the committee to express their views from a customers perspective. Some members of the Committee expressed a concern for the proposed impact on households on low incomes that are not eligible for housing benefit. The committee also received assurance that support will be offered and available for customers that may require further budgeting or benefits advice.

**Any other business** – Matt Foreman informed Committee of his new post and explained the arrangements for supporting the Committee in the interim until a new Customer Service Director is appointed. Matt thanked the Committee for all their commitment and support.

Key observations or comments for Board

Committee considered the terms of reference for the group and proposed a few minor changes to update and reflect their role. The terms are attached to this update for approval by the YHN Board.

Committee asked that Board and NCC be informed of their concerns on the impact of a rent increase on customers who don't receive support from benefits to pay their rent and the need to raise awareness of YHN's advice service to these customers. The concern was not just about the rent proposal but the impact of this alongside any other increases such as Council Tax that may apply from April.

**Contact Officer:**

If you have any questions about this update that you would like clarifying, you can contact Lou Grogan by telephone on 0191 2115400 or email at [louise.grogan@yhn.org.uk](mailto:louise.grogan@yhn.org.uk)

## Customer Service Committee

### Terms of Reference

#### 1. Purpose

The purpose of the committee will be:

- 1.1 To strengthen the tenant voice in terms of influencing the decision making throughout YHN and to feed back the tenants' voice to the YHN Board
- 1.2 To understand and improve the customer experience
- 1.3 To understand new innovations in customer service and explore how YHN can use these to improve services

#### 2. Delegations

The committee will carry out the following duties on behalf of the YHN Board:

- 2.1 Develop and monitor the YHN Customer Insight and Engagement Strategy and action plan
- 2.2 Monitor the delivery of the customer commitments as outlined in the Delivery Plan
- 2.3 Receive and discuss updates from NCC Independent Housing Scrutiny function and Newcastle Independent Tenant Voice and commission insight and engagement projects where performance is an area of concern
- 2.4 Review complaints trends, decide how from a business we learn from this and contribute to improvement plans
- 2.5 Understand the impact of Government changes on people living in our neighbourhoods and how YHN responds
- 2.6 Understand YHN customer satisfaction and service performance and commission insight and engagement projects where performance is an area of concern
- 2.7 Influence and monitor the social value of engagement
- 2.8 Maintain communications with YHN Board to ensure decisions affecting customers are given due consideration
- 2.9 Lead on the Institute of Customer Service and Discoverers projects and ensure it reflects the customer voice
- 2.10 To periodically review the terms of reference, amend accordingly, and present recommendations to YHN Board for approval

### **3. Matters reserved for YHN Board**

- 3.1 Amendments to the committee terms of reference
- 3.2 Approval of the Business Strategy and Delivery Plan
- 3.3 Approval of budgets

### **4. Responsibility of committee members**

- 4.1 Committee members will be expected to prepare themselves for meetings by reading the committee papers in advance, including the virtual sign off of minutes and action lists. Members unable to attend a meeting are expected to give their apologies in advance and communicate their views to the Chair and YHN officers on items presented for consideration, with a minimum of 24 hours' notice
- 4.2 YHN officers and/or the Chair will maintain communications with members absent from meetings for reasons of welfare and input
- 4.3 Committee members will be expected to take and seek opportunities to enhance their effectiveness through participation in induction courses, training and development programmes, and by increasing their knowledge of YHN and issues affecting the sector
- 4.4 The YHN Board will hold two strategic away days per year, Committee members will be expected to attend one of these sessions for a half day discussion relating to customer service and projects linked to the Committee
- 4.5 Members will be expected to attend an annual appraisal meeting with the Engagement Team to discuss successes, contribution, and opportunities for development and training

### **5. Reporting to the YHN Board**

- 5.1 Minutes of the Committee meetings will be submitted to the YHN Board for information and the lead officer will present a summary of discussions and key decisions that require Board attention
- 5.2 Where there are matters that (a) require YHN Board approval under delegations and/or (b) matters that have arisen during the course of the Committee's work and require YHN Board's approval, these should be reported to YHN Board as needed

### **6. Reporting between Committees**

- 6.1 There may be occasions when Committee wishes a particular piece of work to be carried out that is not within these terms of reference. The Committee Remit Protocol should be used to make a request to the appropriate Committee

## **7. Membership**

7.1 The Committee shall comprise up to fifteen members;

- Up to twelve NCC tenant members, one of whom will be nominated as Chair,
- A nominated member of the YHN Board
- One NCC tenant representative from Housing Scrutiny
- One NCC tenant representative of Newcastle Independent Tenants Voice

