

## YHN Limited

Tuesday 18 September 2018 at 5.00 pm

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

Contact Officer: Jill Davison – Tel: 0191 278 8624 Email: [jill.davison@yhn.org.uk](mailto:jill.davison@yhn.org.uk)

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## AGENDA

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### Introduction Items

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2. **Declarations of Interests**
3. **Chair's Items** 1 - 4
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### Main Business Items

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|     | 20 <sup>th</sup> November 2018, 5pm YHN House                                                    |                  |



## To be first for housing

### Your Homes Newcastle Board 18 September 2018

|                 |                                                                                         |
|-----------------|-----------------------------------------------------------------------------------------|
| TITLE           | <b>Universal Credit</b>                                                                 |
| AUTHOR          | Matthew Foreman - Customer Service Director                                             |
| COMPANY         | <b>Your Homes Newcastle</b>                                                             |
| ACTION REQUIRED | For Discussion                                                                          |
| SUMMARY         | This report provides an update on implementation of Universal Credit (UC) in Newcastle. |

|                                          |                                                                                                                                           |     |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----|
| STRATEGIC OBJECTIVES                     | 2. Collect the rent and let properties effectively<br>3. Promote health and wellbeing and support vulnerable people to enjoy independence |     |
| STRATEGIC RISK REGISTER                  | NUMBER & TITLE                                                                                                                            | N/A |
|                                          | LIKELIHOOD                                                                                                                                | N/A |
|                                          | IMPACT                                                                                                                                    | N/A |
| FINANCIAL / VALUE FOR MONEY IMPLICATIONS | This report covers current financial impact of UC on income collection and tenancy sustainment rates.                                     |     |
| CUSTOMER IMPACT / VIEWS                  | Relevant customer impacts arising from UC are detailed within the report.                                                                 |     |
| EQUALITY & DIVERSITY CONSIDERATIONS      | There are no specific equality and diversity impacts arising from this report.                                                            |     |

# Your Homes Newcastle

## Universal Credit

### 1. Purpose of report

- 1.1 This report is to provide Board with an update on Universal Credit (UC) and a summary of ongoing activity. It sets out the progress of UC roll out so far; the financial impact on YHN; key areas of work that have supported YHN to successfully manage the impact of UC; and an update on managed migration of any remaining customers not currently on UC which is planned to take place between 2019 and 2023.

### 2. Roll out of Universal Credit

#### 2.1 Background

UC is a means tested benefit for working age people who are on low incomes and working, seeking to work or unable to work. It continues to replace the following 'legacy' benefits and Tax Credits which are administered by the Department for Work and Pensions (DWP), HM Revenue & Customs and local authorities:

- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Income Support
- Child Tax Credit
- Housing Benefit
- Working Tax Credit

#### 2.2 The current position

Universal Credit was introduced in 2013 and is being introduced in stages across Great Britain by postcode area. As of 12<sup>th</sup> July 2018, 1 million people are in receipt of Universal Credit, and of this figure 37% are in employment.

Currently 389 Jobcentre Plus offices and 26 Service centres are delivering Universal Credit, with roll out due to complete by December 2018, by which time all Jobcentres nationally will be delivering Universal Credit.

Full roll out of UC was introduced across most parts of Newcastle in May 2016 and the city now has 17,045 residents on Universal Credit. YHN have 4,907 tenants on Universal Credit. As of the end of March 2018 Newcastle had 17% of our customers on UC, compared to the national average for

ALMO's of 3.4%. As a result, NCC and YHN have been at the forefront of working with the DWP and other partners to shape and improve the roll out of UC.

### **2.3 Leaders in the field**

YHN participate in the DWP's Social Rented Sector Strategic Landlord meetings. These are a small group of landlords that have worked closely with the DWP to feedback and improve UC roll out. This is a valuable meeting and provides an opportunity to raise issues with key civil servants involved in the UC Programme which have led to improvements in the implementation of UC nationally. YHN have also presented to the House of Commons select committee on the roll out of UC.

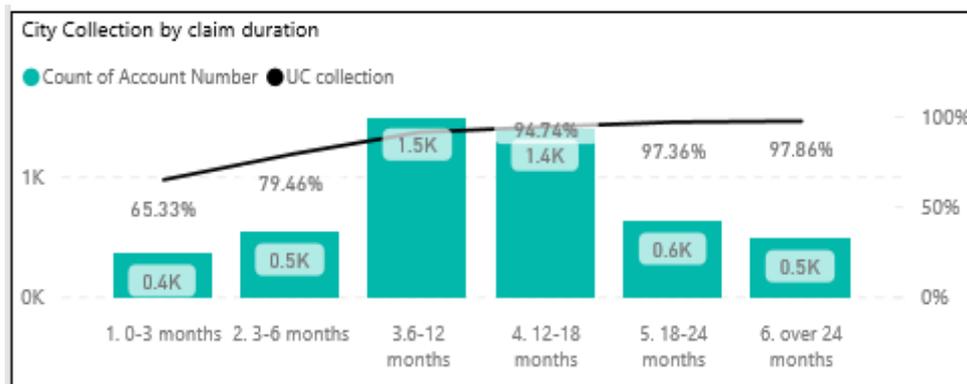
Within the last 12 months we have hosted and been invited to speak at a number of events including at the Chartered Institute of Housing Conference, events hosted by the DWP; Housing Quality Network, Housemark, the National Federation of ALMO's conference and the Northern Housing Consortium. We have also supported numerous enquiries and site visits from other landlords preparing for the roll out of UC in other areas.

## **3. Your Homes Newcastle – impact and response**

3.1 As of the end of July 2018, YHN manage 4,907 tenancies with a UC claimant. YHN closely monitors the financial impact on income collection. The following are some headline figures which demonstrate the impact of UC as at July 2018;

- Income collection rate is 94.28% of the rent due from those tenants who are claiming UC. By comparison, the income collection rate for tenants not on Universal credit, is 99.34% of the rent owed. Our performance for collection rates from UC households is very strong in comparison to other landlords.
- Tenants in receipt of UC owe a total of £2,494,890
- Arrears solely as a result of UC are £1,442,960
- YHN currently have 1349 Alternative Payment Arrangements in place. These agreements are made where customers are vulnerable or have triggered significant rent arrears and their rent is then paid directly to YHN.
- We continue to have a low eviction rate with only 61 households evicted last year for rent arrears and
- We have maintained a low tenancy turnover rate with only 8.5% of tenancies becoming vacant last financial year.

One of the benefits of being first to implement UC is that YHN are now in a better position to be able to predict the likely outcome of UC for customers into the future. The below graph demonstrates that rent collection rates are initially low during the first 3 months of claiming UC, with only 65% of income collected. However, this improves significantly the longer a customer has been in receipt of UC and for customers in receipt of UC for 2 years the income collection rate has improved to 97.86%.



