

## **YHN Limited Away Day 10am TUESDAY, 4 June 2019**

Meeting to be held in **The Invictus Room, Crowne Plaza, Hawthorn Square, Forth Street, Newcastle upon Tyne, NE1 3SA**

Contact: Jill Davison (telephone 0191 278 8624); email [jill.davison@yhn.org.uk](mailto:jill.davison@yhn.org.uk)

### **AGENDA**

<b>No.</b>	<b>Item</b>
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<b>10am – 12:30pm</b>	
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- |    |                                                                     |
|----|---------------------------------------------------------------------|
| 1. | <b>Chair Welcome</b>                                                |
| 2. | <b>Managing Director Roundup</b>                                    |
| 3. | <b>Customer Service Achievements</b>                                |
| 4. | <b>Institute of Customer Service – results from customer survey</b> |
| 5. | <b>Transforming Customer Service</b>                                |
| 6. | <b>Next Steps</b>                                                   |
| 7. | <b>Breakout</b>                                                     |

<b>12:30pm – 1pm</b>	
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|----|--------------|
| 8. | <b>LUNCH</b> |
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<b>1pm – 2:30pm</b>	
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|----|------------------------------|
| 9. | <b>Risk appetite session</b> |
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## YHN Limited 2:30pm Tuesday 4 June 2019

Meeting to be held at **The Invictus Room, Crowne Plaza, Hawthorn Square, Forth Street, Newcastle upon Tyne, NE1 3SA.**

Contact: Jill Davison (telephone 0191 278 8624); email [jill.davison@yhn.org.uk](mailto:jill.davison@yhn.org.uk)

### AGENDA

#### Introduction Items

#### Page No

**Please remember to switch off mobile phones**

1. **Welcome and Apologies for Absence**
2. **Declarations of Interests**

**To consider the agenda order and exclude the press and public during discussion of protected agenda 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**

#### Main Business Items

- |    |                                                                     |                |
|----|---------------------------------------------------------------------|----------------|
| 3. | <b>Governance Review Task and Finish Group Final Summary Report</b> | <b>1 - 18</b>  |
| 4. | <b>Group Structure</b>                                              | <b>19 - 24</b> |
| 5. | <b>Governance Report</b>                                            | <b>25 - 58</b> |
| 6. | <b>Customer Services Update</b>                                     | <b>59 - 72</b> |
| 7. | <b>Health and Safety Annual Report</b>                              | <b>73 - 80</b> |
| 8. | <b>Managing Director's Report</b>                                   | <b>81 - 86</b> |

#### Minutes/Forward Plan

- |     |                                                     |                  |
|-----|-----------------------------------------------------|------------------|
| 9.  | <b>Minutes of 26 March 2019</b>                     | <b>87 - 88</b>   |
| 10. | <b>Confidential Minutes of 26 March 2019</b>        | <b>89 - 100</b>  |
| 11. | <b>Confidential Minutes of 26 March 2019 (Abri)</b> | <b>101 - 102</b> |
| 12. | <b>Matters Arising and Action Log (Public)</b>      | <b>103 - 104</b> |

13.	<b>Matters Arising and Action Log (Private)</b>	<b>105 - 106</b>
14.	<b>Board Forward Plan</b>	<b>107 - 108</b>
15.	<b>Assurances from Subsidiaries</b>	<b>109 - 114</b>
	<ul style="list-style-type: none"><li>• Asfaleia Ltd. 30<sup>th</sup> April</li></ul>	
16.	<b>Assurances from Committees:</b>	<b>115 - 120</b>
	<ul style="list-style-type: none"><li>• Customer Services 13<sup>th</sup> March</li><li>• Finance and Performance 14<sup>th</sup> May</li><li>• Group Audit and Risk 21<sup>st</sup> May</li></ul>	
17.	<b>Petitions Monitoring</b>	<b>121 - 124</b>
18.	<b>Date and Time of Next Meeting</b>	
	5pm 30 <sup>th</sup> July 2019, Board Room, YHN House	



## To be first for housing

Your Homes Newcastle Board  
4 June 2019

TITLE	<b>Governance Update</b>
AUTHOR	Jill Davison - Company Secretary
COMPANY	<b>Your Homes Newcastle</b>
ACTION REQUIRED	For Discussion/Approval
SUMMARY	This report highlights the position of membership of the YHN Board, outlines proceedings following the final AGM in 2018 and seeks approval of the Board to confirm compliance with the National Housing Federation Code of Governance.