7.2 The Committee will consider nominations and vote to appoint Chair and Vice Chair roles annually

7.3 The Chair of YHN Board and the Managing Director shall have a standing invitation to attend meetings where necessary

7.4 Committee members should refer to the Person Specification for eligibility criteria

## **8. Frequency of Meetings**

8.1 The Committee will meet at least four times a year. The date and time of Committee meetings will be agreed by the Committee members where possible at least six months in advance of the meeting dates

8.2 It is acknowledged that it may be necessary to arrange meetings between scheduled Committee meetings to progress activities and projects which contribute to the work plan of the Committee

## **9. Quorum**

9.1 The quorum for the transaction of business at meetings of the Committee will be the Chair or Vice Chair and four Committee members

## **10. Lead Officer**

10.1 The Lead Officer for the Customer Service Committee is the Customer Service Director, who will be supported at Committee meetings by their reporting officers as and when appropriate and necessary. The Lead Officer will nominate an Officer to co-ordinate the agenda and reports for each Committee meeting on his/her behalf

## **11. Agenda Dispatch and Minuting of Meetings**

11.1 The Council's Democratic Services Team will allocate a named Democratic Services Officer to support the Customer Service Committee

11.2 This Officer will a) dispatch the agenda and papers no later than five working days before the date of the meeting and b) minute meetings of the Committee

- 11.3 The Lead Officer will be responsible for making sure that the agenda and papers are sense checked before being provided to Democratic Services
- 11.4 Notices, agendas and supporting papers will be sent in electronic form by default unless otherwise specified by the recipient



## To be first for housing

Your Homes Newcastle Board  
28 January 2020

TITLE	<b>Petitions Monitoring</b>
AUTHOR	Tina Drury – Managing Director
COMPANY	<b>Your Homes Newcastle</b>
ACTION REQUIRED	For Information
SUMMARY	This report informs Board on a petition received during November 2019.

DELIVERY PLAN OBJECTIVE	<ol style="list-style-type: none"> <li>1. Revolutionary services that support successful living</li> <li>2. Amazing places where people are proud to live</li> </ol>	
STRATEGIC RISK REGISTER	NUMBER & TITLE	N/A
	LIKELIHOOD	N/A
	IMPACT	N/A
FINANCIAL / VALUE FOR MONEY IMPLICATIONS	N/A	
CUSTOMER IMPACT / VIEWS	YHN must act accordingly to ensure that resident concerns are addressed.	
EQUALITY & DIVERSITY CONSIDERATIONS	N/A	

# Your Homes Newcastle

## Petitions Monitoring

### 1. Purpose of report

- 1.1 This report informs Board of a petition received from residents of Byrness, West Denton in November, objecting the demolition of nearby garages.

### 2. Background information

- 2.1 The Petitions Protocol states that the Managing Director will refer petitions relating to operational issues to the appropriate director who will be responsible for contacting the petitioners (or petitioners' representatives). The director will make any further enquires which are required and draft a response on behalf of the Managing Director, who will ensure that Your Homes Newcastle (YHN) responds to the petitioners' request.
- 2.2 Based on the content of the petition, the Assistant Director of Strategic Asset Management was asked to investigate the reported issue and respond to resident concerns.

### 3. Petitions Received

3.1

<b>Date received</b>
29 <sup>th</sup> November 2019
<b>Petitioner(s)</b>
Residents of Byrness, West Denton
<b>Issue</b>
Objecting the planned demolition of nearby garages
<b>Action</b>
Following investigation, residents were informed that whilst the original demolition proposal was linked with an adjacent new build development site, the garage site is not essential for the new site and will not prevent the build from progressing.

The sustainability of the garage block was also confirmed as good and our Customer Services team confirmed that it is not problematic to let these garages.

A letter was sent to the lead petitioner to confirm that the garages will not be demolished.

- 3.2 Detailed paperwork relating to the petition has not been included in the Board papers. If members would like to see the specific details, please contact Andrew Baker-Daley.

#### **4. Recommendations**

- 4.1 Board is recommended to note this report for information.

#### **Background Papers**

- Petitions Protocol

#### **Contact Officer:**

If you have any questions about this report that you would like clarifying before the meeting, you can contact Andrew Baker-Daley by telephone on 0191 278 8598 or email [Andrew.baker-daley@yhn.org.uk](mailto:Andrew.baker-daley@yhn.org.uk)

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