Using this insight, we anticipate a further 7,000 YHN customers will be migrated to UC between 2019 and 2023. Based on existing performance for our current UC cohort, rent arrears attributable to UC are anticipated to increase by £3.27 million once full migration is completed.

Approximately 29% of YHN tenants currently in receipt of UC have an Alternative Payment Arrangements in place. It is expected that up to a further 2030 YHN customers will fall into this category.

### 3.2 Focussing our resources to support customers

Universal Credit is having a significant impact on the lives of individuals and households across the city. From the early days of these reforms YHN were aware of the scale of the challenges that were to come and have invested substantial time and resource into supporting customers and our team to deal with the roll out of UC. The following are some of the key building blocks that have enabled YHN to be successful in managing the introduction of UC.

#### 3.2.1 Co-location with DWP

YHN's Welfare Reform Partnership Officers (WRPOs) continue to be co-located in Jobcentres across the city. They deliver Personal Budgeting Support (PBS), strengthen partnership working and identify tenants who require additional support. This arrangement has proved invaluable for resolving complex benefit related issues and ensuring tenancies are sustained at the point customers move on to UC.

Our team have also provided awareness training to job coaches at the Jobcentres so they are aware of the wider housing issues at a point a customer moves onto UC and refer YHN tenants to our team for further support.

The Newcastle West Jobcentre closed at the end of August. The DWP, YHN and NCC are working collaboratively to ensure customers affected by the closure are aware of the change and assisted where necessary.

### **3.2.2 Digital Support**

Newcastle City Council and YHN are continuing to provide Assisted Digital Support (ADS) to customers who need help to make their initial Universal Credit claim online. The dedicated ADS team provide a very responsive service from a number of locations across the city and support both YHN and none YHN customers. In the first quarter of the year 112 YHN customers were supported to make UC claims. In total, the team saw 45.2% of customers without an appointment. Of the remaining customers, 77.3% were seen within one day.

### **3.2.3 Income Management**

The Income Collection Team at YHN often provide customers' first point of contact regarding their UC claim. Our team are trained to pro-actively contact customers to prepare them for their move onto UC. They ensure tenants are made aware of how UC operates and how this will affect them. Officers also discuss arrangements for paying rent and monitor accounts on a daily basis to ensure customers receive appropriate support if issues are identified with their UC claim.

The team use an IT programme called 'Rentsense' that analyses customer payment algorithms to predict customer payment patterns and initiates customer contact for none payment of any rent due. This software is linked to our 'call to collect' automated outbound calling service used to proactively contact customers that have fallen into arrears. The combination of both income collection tools has increased our contact with customers by 15% with the same level of staff resources, enabling our team to target recovery action and deal with the increased workload arising from UC.

### **3.2.4 YHN's Support Team**

In addition to our front-line Income Collection service and Welfare Reform Partnership Officers, UC claimants are also supported by other YHN teams, including the Support and Progression service, where necessary.

The Support and Progression Service provides support for more complex cases and are trained to provide benefit advice and debt advice. They provide support to tenants where there are multiple needs, such as mental health issues, learning disabilities or persons from abroad, for example.

Furthermore, YHN work closely with local partners, including food banks and NCC's Crisis Support team, to support customers who may be experiencing financial hardship.

### **3.3 Landlord Portal**

YHN were one of the first landlords invited by the DWP to test the newly devised Universal Credit Landlord Portal. The portal has been developed by the DWP to help inform housing providers that customers have moved onto UC, verify rent details for new applicants and for landlords to apply direct for alternative payment arrangements. There are now 311 landlords using the portal, with new social landlords joining as UC rolls out within their area.

This portal has enabled YHN to centralise verifications which has significantly freed up officer time. YHN continue to provide feedback on the portal and recently attended an event in Leeds for a select group of users to discuss the portal and suggest further improvements.

### **3.4 National Audit Office Research**

In December 2017 YHN were interviewed by the National Audit Office on the impact of Universal Credit on our customers and organisation. YHN highlighted the financial impact so far. We also highlighted that last year we invested over £750k to support customers moving onto UC and the associated changes to our procedures, IT and retraining. The final report 'Rolling out Universal Credit' was published on 15<sup>th</sup> June 2018 and received considerable national coverage and debate, highlighting some of the unintended consequences of UC.

### **3.5 Internal Audit – Substantial Assurance**

An internal audit was under-taken between October and December 2017 and in July 2018 to review our approach to manage the implementation of UC across YHN. As a result of the significant work carried out so far the audit provided 'substantial assurance' that we are effectively managing the implantation of UC.

### **3.6 Future Plans**

Although we are proud of the successful implementation of UC to date we are still continuing to focus on this critical area of work to make further improvements and remain ahead of the game.

#### **4. UC and Rent Arrears Study**

- 4.1 In 2017 the DWP conducted research into the impact of UC on rent arrears with the social housing provider Curo. This initial research included a small data set from one landlord in one specific location.

The DWP then sought to recruit additional landlords to take part in a further study. YHN was selected as one of five other landlords nationally to take part in 'Rent Arrears in Universal Credit' research. The intention of this work is to carry out analysis of rent arrears data and some small scale qualitative in-depth interviews with tenants claiming UC. The outcome of the research will be shared with YHN so we can use the insight to further improve and target our support for customers.

#### **4.2 Managed Migration**

Thus far, claimants have transferred to Universal Credit when their circumstances dictate that a new claim for legacy benefits is required. This is referred to as 'natural migration'.

Between 2019 and 2023, the DWP will start to move existing legacy benefit claimants to Universal Credit through the process of 'managed migration'.

Furthermore, the DWP have identified that the largest claimant group due to move onto UC through managed migration are those who currently claim Employment and Support Allowance (36%). This group of tenants are arguably the most complex of customers with a higher requirement for support.

YHN have been invited by Neil Couling Director General, Universal Credit Programme, to be involved in testing and shaping managed migration processes. We will be attending a launch event this Autumn to discuss and agree how key partners and stakeholders can work together to ensure managed migration is completed successfully. This dialogue will be ongoing throughout 2018 and continue into the testing phases for managed migration, which is due to commence in 2019, with larger volumes beginning from 2020.

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

- 5.1 Board are recommended to receive the report and comment on the content.

