



Northamptonshire Partnership Homes Limited

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

Minutes and actions

NPH Board Meeting

4 December 2024

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

Present

Board Members:

Andrew Woods (AHW) *Chair*, Chris Webb (CAW) *Vice Chair*, Clive Williams (CDW), David Godfrey (DG), Rakesh Thakrar (RT), Rebecca Purnell (RP), Suzanne Williamson (SW)

Officers:

Steve Feast (SF), Nicky McKenzie (NMc), Davina Sylvan (DS) *minutes*

Apologies:

Jon Sawyer (JS), Winston Williams (WW), Linda Cherrington (LC).

Minutes and Actions		
Meeting Commenced: 18:06		Action
Item 1: Welcome and apologies		
1	The Chair welcomed all to the meeting. Apologies were noted as above.	
Item 2: Declaration of interests		
2	None.	
Item 3: Minutes of last meeting		
3	Minutes of the Board meeting held on 13 th November 2024 were approved by the Board.	



Item 4: Matters arising		
4	<p>Action 1: In progress. Further investigation is taking place on the potential costs</p> <p>Action 2: Complete. The Director of Customers circulated figures via email.</p> <p>Action 3: In progress. The Gas Safety process is being reviewed and the date will be confirmed within the next two weeks.</p>	
Item 5: Feedback from the Audit Commission		
5	<p>The Board were advised this agenda item should be titled Feedback from the Regulator of Social Housing.</p> <p>The Board received a summary of the feedback from the Regulator of Social Housing (RSH) following the C3 judgement which has been awarded to West Northamptonshire Council (WNC). This judgement was made public on Wednesday 27th November 2024 and NPH supported WNC with the statements to staff and the press . The Board noted that the judgement has been issued in relation to one standard, Health and Safety.</p> <p>The Board were advised that NPH and WNC are currently awaiting feedback on the next steps required following the judgement.</p> <p>The Board noted that the likely process will be a period of intense work in conjunction with RSH to provide assurance which will culminate with an inspection of the service in relation to all standards and may result in a revised judgement.</p> <p>The Board enquired if it would be useful to have a summary of the 4 standards. It was noted that this has been provided to the Board previously and the Chief Executive provided a broad overview.</p> <p>The Board were informed that the Chief Executive took part in a local radio interview.</p> <p>The Board enquired how many other C3 judgments have been issued by RSH to date, and are they mostly from self-referral to RSH around tenant satisfaction measures or meeting compliance around regulatory standards or other factors? It was noted that it is a combination of factors.</p>	



	Action: The Chief Executive will provide a breakdown of the C1 to C4 Regulatory judgements issued with divisions by housing associations and councils/ALMO.	CEx
Item 6: Business Improvement Action Plan		
6	<p>The Board discussed in detail aspects of the Business Improvement Action Plan.</p> <p>The Board discussed Stock Condition Surveys across the industry and confidence in the historical data given the number completed. It was confirmed that NPH had planned to rebase this over 2024-25 and subsequently complete 25% over a 4 year rolling cycle.</p> <p>The Board highlighted the introduction of the Service Quality Committee in February 2025 and requested an update on recruiting tenant members. The Board were informed the roles have been out to advert and the closing date was extended. Colleagues will be shortlisting next week and NPH will look to appoint people in early January 2025.</p> <p>The Board raised a query regarding the changes made to the Board recruitment process and highlighted that potential candidates had struggled to access the application form and had taken the decision not to apply in protest. The Board were advised that the recruitment process is more professional and there is a focus on recruiting based on skill sets. It was noted that support is in place for the recruitment process.</p> <p>The Board noted following the recent media coverage that more tenants are approaching councillors regarding the quality of repairs and other issues that they may have felt unable to come forward previously and asked how will NPH approach communications to show we are listening and build confidence.</p> <p>It was confirmed that there has been an increase in councillor enquiries, but this has been centred around wards with councillors who are active local advocates. It was noted that the vast majority have been related to other issues rather than compliance issues. The Chief Executive has met with councillors active in wards and discussed how to address some issues raised. Complaints are being monitored to ensure there is no increase due to issues.</p>	

	<p>The Board discussed media engagement and noted that the timing is important. It was noted that the media approach will change moving forward and a different strategy will be applied. It was clarified a message to tenants from NPH will be issued and NPH will ensure the timing and the messaging is correct for tenants, leaseholders and those who sublet.</p> <p>The Board acknowledged the NPH Compliance dashboard, noting it is an important document for the Board and suggested a work through could be held on the document to ensure it is understood. The Board enquired about the non-domestic properties listed within fire safety checks and asked for clarity on what they are.</p> <p>The Board were advised that the document shared is a very early draft and apologies given as inaccuracies may be included. It was noted that this document has been shared with WNC colleagues to present to the Regulator as a method to show progress and NPH are awaiting feedback from this. The next meeting will focus on this document and the Business Improvement Action Plan. It was confirmed non-domestic properties refers to communal areas. It was noted the Compliance dashboard will inform the action plan and advised there are a number of interlinked documents which will feed into a single point and some of which will contain externally audited data validation.</p> <p>The Board raised the EICR numbers included in the report and queried its positioning within the document. It was confirmed that this was due to the layout of the data which can be amended.</p> <p>The Board highlighted within the dashboard missing text and data and also raised issues with the readability of the document. It was agreed that the Convene system does have some limitations regarding spreadsheets and the missing text and data will be provided.</p> <p>The Board:</p> <ul style="list-style-type: none"> • Considered and endorsed the Business Improvement Action Plan and the draft Compliance Dashboard. 	
Item 7: Feedback from WNC meetings		
7	<p>The Board were provided with synopsis of the discussions and resolutions heard in relation to NPH at the WNC Full Council meeting held on 28th November 2024.</p>	



	<p>The Board acknowledged due to the current position of NPH the importance of the Board meeting regularly.</p> <p>Action: The Board will meet for an extra meeting on a date to be decided in January 2025.</p> <p>The Board:</p> <ul style="list-style-type: none">• Considered the Council meeting papers and determined any actions arising	Gov
Date of next meeting: Wednesday 12 February 2025, 18:00		
Close of meeting: 19:49		

Action Summary		
Action 1 (item 5)	The Chief Executive will provide a breakdown of the C1 to C4 Regulatory judgements issued with divisions by housing associations and councils/ALMO.	CEx
Action 2 (item 7)	The Governance Team to schedule an extra Board meeting on either the 8 th January 2025 or 15 th January 2025.	Gov