STRATEGIC OBJECTIVES	<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> <li>3. Strong business fit for today, ready for tomorrow</li> </ol>	
STRATEGIC RISK REGISTER	NUMBER & TITLE	<b>SR9:</b> Failure to deliver effective governance of the Group
	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

## Governance Update

### **1. Purpose of report**

- 1.1 This report highlights the position of membership of the YHN Board, outlines proceedings following the final YHN AGM in 2018 and seeks approval of a statement confirming compliance with the National Housing Federation (NHF) Code of Governance.

### **2. Annual General Meeting**

- 2.1 At the 18<sup>th</sup> September 2018 Board meeting, an updated version of the Articles of Association was adopted. One of the changes included the removal of the requirement to hold an AGM.
- 2.2 Former AGM agenda items will be dealt with as follows:
- The Member will appoint the external auditor by way of Ordinary Resolution and reported to the YHN Board meeting in September
  - Annual report and financial statements – which will have been agreed by the Board in July – will be presented to the Member outside of the meeting structure
  - Reappointments – see section three

### **3. Membership**

- 3.1 The YHN Board is made up of 12 Board members from two constituent groups; eight independent members (includes one Co-Optee and one vacancy) and four Council nominated members as outlined in the Articles of Association.
- 3.2 Current governance documents state that YHN Board independent members can serve a maximum of nine years and are eligible to confirm their desire for re-election at the end of their first and second term.
- 3.3 The status of the YHN Board memberships are as follows:
- A vacancy is being carried as a result of L Doherty's resignation
  - E Snaith is approaching the end of her final term and will be retiring
  - P Scope is approaching the end of his second term and will be eligible for re-election
- 3.4 Members eligible for re-appointment will be required to submit a statement of support for consideration by the Remuneration and Nominations Committee. The Committee will meet later in the year to consider attendance,

performance, the supporting statements received and appraisal outcomes.

- 3.5 Under the new Articles, an independent Board member who has expressed a willingness to act upon their retirement will be deemed to be reappointed by the Member. This means the new process will be as follows:
- Consideration of the supporting statements and confirmation of eligibility to stand by the Remuneration and Nominations Committee
  - Confirmation of the appointment to the September Board meeting
- 3.6 With regard to the two vacancies (one current and one approaching), the recruitment process will be considered by the Remuneration and Nominations Committee on 28<sup>th</sup> May.

#### **4. NHF Code of Governance**

- 4.1 At the 7<sup>th</sup> February 2017 Board meeting, members approved the adoption of the NHF Code of Governance. There is an annual requirement to produce a statement of compliance against the provisions of the Code within the organisation's annual report and financial statements. The statement should include a reasoned declaration about any areas where they do not comply, following the principle of 'comply or explain'.
- 4.2 A RAG status self-assessment exercise has been conducted by the Governance Team using a checklist provided by NHF. Upon completion of the exercise, all areas were deemed compliant.
- A copy of the checklist has been provided as appendix one.
- 4.3 Using the results obtained from the assessment exercise, the following statement is proposed:

*The Board have adopted the National Housing Federation Code of Governance – promoting board excellence for housing associations. An annual assessment is undertaken to review arrangements are clear and effective.*

*A compliance checklist exercise is conducted, which involves evaluation of the following areas:*

- *Constitution and composition of the Board*
- *Essential functions of the Board, including duties and responsibilities*
- *Board skills, renewal and review*
- *Conduct of Board and Committee business*
- *Audit and risk*
- *The Managing Director; working arrangements with the Board*
- *Conduct, probity and openness*

*Having reviewed the checklist, the Board are satisfied that high standards of corporate governance are being upheld and concluded that the YHN Group is compliant with all areas of the code.*

## **5. Conclusion and recommendations**

5.1 Board are asked to:

- a) Agree the proposed post-AGM arrangements outlined above
- b) Approve the proposed NHF Code of Governance compliance statement for inclusion in the annual report and financial statements

### **Background Papers**

- Articles of Association 2018
- Group Governance Handbook
- Board Away Day 7<sup>th</sup> February 2017
- Board 18<sup>th</sup> September 2018

### **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)



## To be first for housing

Your Homes Newcastle Board  
4 June 2019

TITLE	<b>Health and Safety Annual Report</b>
AUTHOR	David Langhorne – Assets and Development Director
COMPANY	<b>Your Homes Newcastle, Abri Trading Ltd, Asfaleia Ltd.</b>
ACTION REQUIRED	For discussion
SUMMARY	This report provides Board with a summary of YHN Health and Safety performance during 2018/19.