#### **Contact Officer:**

If you have any questions about this report that you would like clarifying before the meeting, you can contact Molly Dunne by telephone on 0191 2771163 email [Molly.Dunne@yhn.org.uk](mailto:Molly.Dunne@yhn.org.uk)

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## To be first for housing

Your Homes Newcastle Board  
18 September 2018

|                 |                                                                    |
|-----------------|--------------------------------------------------------------------|
| TITLE           | <b>Health and Safety Policy Update</b>                             |
| AUTHOR          | David Langhorne - Assets and Development Director                  |
| COMPANY         | <b>Your Homes Newcastle</b>                                        |
| ACTION REQUIRED | For Approval                                                       |
| SUMMARY         | This report provides Board with a revised Health and Safety Policy |

|                                          |                                                                                                                                                                         |                                                                      |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| STRATEGIC OBJECTIVES                     | <p>1. Keep the housing stock decent and neighbourhoods clean and safe.</p> <p>3. Promote health and well-being and support vulnerable people to enjoy independence.</p> |                                                                      |
| STRATEGIC RISK REGISTER                  | NUMBER & TITLE                                                                                                                                                          | <b>GR4: Inadequate arrangements for Health and Safety compliance</b> |
|                                          | LIKELIHOOD                                                                                                                                                              | 2 (unlikely)                                                         |
|                                          | IMPACT                                                                                                                                                                  | 4 (significant)                                                      |
| FINANCIAL / VALUE FOR MONEY IMPLICATIONS | Failure to comply with legislation could result in financial penalties and increased insurance claims.                                                                  |                                                                      |
| CUSTOMER IMPACT / VIEWS                  | Reputational damage to YHN if H&S legislation not followed.                                                                                                             |                                                                      |
| EQUALITY & DIVERSITY CONSIDERATIONS      | The Health & Safety Policy has no negative impacts on Equality and Diversity.                                                                                           |                                                                      |

# Your Homes Newcastle

## Health and Safety Update

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

1.1 This report provides board with an updated Health and Safety Policy.

### **2. Background information**

2.1 In accordance with Health and Safety at Work etc. Act 1974, section 2 (3), YHN must revise its H&S policy periodically, and to reflect any changes made to the organisation or structure. Under the introduction of a single point of leadership for Newcastle City Council Building and Commercial Enterprise (BCE) employees (in scope). This policy is a written statement of general policy with respect to the health and safety at work of employees, the organisation and arrangements for the time being in force.

2.2 It is acknowledged that board have a strong commitment to health and safety and compliance.

### **3. Issues and concerns**

3.1 As YHN will become responsible for managing a range of H&S risks to BCE employees and tenants YHN's H&S policy must reflect these changes and ensure YHN are clear on the roles and responsibilities within its duty.

### **4. The Options / Appraisal**

4.1 The H&S policy has been revised to take into account the implementation of a single point of leadership for BCE and the subsequent extended H&S risks that will be associated within this responsibility. This policy was presented to Health & Safety committee on 24 August for approval prior to Board. The committee approved the policy for recommendation to YHN Board but made one request, that a quick reference guide appendix be produced as a one page checklist of main health and safety obligations, similar to the Strategic Risk Register. This will be created and presented at the next Health and Safety Committee in January 2019.

## **5. Conclusion and recommendations**

- 5.1 Board are recommended to:  
Approve the revised H&S policy.

## **6. Implementation**

- 6.1 Pending Board approval, the revised H&S Policy will be implemented from 19 September 2018.

## **Background Papers**

### **Contact Officer:**

If you have any questions about this report that you would like clarifying before the meeting, you can contact Steven Studley by telephone on 0191 2788589 or email [Steven.Studley@yhn.org.uk](mailto:Steven.Studley@yhn.org.uk)

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**YHN Health and Safety Policy**

**2018**

| <b>Version control table</b>    |            |
|---------------------------------|------------|
| Original version published:     | 2008       |
| Current version number:         | 5          |
| Date current version published: | July 2018  |
| Due date for next review:       | July 2019  |
| Authors:                        | S. Studley |
| Contact officers:               | S. Studley |

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### **Introduction.**

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### **Introduction.**

YHN is an Arms Length Management Organisation (ALMO) set up on 1st April 2004 to manage council homes in Newcastle upon Tyne, and also provides contract services across a range of housing provision including Leazes Homes and Leasehold properties. As an employer with over 760 members of staff, we are required to comply with the requirements of the Health and Safety at Work Act 1974. This is the key piece of legislation covering health and safety law.

This policy explains our approach to health and safety management. It covers our legal responsibilities as an employer, and how we meet these responsibilities by managing health and safety risks. In line with Health & Safety Executive (HSE) advice and guidance this policy is presented in six sections with the first three comprising of the recognised and required core sections of a health and safety policy, namely: -

- General Health & Safety Statement,
- Organisation & responsibilities,
- Arrangements,

We want our policy to go beyond statutory minimum requirements, and to reflect our commitment to provide excellent services, protect the health, safety & wellbeing of our staff and relevant others, and to continually improve.

## 1) Health and Safety General Policy Statement.

- i. We recognise that our main responsibilities as an employer are to:
  - Ensure the health, safety and welfare of our employees while they are at work as far as reasonably practicable.
  - Have a written health and safety policy that includes the following sections: a general statement, organisational responsibilities, and our arrangements outlining the safety systems and procedures we have in place.
  - Carry out our work in a way that does not create risks for others, such as members of the public, employees of other agencies, and contractors, as far as reasonably practicable.
  - Ensure that our premises and other workplaces, including equipment, are as safe as reasonably practicable.
  - Consult with employees on health and safety matters.
- ii. We also note that under the Health and Safety at Work Act, individual members of staff at all levels are required to:
  - Take reasonable care for their own health and safety and of others, such as colleagues or members of the public.
  - Co-operate on health and safety issues, for example by following instructions contained in safety related training.
  - Not interfere with anything provided for health and safety reasons.
- iii. We intend to achieve the highest standards of health and safety management in everything we do. We aim to ensure the health, safety and welfare of our staff, partners, contractors, tenants and members of the public as far as we can.
- iv. We are fully committed to implementing this policy, and to maintaining health and safety management systems throughout the whole of our undertaking and at all of our premises and work sites.
- v. We aim to monitor and continuously improve our health and safety performance, and we will achieve this by:
  - Complying with all relevant health and safety regulations, Approved Codes of Practice, and other legislative documents and requirements, codes of practice, corporate policies and protocols, as a minimum.
  - Co-operating with customers, clients, the local authority, contractors and housing organisations about issues that could have an adverse effect on the health, safety and protection of individuals, groups and property.

- Developing and implementing safe working practices in all undertakings, by the provision of information, instruction and supervision to all employees, trainees and contractors working on our behalf.
  - Providing suitable and sufficient training to enable employees and trainees to carry out their work activities without hazard and/or risk, including:
    - i. Initial YHN Induction;
    - ii. Site induction;
    - iii. Safety presentations;
    - iv. Trade specific industry standard training;
    - v. CSCS (Construction Skills Certification Schemes) and health and safety testing;
    - vi. enforcement guidance;
    - vii. Any other identified training needs;
- vi. Developing and maintaining continuous improvement of our health and safety performance, and addressing all areas of work.
- vii. Fully integrating health and safety considerations into all our undertakings to minimise any adverse effects, as far as is reasonably practicable.

|                        |                               |
|------------------------|-------------------------------|
| Our signed commitment. |                               |
| Name;                  | Tina Drury, Managing Director |
| Signature;             |                               |
| Date:                  |                               |
| Name;                  | Jo Boaden, Chair of the Board |
| Signature;             |                               |
| Date:                  |                               |

## 2) Organisation & Responsibilities.

- i. This section provides a summary of health and safety roles and responsibilities of our staff. More detailed information about this is included in our risk assessments and in local arrangements, within directorates and teams.

