

SOUTH DEVON RURAL ASSOCIATION LTD

**A meeting of the Board of Management will be held at The Dartmoor Lodge Hotel, Ashburton TQ13 7JW
on Wednesday 17th October 2018 at 5 p.m.**

AGENDA

1	(SP to Chair Part 1) Apologies	
2	Election of Officers	
3	Minutes of Previous Meeting: July 2018	
4	Matters Arising:	
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Next Board Meeting: 30th January 2019 See report 4f

South Devon Rural Housing Association Ltd
Minutes of the Board of Management on Wednesday 25th July 2018,
5.00 pm at the Dartmoor Lodge Hotel, Ashburton TQ13 7JW

Present

Board Members

Prana Simon (PS)
Rod Hewett (RH)
Roger Hands (RH2)
Sebastian Stewart (SS)

Staff

Steve Prime - SDR Chief Executive (SP)
Claire Barnett – Finance Director (CAB)
Francis Bourke – Operations Director (FB)
Julie Garner – Minutes (JG)

Auditors

Roger Carne (Bush & Co Ltd)
Will McDermid (Bush & Co Ltd)

NO: Agenda Item

1 Apologies
Jim Davis – Chairman (JD) Martin Lightfoot (ML) Sally Fairman (SF)

2 Minutes for May 2018 Board

May Board:
PS opened the meeting and welcomed everyone. CAB introduced Auditors Will McDermid and Roger Carne to the Board and everyone then introduced themselves to the Auditors.

CAB advised there was a typo on page 2 item 2a of the May Board minutes. 'CB referred' should be amended to 'CAB referred'.

PS signed as a true record.

The Board approved the minutes to the May board meeting.

3 Matters Arising

SP referred to the Dennings land purchase as specified in the May board item 2b 'Board members approved the purchase of land subject to an independent land valuation and obtaining to outline planning' and added that S106 needs to be agreed and that the formal valuation has exceeded the cost.

The draft planning will be issued after the S106 is agreed. The cost of the land was £500,000 and has been valued at £600,000.

Chairman's Action

None

4 Declaration of Interest

None

5 1 Chief Executive's Report

S.S. queried why SHDC had given SDR notice on the remaining 10 leased SHIRE units that SDR manage. SP advised SHDC has not given SDR a particular reason but that SHDC may sell the properties or use them as temporary accommodation again. PS queried the notice period for tenants. FB advised by March 2019 and added notice will be given to tenants by SDR in September 2018. FB advised that Elena Davis, SDR's Housing Officer, SHDC's Housing Manager had visited the tenants accompanied with FB, to explain the situation and offer support to them, around rehousing, however that a possession order may need to be applied for, if there is no sign of tenants gaining alternative accommodation, by around December 2018. SDR do not have a duty to rehouse tenants, however are going above their duty to support and rehouse tenants where possible. This involves, allocating suitable stock as it becomes empty. SHDC also do not have a duty to rehouse these tenants, until they actually become homeless. FB also advised, that 1 tenant has successfully been rehoused by SDR, and potentially another one shortly. SP advised the lease meant SDR had to return the properties with vacant possession.

RH2 queried rents involved and SP advised these properties are affordable housing and added that SHDC may have made the decision to give SDR notice following an executive meeting as it appeared the local councilor for Totnes was unaware.

PS asked about Board member recruitment and whether Anne Seaborne was still interested in a position on the Board. SP confirmed that she is still keen. She was impressed with the organization and the websites. The next stage is for Anne to meet the Chair and Vice chair.

Board members noted the report.

6 2 Reports for Decision

Financial Reports

2a Q1 Management Accounts & Appendix 1

CAB updated the Board on surplus on sales and advised an offer had been received on 1 Spedding Cottages and that 3 Christina Park has been sold. The sale on 1 Spedding Cottages will not be subject to corporation tax as it has previously been used as a social housing asset and that there will be a substantial surplus on sale. 1 unit at Old Totnes Road has been sold subject to contract and 1 unit is currently being marketed. CAB added that without the surplus on sales, estimated about £200k, this financial year will be tight and that SDR should not have to rely on sales.