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> <li>3. Strong business fit for today, ready for tomorrow</li> </ol>	
STRATEGIC RISK REGISTER	NUMBER & TITLE	<b>GR4:</b> Inadequate arrangements for Health and Safety compliance
	LIKELIHOOD	2 (unlikely)
	IMPACT	4 (significant)
FINANCIAL / VALUE FOR MONEY IMPLICATIONS	Failure to comply will result in high financial penalties.	
CUSTOMER IMPACT / VIEWS	Failure to comply will impact on customers.	
EQUALITY & DIVERSITY CONSIDERATIONS	Not applicable	

# Your Homes Newcastle

## Health and Safety Annual Report

### 1. Background

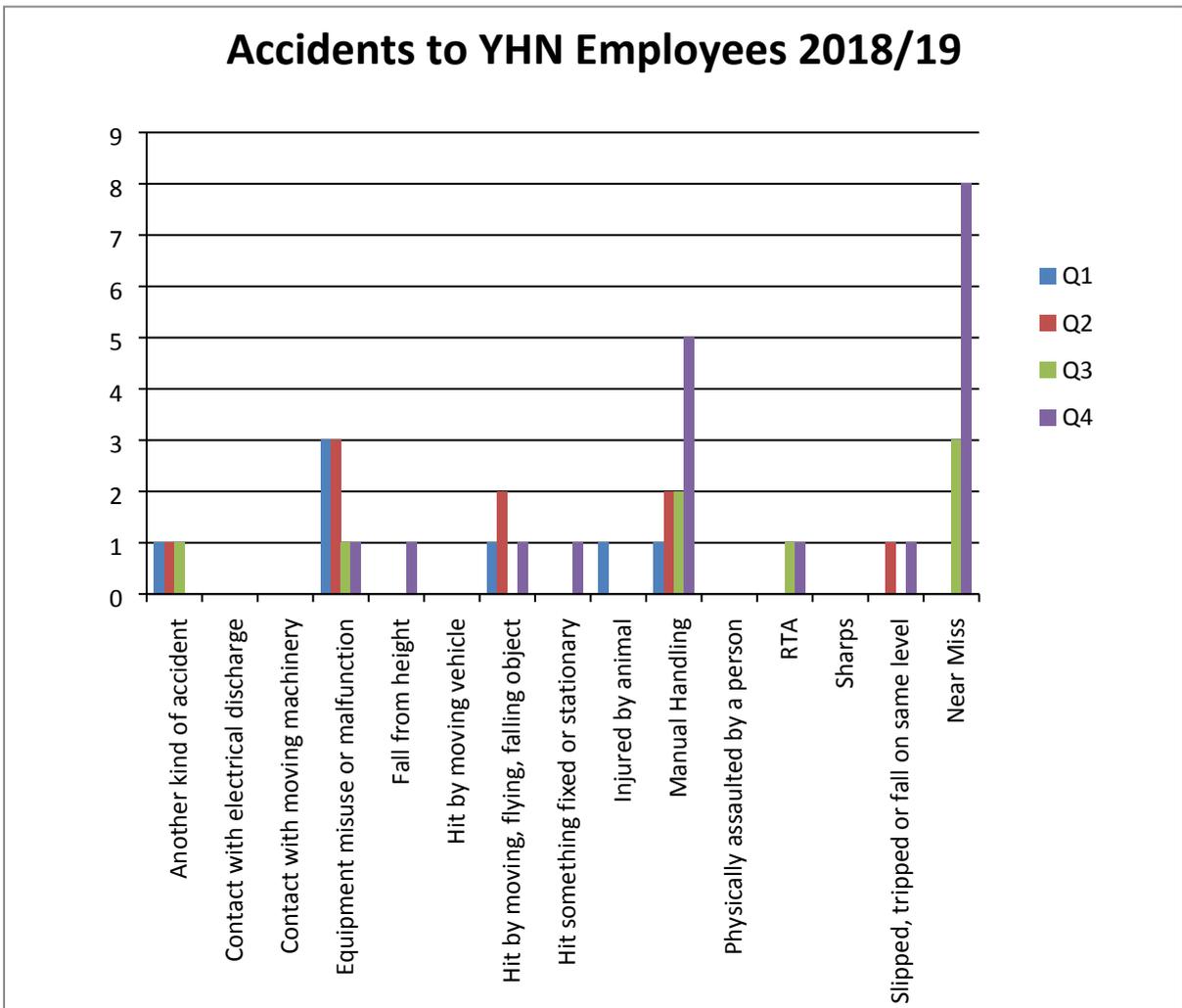
1.1 This report provides Board with a summary of compliance and health & safety 2018/19.