- ii. YHN Board:

Has overall responsibility for health and safety governance across YHN, a duty which cannot be discharged. To discharge its responsibility, the board receives health and safety update reports, health and safety training, and themed update reports on different aspects of health and safety.

A board member will act as the “Health & Safety Champion” on the board. The board Health & Safety Champion will liaise directly and regularly with the Assets & Development Director (ADD) / Single Point of Leadership (SPL) on strategic health, safety and wellbeing matters.

- iii. The Managing Director:

Acts as Safety Champion for YHN. The Managing Director is responsible for providing funding for health and safety activity and has overall responsibility for ensuring that health and safety systems and procedures are implemented.

- iv. Assets & Development Director / Single Point of Leadership (SPL):

To ensure that relevant and effective health and safety governance arrangements are in place. To set the direction for improved health and safety management and drive forward the ethos of continuous improvement in relation to health and safety performance. To work with fellow directors ensuring robust health and safety monitoring arrangements are in place.

To work in collaboration with the Newcastle City Council (NCC) Assistant Director of Operations on the key matter of NCC Building and Commercial Enterprise (BCE) staff who remain employees of NCC but are under the control and leadership of YHN.

Attend regular health and safety meetings with the NCC/BCE (and any other relevant attendees) to ensure identified significant risks arising from operational service delivery, are mitigated and managed.

v. Directors:

Responsible for assisting the Managing Director with their health and safety responsibilities and for ensuring that all managers and other staff are aware of their role in relation to internal and external health and safety audits and systems. The Assistant Director Operational Property Services has responsibility for managing the compliance team and 'competent person' in house health and safety advisor, ensuring that the team receives the necessary training and leadership.

vi. Health & Safety Advisor / Competent Person

As required under HASWA 1974 and the Management of Health and Safety at Work Regulations 1999, YHN will employ a health and safety officer to fulfil the role of 'competent person'. Currently as of July 2018 an external resource is utilised on a call off basis to act as a competent person resource until a permanent in-house health and safety officer is appointed. Once this appointment is made this policy will be reviewed and amended as required.

vii. Compliance Team:

YHN's compliance team consists of;

- Compliance Manager, and,
- Compliance Officers responsible for:
  - Asbestos
  - Fire
  - Design
  - Gas
  - Passenger and stair lifts, hoists and water hygiene
  - Health & Safety
  - Electrical

The role of the team is to ensure compliance with legislation and best practice in each of the relevant fields, ongoing risk mitigation and reduction. The compliance manager will ensure board and the executive team are informed of roles, responsibilities and kept up to date with legislation and sector best practice.

viii. Line/Office Managers:

Are responsible for ensuring that any workplace or site they are responsible for complies with all requirements of health and safety management systems

and statutory legislation, and that any non-conformity is acted on and reported to the Compliance team and health and safety advisor. They are also responsible for ensuring that all staff they manage are aware of health and safety requirements and have adequate training.

ix. All Staff:

Have a responsibility to comply with requirements of health and safety management systems, and to implement relevant aspects of any systems during their daily work duties. They must also report to their manager any health and safety issues they think may need addressing.

x. Others (Visitors, customers, contractors etc.):

Must comply with any information given to them about health and safety requirements while on our premises.

**3) Arrangements.**

i. Accident reporting:

In line with current legislation and best practice, our policy is to ensure that all work-related accidents and cases of ill health are reported quickly and in appropriate detail using standard forms and supporting documentation. Information for staff defines what accidents are, what our duties and responsibilities are in dealing with accidents, what managers and staff need to do when an accident occurs, what documentation is required, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) information, and follow up action.

To support our arrangements for responding to accidents, each workplace has a designated first aid officer. These staff are volunteers who receive basic first aid training, so they can deal with minor injuries that occur in the workplace. We also provide first aid equipment in all workplaces. In larger workplaces we have evacuation chairs and other facilities to enable staff to respond quickly if an accident, injury or sudden illness occurs.

ii. Incident and anti-social behaviour reporting:

As violence or aggression against staff by tenants or their household members is a breach of tenancy, it is likely that breach of tenancy action will be taken where an incident has occurred. If this is required, action will be taken by our Housing and Anti-Social Behaviour Team.

The team can also take action where the incident involves members of the public who are not tenants. In serious incidents of violence or aggression that constitute criminal behaviour, it is the responsibility of the manager or any other member of staff to contact the police.

Where the perpetrator has specialist support from YHN, such as through the Young People's Service, the relevant officer should be contacted first for advice before further action is taken.

Incidents may also be logged on the Potential Risk Indicator (PRI) system where a marker may be placed on a file of an individual to show that they pose a potential risk. This will be reported quarterly to group audit and risk committee. Further information is available from your manager or on the Admin teams share point pages.

iii. Forms and logs:

The health and safety homepage provides a link to the range of forms and logs that managers or staff might need to use in meeting their health and safety responsibilities.

iv. General and legal information for managers:

Our policy is to ensure that managers have all the information they need to manage health and safety effectively and efficiently. Information provided for managers is summarised under the following headings: -

- Who is responsible for health and safety?
- What do I need to do to fulfil my health and safety responsibilities?
- What do I need to know about health and safety law?
- Health and Safety Law

The information is supported by links to key documents relating to health and safety law that managers might need to refer to in carrying out their duties.

v. Local arrangements:

Each workplace is required to have guidance for staff called 'local arrangements for dealing with difficult situations'. These arrangements are based on a standard template, which the location manager is required to

complete and update on a six-monthly basis. Local arrangements cover things like the location of alarms, interviewing arrangements and security in interview rooms, and 'out of office' precautions. The intranet page provides a link to arrangements for every office location and workplace where YHN have staff that we are responsible for.

In addition to these local arrangements, we have a 'Dealing with Difficult Situations' procedure, and a Potential Risk Indicator (PRI) system in place.

vi. Occupational Health:

We have an arrangement with Newcastle City Council (NCC) that allows our staff to access the NCC Occupational Health Unit. This unit provides a range of services to our employees with the aim of promoting and maintaining good health in the workplace. The service can be accessed through a referral by a manager as part of the attendance management procedure, or by staff requesting a referral.

We have a 'YHN Wellbeing at Work' policy located on YHN's SharePoint pages, and covers the health, and wellbeing of our employees. We recognise that we have a duty of care to look after the physical and mental health and wellbeing of our staff while they are at work and to ensure that workplaces and working environments are safe and healthy as far as is reasonably practicable. The policy identifies a range of initiatives and support available for staff, covering, for example:

- Smoking cessation;
- Health awareness;
- Mental health support and wellbeing;
- Healthy eating and nutrition;
- Exercise;

vii. Policies and codes of practice:

In addition to our Health and Safety Policy, we have separate policies where required. We also have a set of corporate codes of practice which describe how we manage health and safety. Each code deals with a specific health and safety subject and provides comprehensive guidance.

