

# Item 04

HCA Registered Provider No. 4608  
Company Number No. 5864912  
A Company Limited by Guarantee  
Registered in England

**Rykneld Homes Ltd**  
**Board Meeting**  
**Minutes of the Meeting held 14 September 2023**  
**2013 Mill Lane, Wingerworth, Chesterfield S42 6NG**

**Present:**

**Board Members** Wayne Hodgkiss, John Tatham, Martin Thacker, Kevin Gillott, Kathy Clegg, Jason Spencer, Gerry Morley

**Officers** Lorraine Shaw, Niall Clark, Marcus Bishop, Lucy Gebbie, Heather Summers, Helen Brown, Craig Cooper, Rachel Sellars

**NEDDC** Jayne Dethick, Director of Finance & Resources (S151 Officer),  
Nigel Barker , Leader of the Council

**Guest**

The meeting commenced at 5.00pm.

Board	Title	Discussion	By
01	Welcome	The Chair welcomed everyone to the meeting.	Chair
02	Apologies for Absence and Quorum	None	Co Sec
03	Declarations of Interest	The Parent appointed Board Members had a general interest as NEDDC Councillors.  However, as these did not cause a conflict of interest, they were not precluded from taking part in discussions or decisions.	Chair
04	Meeting Minutes	To approve the Board meeting minutes of 13 July 2023, as a correct record.  <b>Approved.</b>	Chair
05	Forward Plan	To note the items on the Forward Plan.  <b>Noted.</b>	Chair
06	Outstanding Items	To note items outstanding from decisions made at previous meetings.  <b>No outstanding items.</b>	Chair

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<b>07</b>	<b>Questions from press or public</b>	<p>To consider any questions for which notice has been given.</p> <p><b>No questions received.</b></p>	<b>Chair</b>
<b>08</b>	<b>Business Plan 2023-27</b>	<p>To consider and approve the RHL Business Plan 2023-27, which sets out the key ambitions, including to build and acquire new social/affordable homes over the next five years. The Plan will support North East Derbyshire District Council (NEDDC) to deliver the priorities outlined in its Council Plan 2023/27.</p> <p><b>The Board approved the Business Plan 2023-27 and key objectives in principal. The Board requested the company values reviewed with the aim to simplify the text, and some additional focus on future/capital projects.</b></p> <p><b>These comments will be incorporated and the updated Business Plan will be circulated to Board Members to for information, with ratification at the next Board meeting.</b></p>	<b>LS</b>
	<b>TSM Annual Survey Approach</b>	<p>To consider and approve the approach for the Tenant Satisfaction Measures (TSM) and Quarterly Performance Report format 2023/24.</p> <p><b>The Board Approved:</b></p> <p><b>1.1 The format and an autumn implementation of the TSM Perception Survey.</b></p> <p><b>1.2 That NEDDC/RHL submits combined information for low cost home ownership and low cost rental accommodation (3.4 of the Report refers).</b></p> <p><b>1.3 The survey is posted in the autumn with response options of postal, online and Contact Centre, accessible options to be included where requested to enable all customers to respond.</b></p> <p><b>1.4 The survey is a census approach (all tenants) as opposed to a sample survey.</b></p> <p><b>1.5 The representativeness of the response is checked against the tenant profile for age and accommodation type – house, bungalow or flat and disability.</b></p> <p><b>1.6 A free text field is included after the prescribed questions for customers to provide additional comments.</b></p> <p><b>1.7 The prize fund is divided into a number of small prizes so more people have a chance of winning.</b></p> <p><b>1.8 The revised format for the Quarterly Performance Report incorporating tracked performance PI's against the TSM Management Information, prior</b></p>	<b>MB</b>

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		<b>to submission to the Regulator for Social Housing at year end 2023/24.</b>	
<b>10</b>	<b>Customer Annual Report</b>	To consider and approve the Customer Annual Report. <b>The Board approved the Customer Annual Report.</b>	<b>MB</b>
<b>11</b>	<b>Quarterly Performance Report (Q1 2023/24)</b>	An update was given on RHLs Qtr 1 Performance 2023/24. <b>The Board noted RHL's Performance Report Qtr 1 2023/24.</b>	<b>MB</b>
<b>12</b>	<b>Finance Report (Q1)</b>	An update was given to ensure that the Board is fully informed of the organisation's financial performance at the end of June 2023 (Q1) and of the budget pressures facing the organisation for 2023/24. <b>The Board noted the financial position of the Company as at the end of June 2023 and of the budget pressures facing the organisation for 2023/24.</b> <b>The Board requested a Disrepair Action Plan that included supporting NEDDC to raise the issue of claims farmers targeting vulnerable people following the increase in number of disrepair claims</b>	<b>RS</b>
<b>13</b>	<b>Regeneration Projects Report</b>	An update was given on the progress of the current Regeneration projects and development schemes that RHL is delivering in 2023/24. The Board was provided positive progress updates on: <ul style="list-style-type: none"> <li>• Pine View, Danesmoor</li> <li>• Whiteleas Avenue, North Wingfield</li> <li>• Stonebroom</li> <li>• Social Housing Decarbonisation Fund Wave 2</li> <li>• Section 106.</li> </ul> <b>The Board noted the updates of the Regeneration projects and development schemes being undertaken in 2023/24.</b>	<b>HB</b>
	<b>Exclusion of the Press and Public</b>		<b>Chair</b>
<b>14</b>	<b>Strategic Risk Register Q2, 2023/24</b>	An update was given on the Strategic Risk Register for Q2, 2023/24. <b>The Board approved the Q2, 2023/24 update to the Strategic Risk Register.</b> <b>The Board approved the Finance and Audit Sub-Board reviews the Register to ensure it captures the key risks for service provision and the protection of social</b>	<b>MB</b>

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		<b>housing assets. Additional issues for consideration to include suicide prevention.</b> <b>This is scheduled for 9 November 2023.</b>	
	<b>AOB</b>	<b>None</b>	
	<b>Meeting Date</b> <b>Time</b> <b>Venue</b>	Thursday 21 December 2023 4.00 pm 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG	

**Closed meeting ended 6.45 pm.**