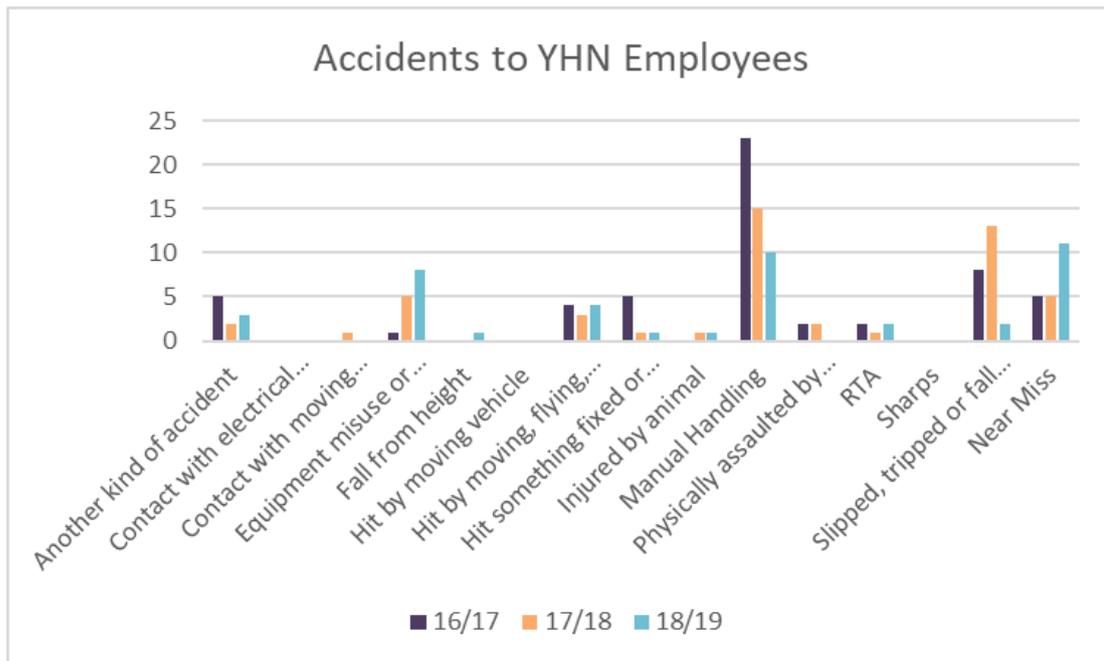
### 2. Health and Safety Reporting

#### 2.1 Health and safety monitoring

The report covers the outcome of monitoring for the following key areas of health and safety:

#### 2.2 Accidents





2.2.1 Quarterly trends during 2018/19 were reported and discussed at H&S Committee. Annual trends highlight manual handling remains the leading cause of accidents to YHN employees. During the year we have seen a downward trend and this downward trend has been consistent across the last three years. The key services that incur manual handling accidents continue to be in the Caretakers Service and NFS. Manual handling refresher training will continue to be given along with targeted sessions for the higher risk service areas.

2.2.2 Accidents categorised as RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) include fractures, amputations, loss of sight, crush injuries, burns, scalping, loss of consciousness, closed space injuries and any injuries that result in a loss of seven working days.