RH2 queried the surplus £17,150 shown on appendix 1 and added that anything extra spent will reduce the surplus further and that this will need to be managed. Further discussion regarding surplus figures and loan rates followed. CAB explained the significance of the base rate changing and the effect this may have on the finance costs on the surplus. CAB pointed out that the figure - 6,694 shown on disposal of assets on page 5 should be shown in red as it is a minus figure.

Board members noted the Q1 figures for 2018/19.

2b Impairment Report

RH referred to the paragraph 'New Build/S106 Acquisitions' and added that a post project evaluation be completed on schemes for the Board which could be looked at to highlight what lessons can be learnt.

RH2 queried valuations on properties, net assets of £18 million, and asked how this compares to the valuations held in the accounts and what this leaves in the asset value. SP advised there is a £10 million gap and that valuations are carried out on loan values and are only on properties used for security. CAB advised she will send a spreadsheet with valuations to the Board. S.S advised that he didn't understand what he was being asked to approve. SP explained that no impairment has been identified and RH agreed that there is a positive significant gap between the book value and the valuation figures. S.S accepted the no impairment position.

RH2 queried loan to value and whether SDR should show valuation figures in the accounts. SP advised there were significant implications to revaluing properties.

Board members approved the Impairment Report.

Proposed: RH

Seconded: RH2

All in favour

2c Audit Report & insert

Staff withdrew from the meeting to enable the Board to discuss the audit report with the auditors.

Staff returned to the meeting and PS advised that there had been some useful discussion.

PS signed the audit letter of representation to Bush & Co Ltd.

Board members approved the Audit Report for the year ended 31 March 2018.

Proposed: SS

Seconded: PS

All in favour

2d Annual Accounts & inserts

CAB passed the Board paperwork to show the corrections made to the accounts. CAB advised the Board she can prepare a clean set of accounts if required and SP will display these on the Board website for review.

RH referred to the change in depreciation and value for the investment part of South Devon House of £77,000 and the increase for prior year's reserves of £81,000. CAB advised the figures are to advise the Board of the change in value of the investment parts of South Devon House, which are the leased areas, and how the figures now have to be shown in the accounts. CAB confirmed that there would be a loss shown in the accounts on the sale of the rented part of South Devon House if sold at this point. RH queried the yield and SP advised this was around 10%.

Board members approved the annual accounts for 2017/18

Proposed: RH

Seconded: SS

All in favour

The Auditors and SS and PS signed the copies of the annual accounts for 2017/18. The Auditors left the meeting.

2e

Capital Programme Components

FB advised the Board that in addition to item listed in this board report, 5 kitchens and 2 bathrooms were currently being replaced and that these figures will be shown in the October Board papers. They are not included in the 10 shown, brought forward from last year to be completed.

The Board noted the expenditure to date for 2018/19.

2f Capital Programme Report (Non-Components) & Appendix 1 & 2

CAB advised this report shows what SDR are proposing to spend and added there wasn't much change to the May 18 report as SDR are still waiting on developments at Brimhay.

RH2 referred to the approved grant of £856,000 from Homes England. £456,000 of this is for Brimhay affordable flats and £400,000 on 'ROC' Phase 5 supported housing flats. RH2 queried costs for the infrastructure. SP advised these costs are as per the contract figures with Coydes and that SDR are unable to claim any grant on the infrastructure. CAB added that the £856,000 grant will be received in the next couple of months. SP advised that the draw down period for the loan from CAF bank will be running out in October 2018 and that £1.35 million will need to be drawn down before October otherwise the loan may be withdrawn or have to be re-negotiated. SDR will need to invest the loan. CAB advised this money has to be used for social housing.

The Board noted the capital expenditure and the cash flow.

