

Open minutes of Tower Hamlets Homes Board Meeting
 Thursday 9th December **6.15pm – 7.15pm**
 Harford Centre, Harford Street, E1 4FG

Board Directors Present:

- Ann Lucas (AL & Chair) - Chair, Independent Board Director
- Claire Tuffin (CT & Vice Chair) - Resident Board Director
- Andrew Bond (AB) - Independent Board Director
- Safia Jama (SJam) - Independent Board Director
- Nikesh Shah (NS) - Independent Board Director
- Simon Hart (SH) - Resident Board Director
- Mahbub Anam (MA) - Resident Board Director
- Asma Islam (AI) - Cllr Board Director
- Sabina Akhtar (SA) - Cllr Board Director
- Val Whitehead (VW) - Cllr Board Director

Co – Optees Present:

- Iain Lawson (IL) - Co-Optee to Finance & Audit Committee

Officers Present:

- Neil Isaac (NI) - Director of Finance
- Ann Otesanya (AO) - Director of Neighbourhoods
- Paul Davey (PD) - Director of Business Transformation
- Will Manning (WM) - Director of Asset Management
- Gulam Hussain - Head of Regulatory Assurance
- Darren Cruice - Head of Asset Management & Compliance
- Chris Smith - Head of Resources
- Michelle O'Brien - Head of Health & Safety
- Richard Hards - Head of Leasehold Services
- Hilton Armand - Customer Access Strategic Advisor
- Jean Philadelphia - Executive Support Team Leader

In Attendance:

- Karen Swift (KS) - LBTH Divisional Director of Housing & Regeneration
- Rupert Brandon (RB) - LBTH Head of Housing Supply

Apologies:

- Tarik Khan (TK) - Cllr Board Director
- Pam Haluwa (PH) - Co-Optee to Gov.& Remuneration Committee
- Susmita Sen (SS) - Chief Executive

1.	Welcome	
1.1.	AL welcomed all to the meeting. Apologies for the above were noted.	
2.	Declaration of Interest	
2.1.	CT, IL, and SH declared their interest as leaseholders of Tower Hamlets Homes.	
3.	Questions from Members of the Public	
3.1.	None received.	
4.	Minutes of the Open Minutes of the Board Meeting Held on 23rd September 2021	
4.1.	<i>The THH Board AGREED minutes of meeting held on 23rd September 2021 were an accurate record.</i>	

5.	Draft Accounts	
5.1.	The report provided an update on the audit of accounts for 2020/21 and makes proposals for concluding the process so that the accounts can be filed in accordance with the Companies House deadline of 31 st December 2021.	
5.2.	NI said it was the first year with external auditors, Kirk Rice which was a learning curve for them and for THH. The audit had taken longer than expected as the auditors had to familiarise themselves with THH and its relationship with the Council.	
5.3.	A meeting was held on 1 st December with the auditors, Chair of FAC, Chair of the Board, the Director of Finance and Head of Finance to discuss what was outstanding. The auditors confirmed that the audit was almost complete but with a few outstanding issues that were outside of THH's control.	
5.4	The Board is asked to approve the letter of representation, approve the accounts in their current draft form and agree to delegate the final sign off to the Chair of FAC and Chair of the Board. The Council has already agreed to receive the accounts which be sent off to Companies House by 31 st December 2021.	
5.5	Action: AB to make some points to the auditors regarding the pension scheme, to raise with the Council to get the accounts signed off as quickly as possible and to pick up on areas the auditors had mentioned in their management letter.	AB
5.6	Action: NI to write to KS and RB with regards to the pension indemnity and information required.	NI
5.7	Action: Cllr Val Whitehead's name to be amended on the Directors report.	PD
5.8	Action: Recommendations agreed subject to a few grammatical errors. AL and AB to sign off final accounts.	AL/AB
5.9	<i>The THH Board NOTED the Draft Accounts for 2021.</i> <i>AL thanked AB for all his hard work on the Board and whilst chairing FAC.</i>	
6.	Outline Business Plan 2021/22	
6.1.	Under the terms of the management agreement between LBTH and THH a draft Business Plan is required to be submitted to the Client for any comments before the end of the financial year and this was the third year of our 6-year Business Plan. An Outline Plan to be submitted to Board followed by the Council.	
6.2.	The report presented a high level of deliverables. A lot of work in terms of Fire Safety, around the Better Neighbourhoods framework, review of the Asset Management plan and work to be done around the Regulator.	
6.3	GH said if Board happy with the Outline Plan, it will be sent over to the Client for feedback/comment.	
6.4	IL asked for next year could we look at a joined-up system by LBTH and THH on the extension of leases so that there is a clear path for leaseholders.	
6.5	NS asked could we draw out how THH is working on sustainability etc rather than in small paragraphs. NS happy to discuss further with GH.	
6.6	Action: first draft Outline Business Plan to go to the Client and for approval to	GH