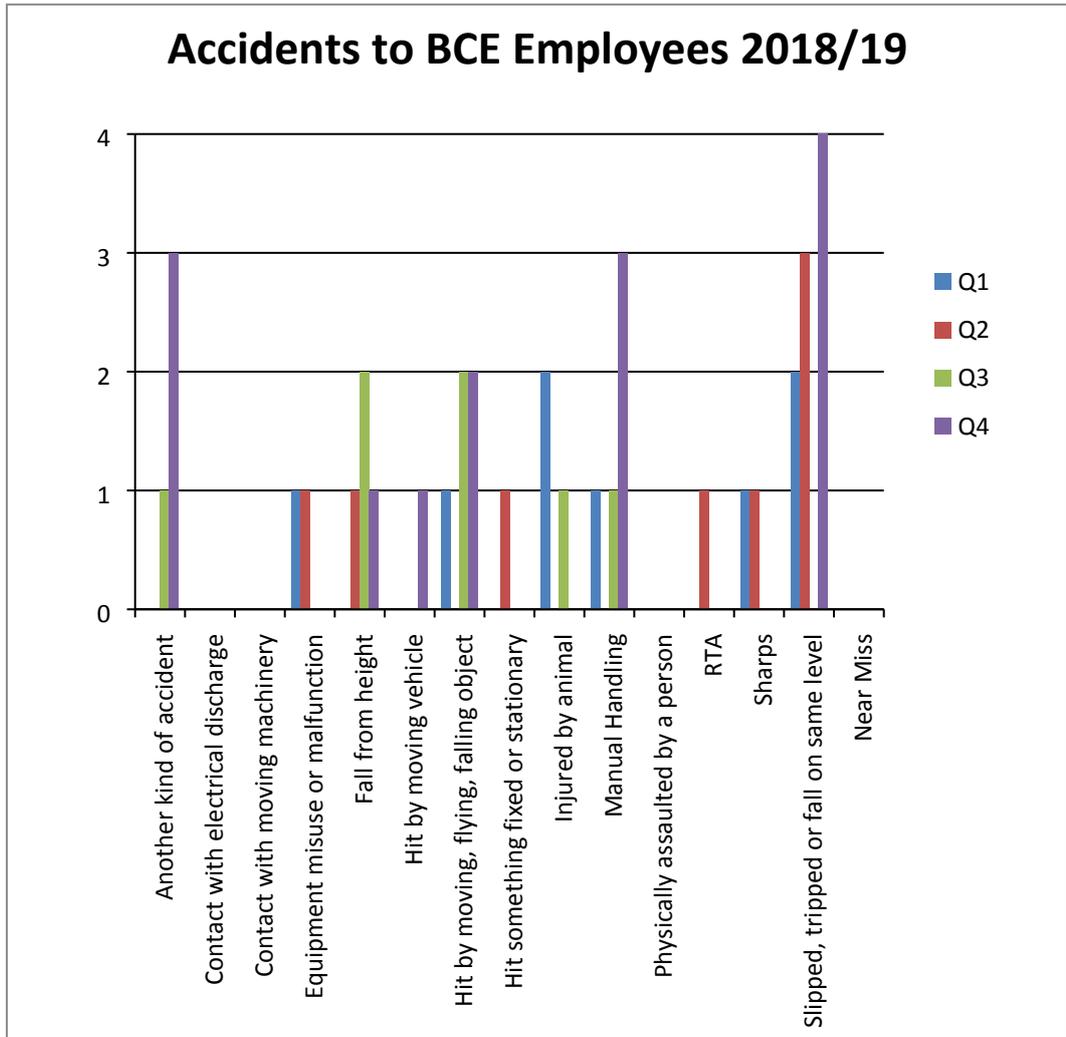
2.2.3 There have been four RIDDOR notifications during 2018/19, all due to accidents to YHN employees resulting in absence over seven working days. Incidents were;

- Dislocated shoulder from road traffic collision in an external car park, ten days absence.
- Back pain due to lifting roller shutter, ten days absence.
- Back pain due to righting overturned washing machine in NFS warehouse, 34 days absence.
- Injury to left side of body due to fridge falling off electric barrow onto employee, 11 days absence.

Previous years recorded Riddors are:

- 16/17 - 10
- 17/18 - 4

2.2.4 There have been 11 near misses reported by YHN employees during 2018/19, eight of which occurred in Q4. Employee awareness around this function has been increased following the reformation of the health and safety working forum in February 2019. Information relating to the importance of near miss reporting and the means to report incidents went out in [The Loop](#) 26<sup>th</sup> October 2018, this reminded employees of their duties. This is a positive step towards accident prevention.



2.2.5 As the Single Point of Leadership (SPoL) has been in place since March 2018 no previous BCE trends are reported.

2.2.6 BCE near-miss reporting: We are working closely with the employee forum to develop and put in place a simple system to encourage the reporting of near-miss incidents by front line staff.