2g Annual Report (not included in Board papers)

A draft report has been emailed to the Board, previously for comment, and RH advised SDR should highlight what SDR do with surplus, also identified a grammar error to resolve. CAB advised the Board that Bush & Co have asked for a change to the wording on page 13 of the accounts. 'these financial statements were approved by the Board on 25th July 2018' to be amended to 'these figures extracted from the financial statements were approved by the Board'. PS requested to have a few more days to read and feedback any amendments.

Board members approved the annual report for the year ended 31 March 2018 subject to any corrections emailed this week.

Proposed: SS

Seconded: RH

All in favour

2h Brimhay Financial Appraisal Update & Appendix 1 & 2

S.P advised this is an update to show the updated financial appraisals but they do not show capital receipts. Coydes are pricing building works to Phase 5 at the moment. The contract has not yet been signed on the flats. S.P added that selling land and gift aid will help fund future projects and that the Board will decide what is built next, once Brimhay has been completed. S.P referred to the £400,000 grant from Homes England for the Phase 5 build and advised the Board although as yet unfunded HE will expect SDR to deliver this project and advised that the original cost of the build was £1.4 million. P.S queried the name of the partner. S.P advised United Response is the potential care provider and added that he is due to meet with DCC on 29th August 2018 and that valuations have been based on full information on site. S.P added that Cavanna Homes are building affordable housing and shared ownership properties next door and are selling them at £10,000 to £20,000 more than original selling prices. S.P advised that DBDUC are still challenging the build and that SDR will need to be on site by 17th September 2018, which is the target date for the grant application.

The Board noted the updated financial appraisal for Brimhay and 'ROC' supported building.

7 3 Development Programme Report

S.P advised the 10 units at Wadebridge have been completed and freehold acquired for £1.00.

RH2 queried the lets and demand at the SHIP project. SP advised that only 2 flats are left to let and when the flats are sold SDR will receive £5,000 bonus per flat.

3a Rural Homes Development Report

SP advised the build at Kingsbridge could be the next project and that it is currently with planning and that we are working with QS with regards to costs. The site at Marlborough which involves 16 units, 8 of which are affordable, is also agreed in principle with the owner but no contract as yet.

The 21 units at Teignbridge have now been purchased by someone else but SDR may bid on 18 at a site units at Liverton which are part self build.

PS queried the site at Stoke Gabriel. SP advised they are unable to proceed at present as they do not have land but are very appreciative of the RHL input.

The Board noted the Development and the future development report from Rural Homes Limited

8 4 Governance

4a Policy Development Report

PS queried progress made with current reviews required before the AGM. FB advised the remaining policies to be reviewed in July and will be completed in the next couple of weeks. SP advised a few of the policies are simple to review although others will require more time. PS asked if FB could advise the Board once the policies have been reviewed in the reviewed by column. SS queried the policy on Data Protection. SP advised this was completed in May 2018 and will need to be added to the chart.

The Board noted the report.

4b Board, Chairman and Member Appraisals

PS advised the Board that she had had a phone meeting with JD and that part 1 of the appraisals were complete but added that although it was agreed at the last board meeting that board members would email JD with regards to meeting to complete part 2 of the Board appraisals no emails had been received. PS advised that JD and PS can attend South Devon House to meet board members face to face and by Skype for those that could not attend. PS asked board members to provide dates in August when they would be available to meet as these appraisals need to be completed before the AGM. SP advised gaps in skills and training will need to be identified before a board recruitment drive can be followed. Skills gaps need to be identified before the AGM.

RH suggested JD and PS provide 3 dates when this can be arranged. SS and RH2 advised that Monday was a good day for them.

4c Welfare Fund Report & Appendix 1

SP referred to the welfare fund and proposed the eligibility criteria to be reduced to 1 year from the current 2 years. CAB advised that residents would need to go through the application process and proof of finances will be required. Referrals to this fund will come via the Manager at Forder Lane House.

