



NORTHAMPTONSHIRE  
PARTNERSHIP HOMES

# Northamptonshire Partnership Homes Limited

Company No: 09019453 Registered Address: The Guildhall, St Giles Square Northampton NN1 1DE

## Minutes and actions from the 21<sup>st</sup> June 2023 Board Meeting

*Lee Room, Westbridge Depot, St James Mill Road, Northampton NN5 5JW  
and Teams.*

### Present

#### Board Members:

Andrew Woods (AHW) *Chair*, John Connolly (JC) *Vice Chair*, Andrew Kilbride (AK), Bob Purser (BP), Chris Deery (CD), Chris Webb (CAW), Clare Whitehead (CLW), Godfrey Kanengoni (GK), Rakesh Thakrar (RT), Rebecca Peck (RP).

#### Officers:

Steve Feast (SF), Dale Robertson (DR), Julie Petrie (JP), Pip Dannecker (PD) *minutes*

#### Apologies:

Nigel Hinch (NH), Jane Carr (JCa) WNC

| Minutes and Actions                       |   |        |
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| Meeting Commenced: 19:04                  |   |        |
| Item 1                                    | Standing Items  | Action |
| <b>Item 1.1: Welcome and apologies</b>    |   |        |
| 1.1                                       | The Chair welcomed all to the meeting. Apologies were noted as above.                     |        |
| <b>Item 1.2: Declaration of interests</b> |   |        |
| 1.2                                       | None  |        |
| <b>Item 1.3: Minutes of last meeting</b>  |   |        |
| 1.3                                       | Minutes of the Board meeting held on 3 <sup>rd</sup> May 2023 were approved by the Board. |        |



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| <b>Item 1.4: Matters arising</b>  |   |  |
| 1.4   | Action 1: Completed<br><br>Action 2: Completed<br><br>Action 3: Completed<br><br>Action 4: Completed<br><br>Action 5: Completed   |  |
| <b>Item 1.5: Mission, Vision, and Values</b>                                |   |  |
| 1.5   | Mission, Vision, and Values were acknowledged in the meeting. The Chair highlighted the mission 'we improve and maintain the quality of our homes'.   |  |
| <b>Item 2 For Decision</b>  |   |  |
|   | No items.   |  |
| <b>Item 3 For Decision<br/>Recommended by Committee</b>                     |   |  |
| <b>Item 3.1: 2023 Board Member Appointments TBM/IBM (R&amp;R Committee)</b> |   |  |
| 3.1   | <p>The report was presented and taken as read.</p> <p>The recruitment process was outlined to the Board, and it was confirmed that three people were interviewed for the TBM post and four people interviewed for the two IBM posts, one of which will also become Chair of the Finance and Development Committee.</p> <p><b>The Board</b></p> <ul style="list-style-type: none"><li>• <b>Approved the TBM appointment and both IBM appointments, one of which will also become Chair of the Finance and Development Committee, at the October 2023 Annual General Meeting.</b></li><li>• <b>Noted the appointments shall be for three Annual General Meetings, in accordance with articles 16.1.</b></li></ul> |  |
| <b>Item 4 For Information</b>   |   |  |
| <b>Item 4.1: Tenant Satisfaction Measures</b>                               |   |  |
| 4.1   | <p>The report was presented and taken as read.</p> <p>The Board were advised that although a one-off survey was considered, feedback indicated that the best way forward would be for quarterly phone surveys. Therefore, NPH are in the process of procuring the services of an experienced independent Market Research company to carry out the surveys</p>   |  |

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|   | <p>on its behalf to ensure compliance with the RSH technical survey requirements, provide regular reporting to NPH and WNC of results and to enable timely management action to make improvements where required.</p> <p>Concerns were raised about the costs quoted and Board were advised this was an estimate, that included tracker surveys and contingency, however a clearer idea on the true costs would be available once the procurement process has taken place. WNC have also confirmed they can be approached for funding. It was confirmed that the specification document is currently being finalised, and it is anticipated that surveying would commence in September.</p> <p>The Board queried what data response we are looking for and were advised we are able to specify what we need although a minimum level is set by the regulator. Our requirements including a portal with live information and then quarterly reports are included in the specification. It was noted that if a tenant doesn't want to be involved there will be an option the opt out.</p> <p>The Board were reassured that NPH recognises the importance of tenant views and will be able to use the data to improve satisfaction.</p> <p><b>The Board noted the contents of the report and the approach to be taken to comply with the RSH TSN reporting requirements.</b></p> |  |
| <b>Item 4.2: Happy to Help CIC Report</b> |  |  |
| 4.2                                       | <p>The report was presented and taken as read.</p> <p>The Board discussed the four Communities Funds applications and were advised that two were returning and two were first time applicants.</p> <p>The Board were reassured that all applications satisfy the aim is to improve communities with WNC tenants benefiting. They were also reassured that all applicants be based in Northampton.</p> <p><b>The Board received the 26/05/2023 Happy to Help CIC report.</b></p>  |  |
| <b>Item 4.3: Chief Executives Update</b>  |  |  |
| 4.3                                       | <p>The report was presented and taken as read.</p> <p>The Board were advised that a Management Agreement meeting had been held the previous week. A revised Management Agreement is being developed, to reflect how the relationship and services between NPC and WNC have progressed since the original document was created. A timeline for the creation and approval of the new management agreement is being developed.</p>  |  |

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|   | <p>The Board were also advised of the change of date of the following two Board meetings, and further discussed the difficulty regarding meetings during the summer holiday period.</p> <p>Discussions were held regarding the proposed move to Booth Meadow House, with concern raised regarding working from home. Reassurance was given that working from home is not being considered but a flexible option is being progressed allowing staff to spend time where customers require and be more productive with their time. Further consideration also needs to be given to the location Equans and whether they would need to be located on the same site.</p> <p>Board members suggested that NPH services could be more effective if they were provided entirely by NPH rather than using the Councils contact centre with particular reference given to repairs services. Board were advised that NPH will be undertaking customer journey mapping for all customer interactions which will identify the most effective pathways for customers enquiries from both a customer satisfaction and efficiency perspective.</p> <p><b>The Board noted the contents of the report.</b></p> |  |
| <b>Item 4.4: Chairs Update <i>verbal</i></b>                                |   |  |
| 4.4   | The Chair updated the Board on his current activities including his discussions with representatives at WNC about development.  |  |
| <b>Date of next meeting: Wednesday 16<sup>th</sup> August 2023 at 18:00</b> |   |  |
| <b>Close of meeting: 20:00</b>  |   |  |

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| <b>Action Summary</b> |             |  |
|                       | No actions. |  |