2.2.7 No near misses have been reported by BCE staff during 2018/19.

## 2.3 Incidents

2.3.1 The Safe Living Team deal with incidents against YHN staff via various methods of recourse e.g. Potential Risk Indicator (PRI) reporting, issuing of anti-social behaviour orders and involvement of relevant third-party agencies where required such as Police.

2.3.2 PRI's generated during 2018/19.

<b>Quarter</b>	<b>PRI 1 requests</b>	<b>PRI 2 requests</b>	<b>PRI 3 requests</b>	<b>PRI 4 requests</b>	<b>Total PRI/Category</b>
APR-JUN	3	13	16	0	32
JUL-SEP	6	22	31	0	59
OCT-DEC	3	12	13	0	28
JAN-MAR	4	15	21	0	40
<b>Total/year</b>	16	62	81	0	<b>159</b>

**PRI 1:** Where there was an actual or attempted assault

**PRI 2:** Where threats of violence were made or where deliberate damage has caused been caused to property; Where there are risks associated with substance use (such as drug or alcohol) (possibility of a volatile situation with a customer or risk needle injury)

**PRI 3:** Where verbal/visual or social media abuse was directed personally at an individual; Where a customer has been known to misinterpret information given

**PRI 4:** Where there was an actual or potential animal attack

2.3.4 There were three serious incident which were escalated to the Safe Living Team in 2018/19:

Incident 1 – A tenant allegedly physically pushed a member of staff. A referral was made to the Safe Living Team, following investigation no formal action was taken.

Incident 2 – A tenant assaulted a member of staff. Northumbria Police prosecuted the tenant and YHN served an injunction.

Incident 3 – Assault on a member of staff, they were pushed and spat on at a YHN property by a non-tenant. Police have charged the offender with assault. YHN have attended court to obtain an injunction preventing the offender from accessing YHN managed properties for two years, the offender needs to be located for the injunction to be served.

2.3.5 Both historic and current trends show that category three incidents are most common. Graded response letters are sent, when requested, by the Safe Living Team to the perpetrators.

## **2.4 Health and Safety Training**

- 2.4.1 For YHN to be compliant with health and safety legislation and adhere to the Health and Safety Policy staff must receive relevant information, instruction and training.
- 2.4.2 All new YHN employees receive H&S training via the on-line e-learning platform, the module is mandatory and ensures new employees understand their responsibilities and YHN comply with the requirements of the Health and Safety at Work Act 1974.
- 2.4.3 Health and Safety awareness training sessions have been booked for YHN appraising managers; the sessions commenced on 1<sup>st</sup> May 2018.
- 2.4.4 Following NCC cabinet approval Lone Worker Solutions have been appointed as the supplier of lone worker protection devices, more information about the product and service provision can be found at <https://www.loneworkersolutions.com/>
- Deployment will be piloted by Safe Living team as they are amongst the highest risk profile group within YHN for lone working. The device will give two levels of response and has inbuilt fall detection to protect employees.
- 2.4.5 BCE are currently undergoing refresher Construction Industry Training Board (CITB) Site Managers Safety Training for all front-line managers. This gives managers an understanding of health, safety, welfare and environmental issues on construction sites.
- 2.4.6 Temporary Works is a risk high on the agenda for the Health and Safety Executive (HSE) inspectors, following training for front line managers and some technical staff within BCE a programme of training will be rolled out across the remaining BCE and YHN technical teams over May/June 2019.

## **3. Compliance Reporting**

- 3.1 YHN's Compliance team is responsible for coordinating statutory inspections and associated remedial works on 27,920 properties (25,497 NCC, 1,677 Leasehold, and 746 Leazes Homes) to ensure compliance with relevant legislation.

Inclusive in numbers above are:

- 730 blocks with communal areas
- 27 Sheltered and supported housing
- 16 Operational buildings

H&S Committee will be closely monitoring performance against delivery on each compliance area (section 3.1) on a quarterly basis.

