

**MINUTES OF THE 687<sup>TH</sup> MEETING OF THE NORTHERN IRELAND HOUSING EXECUTIVE HELD ON WEDNESDAY 28 NOVEMBER 2018 COMMENCING 10.15 AM IN THE BOARDROOM, THE HOUSING CENTRE, 2 ADELAIDE STREET, BELFAST (PRIVATE MEETING AT 9.30 AM)**

The Interim Chair welcomed everyone and requested that all present to switch their mobile devices to silent.

	<p><b><u>PRESENT</u></b></p> <p>Professor P Roberts      Interim Chair          Mr G Lomax                  Interim Vice Chair          Mr K Millar                  Board Member          Mr J McCall                 Board Member          Mr D Wilson                 Board Member          Alderman B Keery         Board Member          Councillor H Legge         Board Member          Councillor P Brett         Board Member</p>
	<p><b><u>IN ATTENDANCE</u></b></p> <p>Mr C Bailie                    Chief Executive          Mrs C McFarland            Director of Finance, Audit &amp; Assurance          Mr P Isherwood              Director of Asset Management          Miss S McCauley             Director of Regional Services          Mr C McQuillan              Director of Housing Services          Mr J Blease                    Head of Communications &amp; Secretariat          Mrs K Smyth                  Secretariat Manager          Miss M McLaughlin         Senior Admin. Officer</p> <p>Mr M Fegan                    Principal Business Consultant, BSC, DoF          Mr M Carey                   Senior Business Consultant, BSC, DoF</p>
	<p><b><u>APOLOGIES</u></b></p> <p>Councillor C Elattar          Mr D Collins, Boardroom Apprentice</p>
	<p><b><u>WELCOME</u></b></p> <p>The Interim Chair welcomed everyone to the monthly Board meeting and conveyed best wishes for a speedy recovery to Councillor Elattar.</p>
1.	<p><b><u>DECLARATIONS OF INTERESTS</u></b></p> <p>There were no declarations for noting and best practice for dealing with any conflicts of interest arising was reaffirmed by the Interim Chair.</p>

		Action
<b><u>COMMITTEE BUSINESS</u></b>		
2.	<p><b><u>DLO Performance &amp; Development Committee - Updated Terms of Reference</u></b></p> <p>Mr Millar, Committee Chair, spoke to the paper outlining the update to the DLO Committee Terms of Reference which would allow the future opportunity to co-opt an additional Member / /skillset, if required.</p> <p><b><u>NOTED:</u></b> the Secretariat Manager noted the request from the Interim Vice-Chair, to further review the ARAC Committee Terms of Reference with a view to aligning them in accordance with the above.</p> <p><b><u>RESOLVED:</u></b> the Board approved the updated Terms of Reference for the DLO Performance and Development Committee.</p>	<p>SEC</p> <p>SEC / HDLO</p>
<b><u>HOUSING COUNCIL BUSINESS</u></b>		
3.	<p><b><u>Monthly Update - Housing Council Representatives</u></b></p> <p>The Interim Chair invited the political representatives on the Board to provide a monthly update on Housing Council business.</p> <p>Alderman Keery commented on items from the previous Housing Council Meeting, namely, an update from the Interim Chair on Housing Executive Tower Blocks; a presentation from Patrick Thompson (Deputy Chief Executive, Northern Ireland Federation for Housing Associations) on Housing Association Void Properties.</p> <p>Councillor Legge remarked it had been an extremely informative meeting and endorsed Alderman Keery's view that the void presentation had not addressed all the issues previously raised by the Housing Council, although added that significant discussion and debate had taken place. She confirmed the Housing Council had evaluated its effectiveness and would be progressing local visits to obtain a real sense of community / tenancy issues. Both Councillor Legge and Alderman Keery also provided a positive briefing on recent visits to Drumbeg, Edgarstown and Dingwell Flats.</p> <p>In particular, Councillor Legge also took the opportunity to reiterate the Housing Council's appreciation in regard to the Interim Chair's attendance.</p>	