We recognise that policies, procedures, codes of practice and risk assessments play an important part in reducing risks which may lead to ill health, staff absences and accidents. Staff are required to read and understand the codes of practice and risk assessments that apply to their

area of work. The intranet page provides a full list of all our current policies and codes of practice.

viii. Health and safety management information:

Additional guidance is available for managers on our health and safety intranet homepage. This guidance explains what managers need to consider in relation to health and safety, and gives managers a step-by-step approach to health and safety management, covering: -

- Policy and organisational statements;
- General employee risk assessments;
- Codes of practice;
- Supplementary risk assessments;
- Internal accident and incident reporting procedures;
- Health and safety management system manual and procedures;

ix. Risk assessment:

The management of risk underpins all our health and safety processes. Our risk management policy explains our approach to risk management and this is available on the staff intranet. We have a corporate risk register that includes health and safety issues, as well as other major risks we face as an organisation.

In addition to the risk management policy, we have carried out a series of risk assessments for specific groups of employees, linking with health and safety codes of conduct and other risks that have been identified. Our intranet has a full list of risk assessments that we have carried out, along with guidance for managers for carrying out a new risk assessment or reviews when this is required, which covers the following areas: -

- What is risk assessment;
- YHN's risk assessment system;
- What do I need to do (as a manager and a member of staff)? This covers implementing risk assessments, whether a new risk assessment is required, and monitoring and review of risk assessments.

x. Work Related Driving:

We recognise that individual staff will be using vehicles and drive during the day whilst on YHN business. Effective management of work-related road safety helps YHN to reduce risk. Added benefits include: - fewer injuries to

drivers; reduced risk of work-related ill health; reduced stress and improved morale. YHN has a driver's handbook for work related driving.

xi. Electrical:

All portable and transportable (PAT) electrical equipment will be checked visually by the user each time it is moved. No employee will use any electrical equipment which they suspect may be faulty. All portable and transportable electrical equipment will be subject to formal visual inspection and testing on a regular basis. Only competent, authorised people will be permitted to carry out any work on any electrical equipment, which must be tested in accordance with IET Regulations upon completion. Fixed electrical systems within YHN offices will be inspected and tested at recommended regular intervals. All amendments to the fixed installations will be carried out in accordance with the Institute of Engineering and Technology (IET) Wiring Regulations, by fully qualified and competent persons.

xii. Training:

We have a range of training that relates to health and safety. This includes the following: -

- Training for health and safety staff;
- Induction training for all staff covering general health and safety issues;
- Specialist health and safety training for staff due to the nature of the work they carry out including mental health first aid;
- Mandatory training for all staff around safety issues;
- Optional training for staff around health issues;

In addition to these courses, new managers and supervisors must also attend:

- Recruitment and selection (for those who will be involved in recruiting and selecting new employees);
- Managing discipline and grievance;
- Managing and developing staff;
- Job specific health and safety training as required;

Frontline managers and staff also receive training in the following: -

- Dealing with difficult situations;
- Complaints training;
- Northgate;
- Core YHN business training;

Our health and safety intranet page provide links to a range of health and safety DVD's to complement our formal health and safety training courses.

#### **4) Equality and Diversity.**

- i. Equality analysis has been carried out for this policy. A copy of this can be found in the list of all our policies and procedures on the staff intranet. As the policy formalises our legal duties in relation to the Health and Safety at Work Act 1974, it will not have a negative impact on any of the protected characteristics under the Equality Act 2010.

#### **5) Responsibility for Monitoring the Policy.**

- i. YHN Compliance Manager is responsible for monitoring the health and safety policy, and for ensuring that it is reviewed on a regular basis.
- ii. The Compliance Manager reports to Board on all health and Safety matters including:
  - Board roles and responsibilities
  - Accident and incident statistics and monitoring
  - Health and Safety training including Board and refresher training where required
  - Changes in legislation or best practice relating to any areas of technical compliance

#### **6) Review.**

- i. The Health & Safety Policy will be reviewed periodically by the compliance manager, any policy amendments will be approved by Board. However, a review earlier than this may be required by factors including:
  - Legislative or regulatory changes;
  - Structural or role changes;
  - Operational or technical changes;
  - Changes in evidence base;
  - Organisational learning;
  - Audits and reviews of the effectiveness of the policy;

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## **Board 31 July 2018 (5pm to 7.05 pm)**

### **Present:**

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

### **In attendance:**

|               |                                                            |
|---------------|------------------------------------------------------------|
| A Baker-Daley | Governance Support Officer                                 |
| J Davison     | Strategic Business Manager                                 |
| T Drury       | Managing Director                                          |
| M Foreman     | Customer Services Director                                 |
| L Forrest     | Assistant Director of Finance, Risk Management & Resources |
| K Hedley      | Governance and Implementation Manager                      |
| D Langhorne   | Assets and Development Director                            |
| J Ritchie     | Finance and Commercial Director                            |
| A Senior      | Head of Fairer Housing, NCC                                |

### **632 Welcome and Apologies for Absence**

Apologies were received from P Scope.

### **633 Declaration of Interests**

V Dunn declared an interest as a Member of Leazes Homes.

### **634 Chair's Items**

The Chair noted that all appraisal conversations have been held and there will be some feedback to follow with some actions that the Chair has asked Tina Drury to follow up. The collective Board evaluation report and individual 360 reports were unfortunately not as successful as hoped and this was due to the limited number of respondents and evaluators we chose. We will take this as a lesson learnt for next year.

An Asset Management Strategy bus tour has been scheduled for the afternoon of Monday 20<sup>th</sup> August, members were asked to confirm their attendance with Andrew Baker-Daley.

The Chair notified member that officers were not yet in a position to provide a Fire Safety Update due to the delay of the Social Housing Green Paper, which at present has no firm date of release. Therefore, item 5 will be removed from the agenda.

### **635 Annual Report and Financial Statements**

J Ritchie presented the report which set out the YHN Group accounts. They had been given a clean audit by external auditors EY who had completed their final checks. The Group Audit and Risk Committee had scrutinised these earlier in the month and recommended to the YHN Board the approval of the accounts and financial statements, letters of going concern, representation and letter of support to Asfaleia Ltd.

Key issues in the report which were highlighted to the Board included;

- The pension deficit has grown and now stands at £25.5m, actuaries assume it will be recovered over 20 years as opposed to forming immediately. As with previous years, NCC have provided a letter support confirming that the management fee will increase to cover the rise in deficit and that they will subsume the deficit should YHN become insolvent
- Group Audit and Risk Committee were given the opportunity to meet with auditors without officers present, and reported no concerns
- In modernising the stock system for NFS there was a disposal of £208K for items that could not be validated
- The Committee were happy with the £2.7m restructuring costs which included redundancy costs, strain on fund charges, and a £1.8m provision for staff who had not yet left at the year end
- Asfaleia Ltd. requested a letter of support, which reiterates references in the Service Agreement of YHN supporting the subsidiary should financial problems arise in delivering service targets. This has been signed by the Chair

K Lowry reiterated that the Committee were very assured following scrutiny, with positive comments on the smoothness of the process and solidity of information presented, given that it hasn't been a steady state year.