### 3.2 Compliance Summary

<b>Area</b>	<b>Legislation</b>	<b>Measures</b>
<b>Gas</b>	The Gas Safety (Installation and Use) Regulations 1998	Annual landlords gas safety inspection report carried out on all properties that have a live gas supply. Third party quality assurance inspections.
<b>Electrical</b>	Landlord and Tenant Act 1985	Electrical Installation Condition Reports carried out on all properties on a five-yearly cycle, this is currently transitioning from ten-yearly to follow industry guidance and sector best practice. Third party quality assurance inspections.
<b>Asbestos</b>	Control of Asbestos Regulations 2012	Annual management condition inspections carried out on identified asbestos containing materials in communal areas. Suitable and sufficient surveys carried out as necessary prior to any construction works
<b>Fire</b>	Regulatory Fire Reform Order 2005  Fire and Rescue Services Act 2004	Carry out fire risk assessments, duty to take general fire precautions, co-operation and co-ordination, information and training for employees  Duty to co-operate with Fire Service in relation to buildings YHN manage
<b>Water Hygiene</b>	The control of Legionella bacteria in water systems (L8), HSG 274	Risk assessments, monitoring and inspection programmes
<b>Health and Safety</b>	Health & Safety at Work Act 1974 The Management of Health & Safety at Work Regulations 1999	Accident and near miss monitoring, investigation and recommendations. Staff training, information and guidance. Risk assessments.
<b>Passenger Lifts/Stair lifts &amp; Hoists</b>	Lifting Operations and Lifting Equipment Regulations 1998  Provision and Use of Work Equipment Regulations 1998	Service programmes, monthly, quarterly and annual inspections.  Service programmes, monthly, quarterly and annual inspections

#### **4. Major Incident Reporting**

- 4.1 One major incident was recorded in 2018/19. Between 15<sup>th</sup> July and 2<sup>nd</sup> August there were five fires in the bin store at The Spinney, YHN worked with partners from Tyne and Wear Fire and Rescue Service and Northumbria Police to reassure tenants and ensure the ongoing incident was brought to an end.

#### **5. Conclusion and Recommendations**

- 5.1 Board are recommended to:
- Discuss the report content
  - Approve future Health and Safety, and compliance reporting is directed to Health and Safety Committee
  - Agree to any risks to compliance be reported to Group Audit and Risk Committee

#### **6. Implementation**

- 6.1 Moving forward Health and Safety, and Compliance reporting will be presented quarterly to the Health and Safety Committee. The purpose of the Health and Safety Committee will be:

To discuss matters relating to health and safety at work in the organisation (including BCE workforce as part of Single Point of Leadership arrangements) and to recommend appropriate actions to YHN Board and/or management.

This includes:

- Compliance assurance
- General health and safety updates
- Annual consideration of the Health and Safety Policy, to comment and recommend to YHN Board for approval
- Issues raised at local health and safety forums
- Organisational training activity
- Work inspections in conjunction with Unions
- Best practice/changes in legislation

#### **Contact Officer:**

If you have any questions about this report that you would like clarifying before the meeting, you can contact Steven Studley, Compliance Manager by telephone on 0191 278 8589 or email [Steven.Studley@yhn.org.uk](mailto:Steven.Studley@yhn.org.uk)



## **Board 26 March 2019 (5pm to 7:20pm)**

### **Present:**

J Boaden (Chair), R Clark, L Doherty, V Dunn, D Huddart, K Lowry, J McCarty, M Page, E Snaith and H Simpson, B Tebay

### **In attendance:**

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
C McMullen	Fairer Housing Unit, NCC

### **672 Welcome and Apologies**

The Chair welcomed NCC Chief Executive Pat Ritchie, who was attending the meeting to talk about the relationship between NCC and YHN and future opportunities for joint working.

The Chair also welcomed Bill Tebay to the meeting, who has joined as a Co-optee for a one-year term.

Apologies were received from P Scope.

### **673 Declarations of Interest**

V Dunn declared an interest as NCC Cabinet Member for Resources.

### **674 Minutes of 29 January 2019**

The minutes of the Board held on 29 January 2019 were agreed as a correct record and signed by the Chair.

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

The action log was received and noted for information.

### **676 Board Forward Plan**

The Forward Plan was received and noted for information. The Chair reminded the Board to confirm their attendance at the upcoming away day on 4<sup>th</sup> June.

### **677 Petitions Monitoring**

T Drury presented the report for information, which informed Board of a petition received in February 2019 from the Three Sisters Tenants ACORN union regarding the Concierge service and CCTV. A meeting was suggested for Wednesday 27<sup>th</sup> March, though the union did not confirm a time or venue, therefore the meeting will be rearranged. Tenancy and Estates officers visited the blocks to get a better understanding of their concerns and views and found that the majority of issues related to the volume of non-residents accessing their blocks.