6.7	Board in February. <i>The THH Board NOTED the Outline Business Plan.</i>	
7.	Digital update/new operating model	
7.1	The report was to provide the Board with a progress update on implementing the Digital Strategy and on achieving our target operating model, which was set out in the Customer Access Strategy. The report also confirms the intention to update the Customer Access Strategy and review the THH staffing structures to reflect changes to the external operating environment and the move to the new town hall.	
7.2	The report showed that whilst good progress had been made in developing the online offer, there were challenges that need to be addressed to achieve the required customers' expectations on the MyTHH website.	
7.3	Work is currently underway to use the feedback from Board Directors and residents to define the required changes to the system. Discussions will then take place with the Council's IT team and NEC (Northgate) to make the appropriate changes.	
7.4	NS said he was keen to see how the system was performing, how our residents are finding these elements and whether we are doing the right thing. CS said he had seen a growth in DD payments.	
7.5	SH said he would be keen to work with HA and others as to what we can do to broaden the expertise.	
7.6	VW said London Borough of Hackney had an on-line chat facility and asked is this something we could look at. CS responded that we did look at this facility previously but there was not enough scope for that.	
7.7	SJa thought there was lessons to be learned as some residents may not be able to access the system. Could we encourage residents via a training session showing them how to use MyTHH. HA added that we had tried digital inclusion training, but the uptake was very low, so it was concluded that it was not the best way to go, but rather through 1-2-1 sessions.	
7.8	<i>The THH Board NOTED the Digital Update and THH Operating Model.</i>	
8.	CEO Report	
8.1	PD presented this item to the Board, with highlighted areas within the report from Business Transformation, Asset Management, Neighbourhood Services and THH performance as at end of October 2021 and asked that the contents of the report be noted.	
8.2	Action: Responses to Board questions to be sent to Board members by PD.	PD
8.3	<i>The THH Board NOTED the CEO report.</i>	
8.4	KS gave encouraging feedback from the Client on working together with THH. KS felt going forward she needed to concentrate more on the Regulator and where we are heading with carbon reduction. KS and RB left the meeting at 7.15pm.	

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Item	Action	Who	Due	Status
5.5	AB to make some points to the auditors regarding the pension scheme, to raise with the Council to get the accounts signed off as quickly as possible and to pick up on areas the auditors had mentioned in their management letter.	AB		Ongoing – wrap up waiting indemnity and final sign off
5.6	NI to write to KS and RB with regards to the pension indemnity and information required.	NI		Ongoing – in discussion with LBTH colleagues
5.7	Cllr Val Whitehead's name to be amended on the Directors report.	PD		Complete
5.8	Recommendations agreed subject to a few grammatical errors. AL and AB to sign off final accounts.	AL/AB		Ongoing – awaiting confirmation on indemnity
6.6	First draft Outline Business Plan to go to the Client and for approval to Board in February.	GH	Feb 22	Complete
8.2	Responses to Board questions to be sent to Board members by PD.	PD		Complete

Chair

Date