SP advised there have been changes to funding in the last 2 years. DCC (Devon County Council) are re-assessing residents at Forder Lane House and are awarding less funding. SP has asked for legal advice about this. DCC have a legal responsibility under the current contract to pay SDR the full cost of rent and to approach the resident's relatives for top up as required. DCC has issued a change to conditions and has already paid a lower sum on one occasion. SS queried if SDR know how many residents will be affected by this change and the minimal sum paid by DCC. SP advised the minimal sum was £388 per week and the current standard weekly cost of rooms at Forder Lane House is £620 so the top up required is the difference in the amounts. SP suggested it may be necessary for new residents to have proof of at least one years funding if they are privately funded.

CAB advised she can keep a nominal note on the fund as this will not be shown in the financial statements. PS queried how SDR will top up the depleting welfare fund and asked if SDR needs to look at fund raising. SP advised SDR will need to keep figures under review and fundamental decisions may need to be made. Residents are already signposted to charitable organisations who may be able to provide support and some funding.

The Board approved the revised occupancy eligibility criteria.

Proposed: SS

Seconded: RH2

All in favour

PS thanked RH for his service to the Board as this was his last Board meeting. RH queried if the board minutes could be forwarded to him in future due to his role on RHL board as the SDR representative. SP will get back to RH about this. RH left the meeting.

Reports to Note

9 5 Finance
5a Treasury Report

The Board noted the loans and balances held.

10 6 Housing and Maintenance
6a Performance Dashboard & Appendix 1

RH2 queried the average re-let time which is shown with a red indicator on the chart.

FB advised the reasons for delay included the number of viewings required for some properties, delays due to facilitating internal transfers. SP advised the over-all void loss is minimal.

The Board noted the Performance Dashboard and Appendix 1

6b Lettings Report

The Board noted the lettings report

6c Responsive Repairs Update

RH2 queried progress made. FB advised he has met with WMS senior managers and that SDR will be taking repairs calls back in house from 6th August 2018 and that the action plan has been finalised. Omni (Housing Management System) are on site at South Devon House this week to provide training to staff on the housing management /repairs system.

FB advised he has met with local contractors and SDR will be allocating repairs work between different contractors who have been advised regarding expected standards and timely invoicing. SDR will also still be using WMS as a contractor. CAB advised larger companies are often slower to invoice and that as repairs are now going to be raised in house SDR will have a better idea of outstanding commitments, as these will be logged on the housing management/repairs system.

FB advised cost estimates for repairs will be entered on Omni at point of raising a repair order to support identifying outstanding budget commitment. Through taking calls back in house, this may support better diagnostics, and interrogation of repair requests, including more pre inspections. RH2 asked would more staff resource be required, due to bringing calls back in house. FB advised this was being looked at, and is a possible option, the service will be closely monitored in all areas going forward. SP advised there is an average of only 5 repairs raised per day.

The Board noted this report

11 7 Complaints Monitoring

The Board noted the report.

7a Anti-Social Behaviour Monitoring

SS referred to the outstanding complaint at 4 Walnut Close. FB advised this is a complex case, due to the tenant's vulnerability, which although they are responsible for maintaining their tenancy, their vulnerability, is covered by the Equality Act 2010. SDR have been working with this tenant for a number of years, including with agencies, such as the Police, NHS, & Social Services.

However anti social behaviour has escalated in the last 18 months, which has led to SDR applying for a possession order. FB advised there was a court hearing last week which was adjourned for a further longer hearing to be scheduled. This hearing is scheduled for 8th August 2018. FB advised that this tenant has qualified for legal aid, and is being represented by a solicitor from Shelter. FB advised there is a strong possibility after the hearing, the case could be referred to a full trial, which could cost tens of thousands of pounds, and SDR may not get a possession order. FB advised it is common in these circumstances to negotiate with the defendant's solicitor. FB has negotiated a suspended possession order on terms including, no drug use or further incidents of anti social behaviour. This is a reasonably positive outcome for SDR, as if there are any further incidents, SDR can apply straight back to court for a warrant of eviction. SS asked about the safety of other residents, if this tenant stays in the property. FB advised SDR will update all residents on the situation and reassure them SDR will be monitoring this situation closely and working in partnership with the Police.