V Dunn added that the area is part of their constituency as of last May, they have worked together with YHN, Police and other landlords on Shields Road to hold problem solving meetings. ACORN has not made any contact with them or attended the regular surgeries held in the area.

**RESOLVED:** That the Board received the report for information

### **678 Any Other Business**

The Chair informed the Board that the meeting was to be L Doherty's last, she was thanked for her long service, commitment and for bringing her customer perspective to the forum. L Doherty emphasised the importance in recruiting a Member who is a customer, confirmed they would remain a member of Customer Service Committee and thanked members for their well wishes.

**RESOLVED** – that in accordance with the organisation's Access to Information provisions, the press and public were excluded from the meeting during the consideration of confidential agenda items

J Boaden  
Chair  
4 June 2019



## YHN Board 4 June 2019 Action Log (Public)

Minute ref.	Action required	By whom	Target date for completion	Current status
643	<b>Governance Review Update</b> The Learning and Development Plan is to be populated with dates and recirculated to members	Jill Davison	December 2018	Governance Team planning and sourcing training materials /providers
	Board members to contact Jill Davison regarding any work areas they would like further information on or additional involvement with	Board members	No end date	On-going

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## YHN Board Forward Plan 2019

### Meeting 30 July 2019

Report Name	Purpose	Confidential?	Report Author
Annual Report and Financial Statements -Year End Reserves - Asfaleia Letter of Support	Approval	×	Finance and Commercial Director
Housing Investment Update	Discussion	✓	Assets and Development Director
Data Protection	Approval	✓	Assistant Director Business Support
Modern Slavery Statement	Approval	×	Assets and Development Director
Assurances from subsidiaries: <ul style="list-style-type: none"><li>• Asfaleia Ltd. 25<sup>th</sup> July</li></ul>	Discussion	✓	Customer Services Director
Assurances from Committees: <ul style="list-style-type: none"><li>• Finance and Performance 14<sup>th</sup> May</li><li>• Group Audit and Risk 21<sup>st</sup> May</li><li>• Group Audit and Risk 11<sup>th</sup> July</li></ul>	Discussion	✓	N/A
Update from 3 <sup>rd</sup> June JCC meeting	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 24 September 2019

Report Name	Purpose	Confidential?	Report Author
Appointment of Vice Chair	Approval	×	Company Secretary
Retirement & Appointment of Board Members	Decision	×	Company Secretary
Committee Membership	Approval	×	Company Secretary
2020 Board and Committee Calendar	Approval	×	Company Secretary
Strategic Risk Register	Discussion	×	Finance & Commercial Director
Assurances from subsidiaries: <ul style="list-style-type: none"> <li>• Asfaleia Ltd. 25<sup>th</sup> July</li> </ul>	Discussion	✓	Customer Services Director
Assurances from Committees: <ul style="list-style-type: none"> <li>• Finance and Performance 27<sup>th</sup> August</li> <li>• Health and Safety Committee TBC</li> </ul>	Discussion	×	N/A
<b>ABRI TRADING</b>			
Abri Trading – Business Activity Update	Discussion	✓	Finance & Commercial Director



## To be first for housing

Your Homes Newcastle Board  
4 June 2019

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 April 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> <li>3. Strong business fit for today, ready for tomorrow</li> </ol>	
STRATEGIC RISK REGISTER	NUMBER & TITLE	<b>SR9:</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	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 on a petition received during April 2019 from the residents of Adelaide House.

### 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 responds to the petitioners' request.
- 2.2 Cllr Schofield forwarded on a petition presented to them by residents of Adelaide House, requesting that priority be given to replacing the lifts in the block. The petition has been given to the Assets and Development directorate to address.

### 3. Petition Received

3.1

Date received	Petitioner(s)	Issue	Action
19 <sup>th</sup> April 2019	Residents of Adelaide House	Requesting installation of new lifts in the block	<p>Following site visits with supplier Kone, the Compliance Team have commissioned an independent lift condition survey of both lifts to assess the condition of the lifts and identify any underlying issues which will inform of any remedial works required.</p> <p>Residents had raised concerns about lift entrapments, as a result there will be fold-down seats installed in both lift cars and are reviewing the response times for the in-car alarm and communications systems.</p>

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 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 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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