

Meeting **Shropshire Towns & Rural Housing Limited Board Meeting**

Date **24th June 2024**

Time **10:00-16:30**

Location **Board Room – Mount McKinley**



Members Present:	
Tony Deakin (TD)	STAR Board Chair, Independent Board Member
Vince Hunt (VH)	Shropshire Council , Board Member
Steve Robinson (SR)	Independent Board Member
James Woods (JW)	Independent Board Member
Yordan Tolev (YT)	Tenant Board Member
Andrea Martin (AM)	Co-opted STAR Board Member
Paul Hayward (PH)	Co-opted STAR Board Member
Non-Members Present:	
Harpreet Rayet (HR)	Managing Director
Tom Forty (TF)	Operations Director
Ros Bridges (RB)	Corporate Director
Rosanna Davenport (RD)	Governance Manager
Leela Cottey (LC)	Assistant Director of Assets, STAR - Agenda Item 8
Charlotte Burrows (CB)	PA and Minute Taker
Jenny Daisley (JD)	Client Officer (Housing)
Jane Trethewey (JT)	Assistant Director Homes & Communities
Denise Jones (DJ)	Head of Finance (item 12 Only)
Apologies	
	Lucy Heath, Richard Amos, Julia Buckley, Paul Weston

10.00am	Presentation	Core System Demonstration Dave Moran		
		There was a discussion about the Core System Demonstration presented by Dave Moran. After the presentation, there were inquiries regarding the capacity and speed of Capita in responding to development requests and in introducing new modules., Dave Moran clarified that training sessions had been arranged around Open Housing, but that new modules including , a new CRM, and compliance module would be purchased . Capita’s control over these systems has changed, requiring helpdesk tickets for changes, reducing customizability. It was agreed that the Customer Committee & Scrutiny Panel should see the system in action. The rollout is planned for around May 2025.		
Minute Number			Who	When
1.	Welcome & Apologies	The Chair began the meeting by welcoming all attendees, followed by the acceptance of apologies from those who couldn't attend. TD then welcomed three new attendees, Andrea, Jenny, and Lynn and introduced them to the meeting. Subsequently, each attendee introduced themselves and explained their roles.		
2.	Declarations of Interest	There were no new Declarations of Interest received.		
3.	Minutes of the previous meeting	The minutes from the previous meeting on 11th March 2024 were reviewed and approved with the agreement to amend certain sections for accuracy.		
3.1		Actions include correcting the math in the 'Wellbeing of Residents' section, fixing a typo under the 'Presentation Section', and removing brackets in 'Section 20'. Subject to these amendments, everyone approved the previous minutes.	RD	Sept Board
4.	Matters Arising	All noted matters arising		

5.	Performance Update	Presentation: RB The Board reviewed a pre-circulated report, which RB summarized, emphasizing the key points. SR raised concerns about the increase in voids and long-term empty properties, to which HR explained that some properties require structural and damp & mold work, and STAR has utilized some for temporary accommodation. AM inquired about the gas percentage, and the Board confirmed it's at 100%. JW questioned the metrics for capped gas, and TF clarified that there are 30 gas capped, which are inspected yearly and managed closely. RB then presented the House Mark presentation, explaining each slide, which led to VH suggesting exploring and strengthening the relationships with others, a point HR agreed with. The Board approved the report.		
6	Property Safety Update	Presentation: LC – Presented by TF as LC is unwell. The Board reviewed the report that was circulated in advance, with TF providing an overview and highlighting the main points. The report noted that STAR has faced rejections from three partners who are unwilling to work with Shropshire Fire & Rescue. TD suggested that JT communicate this issue within the Council, while JT recommended that TD, as the Chair of the Board, could write a letter addressing the matter. AM inquired about the advice and support STAR provides to new tenants, particularly regarding damp and mold. The issue around Air Source Heat Pumps (ASHP) was acknowledged during the scrutiny review and is being looked at for further work. JW and TF planned to discuss the ASHP matter offline for more in-depth conversation.		
7.	Subcommittee Update – FAR	Presentation: SR/RB SR provided an overview of the last FAR meeting for the Board, highlighting the key discussions and outcomes. HR mentioned the removal of certain items from the Strategic Risk Register, noting that these items are now considered business as usual. Board supports this.		
7.1		HR to remove agreed risks from Strategic Risk Register	HR	Sept Board
8.	Subcommittee Update – Development, Sustainability	Presentation: HR/JW Approval Required Oaklands & Ellesmere Wharf property purchase		

8.1	and Strategic Investment	JW provided an overview of the last Development meeting, and HR discussed the necessary approvals from the meeting. The subcommittee had previously discussed the matters at hand, and TD invited Council members to raise any queries or questions. The Board agreed to approve the discussed items. TD highlighted the issues surrounding the appraisal model and suggested that a similar presentation before the Board would be beneficial. HR offered to conduct a virtual session to address this. Training session on the development appraisal model and process for Board members.	HR	Plan by Sept Board
9.	Sub Committee Update – Customer Services	Presentation: PH/TF – PH covered the last meeting and TF covers this report as JB has sent her apologies. Approval required for Housing Ombudsman Complaints Code Self – assessment TF provided an overview of the recent customer services committee meeting, TD highlighted his concern about the high staff turnover and its impact on organisational knowledge within operational areas. HR reassured that housing officers possess significant local knowledge and mentioned that TF is working on a succession plan considering the workforce's age. The Board discussed strengthening areas of concern, particularly regarding single points of failure and the age range within the workforce. The Board also reviewed neighbourhood inspections, with TD inquiring about STAR's involvement with the council in these inspections. VH recalled past practices of council members accompanying police, local officers, and housing officers during area inspections, offering to suggest potential starting patches for TF. JW raised the issue of communication gaps with new regulations and guidance, particularly in touchpoints with sub-contractors. HR addressed this by stating that STAR is setting expectations through contract management within procurement and emphasized the need to understand complaints to prevent a rise in them.		

		RB briefed on what needs publishing and approval in the meeting, while HR mentioned an upcoming possible self-assessment in autumn to review STAR's processes. JW suggested that the board needs to be more informed about complaints and that the self-assessment should focus on data analysis for business improvement. The Board agreed to approve the discussed items. TD expressed interest in the support the Scrutiny Panel had received from HQN, and LF provided insights into the Scrutiny Panel's training on review processes, highlighting their dedication and time management. JT praised the detailed and impressive report.		
Lunch Break 12.00 – 12.30				
10.	Sub Committee Update – HR & Remuneration	Presentation: HR/VH VH gives a brief overview of the last HR meeting. SJ joins via Teams.		
EXEMPT ITEMS				
16.	Any Other Business	NO AOB Declared.		
		Dates of Next Meetings at STAR Offices, Mt McKinley, 1.00 pm – 5.00 pm Monday 16 September 2024 Monday 9 December 2024		