	<p>The Interim Chair welcomed the update, commended the valuable work being undertaken by the Housing Council and conveyed appreciation to both Members.</p> <p><b><u>NOTED.</u></b></p>	
<p><b><u>CHIEF EXECUTIVE’S BUSINESS</u></b></p>		
<p>4.</p>	<p><b><u>Housing Executive Board Members and Officers Indemnities</u></b></p> <p>The Chief Executive spoke to the paper outlining the legal position in relation to Housing Executive powers to indemnify its Members and Officers out of public funds for personal liabilities arising out of acts or failures to act in the course of their membership of or employment with the Housing Executive. He welcomed the definition and clarity provided by the paper and noted his appreciation to the Head of Legal Services.</p> <p>Essentially, if Members/Officers, while conducting Housing Executive business (or genuinely believe themselves to be on Housing Executive business), have acted responsibly and reasonably, they will be covered by the indemnity arrangements.</p> <p>Questions arose on insurance cover for conferences/events held in Northern Ireland and elsewhere, and the Director of Finance, Audit &amp; Assurance undertook to provide Board Members with an update following the meeting.</p> <p><b><u>RESOLVED:</u> unless a significant change in policy occurs, the Board approved, in perpetuity, the grant of indemnities to Housing Executive Members and Officers in-line with those permitted under the 2011 Order (in the terms as set out in Appendix 1 of the paper).</b></p>	<p>DoFAA</p> <p>CX / HoLS</p>
<p>5.</p>	<p><b><u>Update on Year One of the Customer Excellence Strategy (CES) 2017/18 - 2019/20</u></b></p> <p>The Chief Executive spoke to the paper providing an overview of the work carried out on the last year of the Customer Excellence Strategy and added that there was still more work to do. The Customer Excellence Strategy overview focussed on the undernoted five themes:</p> <ul style="list-style-type: none"> <li>• Developing Customer Insight.</li> <li>• The Culture of the Organisation.</li> <li>• Information and Access.</li> <li>• Delivery.</li> <li>• Timeliness and Quality of Service.</li> </ul>	

	<p>In response to Mr Lomax's query on Data Analytics (page 61), the Chief Executive reported that the data analytics tool allows customer data to be assessed across a range of systems to provide a better understanding of customers and performance. He added that the full potential of this had not yet been realised.</p> <p>In response to an enquiry regarding the availability of information, the Director of Housing reported that full Housing Executive contact details were contained in the 'Streets Ahead' magazine which is distributed to all tenants. A copy of the winter 2018 edition of 'Streets Ahead' was also tabled for Board Members.</p> <p>Mr Wilson also took the opportunity to highlight GDPR compliance and the need for oversight by the Data Protection Officer.</p> <p><b><u>RESOLVED:</u> the Board welcomed the paper and -</b></p> <ol style="list-style-type: none"> <li><b>1. approved the publication of the Year 1 Action Plan activities on the Housing Executive website; and</b></li> <li><b>2. agreed that a topic at the next Away Day should provide the Board with an overview of the tenant portal.</b></li> </ol>	CX
	<p><b><u>PAPERS FOR APPROVAL</u></b></p>	
6.	<p><b><u>UPDATE - DfC MSFM &amp; Dossier of Controls</u></b></p> <p>There was nothing further to report at this time. The item would be retained on the Board Forward Work Plan with the final paper brought before the Board in due course.</p> <p><b><u>NOTED.</u></b></p>	DoFAA
7.	<p><b><u>Belfast City Council's Draft Developer Contributions Framework - Consultation Response</u></b></p> <p>The Director of Regional Services spoke to the paper and outlined the Housing Executive's response to the Consultation. The Interim Chair confirmed that he had met with the Director of Regional Services and Assistant Director, Land &amp; Regeneration on this issue.</p> <p>Discussions ensued on contributions for affordable housing, Housing Association grants (HAG), how developer contributions work elsewhere, potential planning impediments, implications associated with underbidding and also viability. It was felt that a Developer Contribution for affordable housing should be included within the Framework which would ensure a proportion of affordable housing is provided within housing developments. This would deliver much needed affordable housing, with reduced public</p>	

	<p>funding and ensure the delivery of mixed tenure housing developments.</p> <p>With no reference to a closing date, the opportunity to liaise with relevant colleagues with a view to providing a joint response was also suggested.</p> <p><b><u>RESOLVED:</u> the Board approved the Housing Executive consultation response to Belfast City Council’s Draft Developer Contributions Framework in principle, with the Interim Chair requesting that any further observations from Board Members are urgently provided to the Director of Regional Services.</b></p>	DRS
	<b><u>INFORMATION PAPERS</u></b>	
8.	<p><b><u>Welfare Reform Project Update and Potential Impact of Welfare Reform on Income Collection</u></b></p> <p>The Director of Finance, Audit &amp; Assurance spoke to the paper updating the Board on the progress of the Welfare Reform Project including planned welfare reform changes, business impacts, income collection impacts, universal credit, challenges and outlined further progress since the last Board update in July 2018.</p> <p>A brief discussion ensued and concern was expressed on arrears which had risen by £800k from 2017.</p> <p><b><u>RESOLVED:</u> the Board noted the Welfare Reform Project Update paper.</b></p>	DoFAA
9.	<p><b><u>Update on Compliance, Health and Safety</u></b></p> <p>The Director of Asset Management spoke to the monthly update, notifying the Board on health and safety compliance. An assurance was also given that any outstanding issues identified were being addressed and mitigated against by the Compliance, Health and Safety Unit.</p> <p><b><u>RESOLVED:</u> the Board welcomed and noted the monthly update on compliance, health and safety.</b></p>	DAM