V Dunn referenced EY being satisfied of the estimated costs of transformation and asked if there is a level of materiality in which EY would have an issue. J Ritchie replied that there are two levels of figures; anything above £800K would be seen as material to the accounts and must be adjusted if the accounts are to remain unqualified, anything above £30-40K would have to be reported to Group Audit and Risk Committee but not adjusted. EY were satisfied that the approach was robust.

#### **RESOLVED – that the Board approved;**

- The Directors' report
- The Strategic Report

- The financial statements and notes
- The letters of representation
- The going concern assessment
- The letter of support to Asfaleia Ltd.

### **636 Re-election of Directors and Vice Chair**

J Davison introduced the report, which followed the meeting of Remuneration and Nominations Committee on 12<sup>th</sup> July. Three independent directors are due to retire; Richard Clark, Kevin Lowry and Helen Simpson, and their statements of support were considered by the Committee in conjunction with the skills matrix report.

J Davison added that there will be an AGM in September where the Directors will be formally appointed. As Board are aware amendments to the Articles of Association were still being worked through, it is proposed to get the written resolution signed by the shareholder in September. The new Articles will contain amendments such as the removal of the AGM requirement. As a result each subsequent year in September would become the anniversary of adoption of the Articles, and this will be the point in the year when Directors will be appointed.

For continuity, J McCarty was recommended for re-appointment of YHN Board Vice Chair.

#### **RESOLVED – that the Board approved;**

- The recommendation of the re-appointment of Richard Clark, Kevin Lowry and Helen Simpson at the Annual General Meeting on 18<sup>th</sup> September
- The re-appointment of J McCarty as YHN Board Vice Chair

### **637 Slavery and Human Trafficking Statement**

D Langhorne introduced the report, which sought approval of the 2017/18 Slavery and Human Trafficking Statement, an annual requirement for commercial business with a turnover of £36m or more, which details steps taken during the financial year to ensure business and supply chains are slavery free.

**RESOLVED** – that the Board approved the Statement for signature by a director, to be published on the public website by 30 September 2018

### **638 Minutes of 24 May 2018**

The minutes of the meeting held on 24 May 2018 were agreed as a correct record and signed by the Chair.

### **639 Matters arising and Action Log**

The action log was received and noted for information.

## **640 Board Forward Plan**

The forward plan was received and noted for information. J Davison added that members will be presented with a full forward plan at the September meeting for approval.

## **641 Assurances from Committees**

### Finance and Performance Committee – 15 May 2018

J Ritchie noted that the Committee received a single report on finance and performance, with an accompanying presentation.

### Customer Service Committee – 19 June 2018

L Doherty commented that following their presentation at the away day, the Committee were very appreciative of the Board being in agreement of what they are undertaking, Lou Grogan is now coordinating with members to visit hubs and talk to customers about what they like, don't like and would like to see improved. This will enable the committee to feed more customer views into the Board.

### Group Audit and Risk Committee – 10 July 2018

The Committee mainly considered the annual accounts, in addition to receiving reports on safeguarding and health & safety, of which P Scope will be analysing in further detail as part of his role as health and safety representative of the YHN Board.

### **RESOLVED - that:**

- The Board received the draft minutes of Finance and Performance Committee for information.
- The Board received the draft minutes of Customer Service Committee for information.
- The Board received the draft minutes of Group Audit and Risk Committee for information.

## **639 Officer Delegated Decisions**

The form was received and noted for information.

## **640 Date and Time of Next Meeting**

The next meeting is scheduled for Tuesday 18<sup>th</sup> September. Though the AGM will be held before Board proceedings, J Davison confirmed that the meeting will still begin at 5pm.

The Chair asked that a formal note of thanks be recorded on behalf of the YHN Board for Jon Ritchie and all his work as Finance and Commercial Director over the last 18 months and wished him well in his new role.

**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 all further agenda items.

.....

J Boaden  
Chair  
18 September 2018



## YHN Board 18 September 2018 Action Log (Public)

| Minute ref. | Action required                                                                                                                                                    | By whom      | Target date for completion | Current status |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------|----------------|
| 628         | The revision of the Articles of Association to be circulated to members by email for information. Tracked changes to be used to enable members to see the changes. | Jill Davison | TBC                        | On-going       |

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## YHN Board Forward Plan 2018-19

### Meeting 20 November 2018

| Report Name                                                                                                            | Purpose    | Confidential? | Report Author              |
|------------------------------------------------------------------------------------------------------------------------|------------|---------------|----------------------------|
| Safeguarding Update                                                                                                    | Discussion | ✓             | Customer Services Director |
| Assurances from subsidiaries: <ul style="list-style-type: none"><li>Asfaleia Ltd. 25<sup>th</sup> October</li></ul>    | Discussion | ✓             | Customer Services Director |
| Assurances from Committees: <ul style="list-style-type: none"><li>Customer Service 27<sup>th</sup> September</li></ul> | Discussion | ×             | N/A                        |

### Meeting 29 January 2019

| Report Name                                                                                                                                                                                                                        | Purpose    | Confidential? | Report Author                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|---------------------------------|
| Draft Budget/Delivery Plan/Risk Register 2018-19                                                                                                                                                                                   | Discussion | ✓             | Finance and Commercial Director |
| Business Strategy update                                                                                                                                                                                                           | Discussion | ×             | Strategic Business Manager      |
| Assurances from Committees: <ul style="list-style-type: none"><li>Finance and Performance 6<sup>th</sup> November</li><li>Group Audit and Risk 13<sup>th</sup> November</li><li>Customer Service 5<sup>th</sup> December</li></ul> | Discussion | ×             | N/A                             |
| <b>ABRI TRADING</b>                                                                                                                                                                                                                |            |               |                                 |
| Abri Trading – Business Activity Update                                                                                                                                                                                            | Discussion | ✓             | Finance and Commercial Director |

**Meeting 26 March 2019**

|                     | Report Name                                                                                                                                                                           | Purpose    | Confidential? | Report Author                   |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|---------------------------------|
|                     | Budget/Delivery Plan/Risk Register 2018-19 including Gift Aid payment to Asfaleia                                                                                                     | Approval   | ✓             | Finance and Commercial Director |
|                     | Health and Safety Update                                                                                                                                                              | Discussion | x             | Assets and Development Director |
|                     | Group Governance Handbook                                                                                                                                                             | Approval   | x             | Company Secretary               |
|                     | GDPR update                                                                                                                                                                           | Discussion | x             | Company Secretary               |
|                     | Assurances from subsidiaries: <ul style="list-style-type: none"> <li>Asfaleia Ltd. 17<sup>th</sup> January</li> </ul>                                                                 | Discussion | ✓             | Customer Services Director      |
| Page 1              | Assurances from Committees: <ul style="list-style-type: none"> <li>Group Audit and Risk 12<sup>th</sup> February</li> <li>Finance and Performance 19<sup>th</sup> February</li> </ul> | Discussion | x             | N/A                             |
| <b>ABRI TRADING</b> |                                                                                                                                                                                       |            |               |                                 |
|                     | Abri Trading – Budget                                                                                                                                                                 | Approval   | ✓             | Finance and Commercial Director |

**Meeting 4 June 2019**

|                     | Report Name                                                                                                                                                                | Purpose    | Confidential? | Report Author                   |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|---------------------------------|
|                     | Community Investment Fund                                                                                                                                                  | Approval   | x             | Strategic Business Manager      |
|                     | Assurances from subsidiaries: <ul style="list-style-type: none"><li>• Asfaleia Ltd. 25<sup>th</sup> April</li></ul>                                                        | Discussion | ✓             | Customer Services Director      |
|                     | Assurances from Committees: <ul style="list-style-type: none"><li>• Customer Service 13<sup>th</sup> March</li><li>• Finance and Performance 14<sup>th</sup> May</li></ul> | Discussion | x             | N/A                             |
| <b>ABRI TRADING</b> |                                                                                                                                                                            |            |               |                                 |
|                     | Abri Trading – Business Activity Update                                                                                                                                    | Discussion | ✓             | Finance and Commercial Director |

## Meeting 30 July 2019

|                     | Report Name                                                                                                                                                               | Purpose    | Confidential? | Report Author                   |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|---------------------------------|
|                     | Annual Report and Financial Statements<br>-Year End Reserves<br>- Asfaleia Letter of Support                                                                              | Approval   | x             | Finance and Commercial Director |
|                     | Appraisals                                                                                                                                                                | Discussion | ✓             | Company Secretary               |
|                     | Appointment of Vice Chair (or in September)                                                                                                                               | Approval   | x             | Company Secretary               |
|                     | Director Re-appointments (or in September)                                                                                                                                | Discussion | ✓             | Company Secretary               |
|                     | NHF Governance Code Compliance Statement                                                                                                                                  | Approval   | x             | Company Secretary               |
| Page 106            | Slavery and Human Trafficking Statement                                                                                                                                   | Approval   | x             | Assets and Development Director |
|                     | Business Strategy                                                                                                                                                         | Discussion | x             | Strategic Business Manager      |
|                     | Assurances from Committees: <ul style="list-style-type: none"> <li>• Group Audit and Risk 21<sup>st</sup> May</li> <li>• Customer Service 19<sup>th</sup> June</li> </ul> | Discussion | x             | N/A                             |
| <b>ABRI TRADING</b> |                                                                                                                                                                           |            |               |                                 |
|                     | Annual Report and Financial Statements                                                                                                                                    | Approval   | x             | Finance and Commercial Director |

## Meeting 24 September 2019

|                     | Report Name                                                                                                                                                                         | Purpose     | Confidential? | Report Author                 |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------|-------------------------------|
|                     | Chairs Report                                                                                                                                                                       | Information | x             | Chair                         |
|                     | AGM Minutes of 18 September 2018                                                                                                                                                    | Approval    | x             | Company Secretary             |
|                     | Appointment of External Auditors                                                                                                                                                    | Decision    | x             | Company Secretary             |
|                     | Retirement & Appointment of Board Members                                                                                                                                           | Decision    | x             | Company Secretary             |
|                     | Appointment of Vice Chair                                                                                                                                                           | Approval    | x             | Company Secretary             |
|                     | Committee Membership                                                                                                                                                                | Approval    | x             | Company Secretary             |
|                     | Strategic Risk Register                                                                                                                                                             | Discussion  | x             | Finance & Commercial Director |
| Page<br>107         | Assurances from subsidiaries:<br><ul style="list-style-type: none"> <li>Asfaleia Ltd. 25<sup>th</sup> July</li> </ul>                                                               | Discussion  | ✓             | Customer Services Director    |
|                     | Assurances from Committees:<br><ul style="list-style-type: none"> <li>Finance and Performance 6<sup>th</sup> August</li> <li>Group Audit and Risk 13<sup>th</sup> August</li> </ul> | Discussion  | x             | N/A                           |
| <b>ABRI TRADING</b> |                                                                                                                                                                                     |             |               |                               |
|                     | Abri Trading – Business Activity Update                                                                                                                                             | Discussion  | ✓             | Finance & Commercial Director |

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## To be first for housing

Your Homes Newcastle Board  
18 September 2018

|                 |                                                                    |
|-----------------|--------------------------------------------------------------------|
| TITLE           | <b>Committee Membership</b>                                        |
| AUTHOR          | Jill Davison, Company Secretary                                    |
| COMPANY         | <b>Your Homes Newcastle</b>                                        |
| ACTION REQUIRED | For Information                                                    |
| SUMMARY         | Board members are asked to note the proposed committee membership. |

|                                          |                                                                                                                                                                                                                                                                               |     |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| DELIVERY PLAN OBJECTIVE                  | <ol style="list-style-type: none"> <li>1. Keep the housing stock decent and neighbourhoods clean and safe</li> <li>2. Collect the rent and let properties effectively</li> <li>3. Promote health and wellbeing and support vulnerable people to enjoy independence</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                  | N/A                                                                                                                                                                                                                                                                           |     |
| EQUALITY & DIVERSITY CONSIDERATIONS      | N/A                                                                                                                                                                                                                                                                           |     |

# Your Homes Newcastle

## Committee Membership

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

- 1.1 The purpose of this report is to note the membership for the Board committees in 2018-19.

### **2. Background information**

- 2.1 The YHN Board agreed in 2017 to implement the following committees;
- Group Audit and Risk Committee
  - Finance and Performance Committee
  - Remuneration and Nominations Committee
  - Customer Service Committee
- 2.2 Membership of committees is reviewed annually with each board member in their individual appraisals and confirmed at the first board meeting following the AGM.
- 2.3 Following the recent appraisal meetings, and input from the Committee Chairs it is proposed to make no changes to the current membership.
- 2.4 Alistair Chisholm as a new Board member will replace Marion Talbot on the Finance and Performance Committee.

### **3. Conclusion and recommendations**

- 3.1 Board are recommended to note for information:
- a) The membership of committees for 2018/19 (appendix 1).

#### **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 2788624 or email [Jill.davison@yhn.org.uk](mailto:Jill.davison@yhn.org.uk)

**Committee membership from 18 September 2018**

| <b>Group Audit and Risk Committee</b> | <b>Finance and Performance Committee</b> | <b>Customer Service Committee</b>                      | <b>Remuneration and Nominations Committee</b> |
|---------------------------------------|------------------------------------------|--------------------------------------------------------|-----------------------------------------------|
| Richard Clark (Chair)                 | Malcolm Page (Chair)                     | Lisa Doherty                                           | Jo Boaden (Chair)                             |
| Paul Scope                            | Joyce McCarty                            | Up to 8 tenant members                                 | Joyce McCarty                                 |
| Kevin Lowry                           | Alistair Chisholm (vice chair)           | Representative from housing scrutiny                   | Richard Clark                                 |
| Veronica Dunn (vice chair)            | Elaine Snaith                            | Representative from Newcastle Independent Tenant Voice | Malcolm Page                                  |
| Stephen Bramwell (Asfaleia rep)       | Rachel Taylor (Asfaleia rep)             |                                                        |                                               |

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## To be first for housing

Your Homes Newcastle Board  
18 September 2018

|                 |                                                                     |
|-----------------|---------------------------------------------------------------------|
| 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 August 2018 |

|                                          |                                                                                                                                                                                                                   |     |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| DELIVERY PLAN OBJECTIVE                  | <ol style="list-style-type: none"> <li>1. Keep the housing stock decent and neighbourhoods clean and safe</li> <li>2. Promote health and wellbeing and support vulnerable people to enjoy independence</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 on a petition received during August 2018 from residents of Cruddas Park 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 Context

Residents of Cruddas Park House presented a petition to keep Shannon Todd as their Concierge for the block.

A Letter has been written to the initiators of the petition by Claire Lyddon, Operations Manager, confirming receipt of the petition, acknowledging the strong feelings the residents of Cruddas Park House have for Shannon to remain in the block following the Concierge service review, and added that the positive comments made about the member of staff have been shared with them, and that residents will be kept updated as the review progresses.

### 3. Petition Received

3.1

| Date received               | Petitioner(s)                   | Issue                                                          | Action                                                                   |
|-----------------------------|---------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 <sup>st</sup> August 2018 | Residents of Cruddas Park House | Petitioning to keep Shannon Todd as Concierge within the block | Residents will be kept informed of developments as the review progresses |

- 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 Jill Davison.

#### **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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**Delegated Decisions – Schedule of non-confidential Delegated Decisions taken between 18<sup>th</sup> July 2018 and 03<sup>rd</sup> September 2018**

| No. | Directorate/<br>Delegated<br>Officer   | Scheme                                                     | Cost/ Budget provision                                                                                                                                                                                            | Units | Contractor   | Wards    |
|-----|----------------------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------------|----------|
| 1   | David Langhorne - Assets & Development | WD0026 Citywide Window & Doors Replacement                 | Additional funding of £656,040.50 added to £5,800,000 from Lifecycles (Maintaining Decency)<br><br>-Rebuilding of external walling at 77 properties (to allow window replacement) at St. Anthony's Estate, Walker | 1109  | Straightline | Citywide |
| 2   | David Langhorne - Assets & Development | Air conditioning & supply and extract air at YHN Warehouse | Funding of £25,230.12 from Improving Customer Services                                                                                                                                                            | 1     | Coolbreeze   | Citywide |
| 3   | David Langhorne - Assets & Development | HT0020 - Deepdale Green Boiler Replacement                 | Funding of £ £74,003.09 from Lifecycles (Maintaining Decency)                                                                                                                                                     | 34    | BCE          | Kenton   |
| 4   | David Langhorne - Assets & Development | HT0021 - Leagreen Court Boiler Replacement                 | Funding of £56,590.60 from Lifecycles (Maintaining Decency)                                                                                                                                                       | 26    | BCE          | Fawdon   |

|    |                                        |                                              |                                                                                                                                      |     |                           |             |
|----|----------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------|-------------|
| 5  | David Langhorne - Assets & Development | HT0023 - boiler replacements                 | Funding of £288,154.22 from Lifecycle (Maintaining Decency).                                                                         | 140 | BCE                       | Citywide    |
| 6  | David Langhorne - Assets & Development | Enslin Street New Build (Supported Living)   | Funding of £1,638,387.62 from new Build & New Housing, plus £450,000 from Homes England Grant.                                       | 15  | Esh Group                 | Walker      |
| 7  | David Langhorne - Assets & Development | ENV0029 New Mills Estate Remodelling Phase 5 | Funding of £670,442.58 from Environmentals                                                                                           | 50  | HLS                       | Westgate    |
| 8  | David Langhorne - Assets & Development | WD0030 Door Replacement Scheme               | Funding of £794,997.53 from Lifecycle (Maintaining Decency).                                                                         | 940 | BCE                       | Woolsington |
| 9  | David Langhorne - Assets & Development | WD0029 Citywide Windows & Doors              | Funding of £624,345.24 from Lifecycle (Maintaining Decency).                                                                         | 114 | BCE                       | Citywide    |
| 10 | David Langhorne - Assets & Development | PB31 Shieldfield multis                      | Additional funding of £13,120.41 added to £30,946.75 from Participatory Budget<br>-Re- design of NCC refuse collection bin area      | 240 | HLS                       | Ouseburn    |
| 11 | David Langhorne - Assets & Development | Stage 2 Bin Chute Renewals                   | Additional funding of £25,851.40 added to £85,383.00 from Standard Housing Investment<br>-Molineux and Grafton House added to scheme | 592 | Hardall International Ltd | Citywide    |

|    |                                        |                                                                   |                                                                                                                                |     |                       |              |
|----|----------------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----|-----------------------|--------------|
| 12 | David Langhorne - Assets & Development | INT0025 Internal Elemental - Full Scopes                          | Funding of £106,000.00 from Lifecycle (Maintaining Decency).                                                                   | 10  | BCE                   | Citywide     |
| 13 | David Langhorne - Assets & Development | PB44 Aln Avenue                                                   | Funding of £47,851.50 from Participatory Budget                                                                                | 30  | HLS                   | Fawdon       |
| 14 | David Langhorne - Assets & Development | Vale House, Shieldfield House & Proctor Court Service Riser Works | Additional funding of £124,020.00 added to £616,919.85 from Lifecycle Other<br>-Extra fire prevention works identified on site | 254 | Isoler Ltd            | South Heaton |
| 15 | David Langhorne - Assets & Development | Disrepair independent witness support                             | Funding of £10,000 from YHN Revenue                                                                                            | 0   | Storm Tempest         | Citywide     |
| 16 | John Richie – Finance & Commercial     | PC and Monitor Replacement                                        | Funding of £97,000 from YHN Revenue                                                                                            | 0   | XMA                   | Citywide     |
| 17 | David Langhorne - Assets & Development | Project Brief - Ridgewood Gardens, East Gosforth                  | Funding of £1,286,143.08 from New Build and New Housing                                                                        | 7   | Esh Construction      | Dene         |
| 18 | David Langhorne - Assets & Development | Queens Court Lift Refurbishment                                   | Funding of £439,158.00 from Lifecycle Other                                                                                    | 120 | Classic Lifts Limited | Westgate     |

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