SP added it is important that SDR follows procedure correctly as staff haven't witnessed what happened and the evidence is purely circumstantial.

12 8 Health and Safety Report

The Board noted the report

8a Gas Servicing Report

SP advised SDR are very good at keeping scheduled times on gas servicing.

The Board noted the gas servicing report.

13 9 Care Managers Report

PS remarked that accidents noted in the report appear to be minor. SP advised the lady that broke her hip is recovering well.

The Board noted the report.

14 10 Any Other Business

RH2 queried PR. SP advised Nick Stevens, an independent PR person who has contributed to SDR newsletters, documents for the SHIP project and press releases over the years has our PR in hand. PS queried the PR for SDR's 60th Anniversary. SP advised there will be articles in the Annual Report and in the newsletters.

PS queried whether DBDUC have challenged the approved grant from Homes England. SP advised we will not be advertising this grant as this may fuel further ill feeling but that the delays to development at Brimhay due to challenges made by DBDUC have resulted in increased costs to SDR.

PS advised JD had sent out an email in early July to the Board with regards to re-rating the risk register and the Board are to email JD back about this.

PS asked about advertising for new board members. SP advised there is difficulty with this in respect of possible individuals wanting to infiltrate with the development at Brimhay. SP added that the skills gap has to be ascertained and that there is an established subscription service available through the NHF for £500, which could be used.

PS spoke about different housing development opportunities that SDR may be interested in. CAB advised that SDR need to comply with its rules and social purpose and the overall feeling was that the projects mentioned were not right for SDR.

Date of Next Meeting: at the Dartmoor Lodge, Ashburton.
AGM (60 years) 12th September

Staff left the meeting at 7:35 pm. The Board continued the meeting with a further matter until 8:00 pm.

Signed.....

Date.....

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD
Author Claire Barnett

Board of Management

Chairs Action

Opening of additional bank investment accounts

FOR DECISION

Purpose

To approve setting up additional bank accounts as set out below:

Report

As reported at the last board meeting SDR drew down the remaining CAF Brimhay Loan of £1,334,050. The Association should ensure that this money achieves a return whilst held, but also protect this money for use on development projects.

The Financial Services Compensation Scheme (FSCS) provides cover to qualifying businesses of £85,000 per bank. SDR is a qualifying business.

I have reviewed the bank accounts available to SDR. Not all building societies and banks offer business saving accounts.

I am proposing the following to try and spread the money. Steve Prime, Claire Barnett, Francis Bourke and Jim Davis as signatories:-

Bank	Account Type	Balance invested	Interest Rate	Credit Rating	New/Existing
CAF	Gold Account	£250,000	0.15%	n/a	Existing
CAF	60 day notice (account held with Shawbrook bank)	£400,000	0.80%	n/a	New
Lloyds	32 day notice	£530,000	0.75%	A	Existing
Santander	Instant Access	£85,000	0.40%	A	Existing
Nationwide	95 day fixed term	£400,000	1.10%	A	New
Clydesdale	12 months	£85,000	1.20%	BBB+	New
Virgin Money	12 months	£85,000	1.60%	n/a	New
Barclays	Business Premium Account	£85,000	0.30%	A	New
HSBC	Money Market 3 months	£85,000	0.75%	A	New
Bank of Scotland	3 months	£85,000	0.70%	A+	New

Recommendations

Approve opening of bank accounts listed with named signatories

Signed

Date

Board of Management

Author Steve Prime

Chief Executive's Report

FOR INFORMATION

Purpose: To provide the Board of Management an overview of the business.

1 Staffing Report

Elena Davis (Housing Officer) and Eileen Jackman (Housing Assistant) have completed their probationary period and are confirmed as permanent members of staff. Staff completed important training on our main software systems. Tom Wickens has been employed on a temporary contract to contribute to the further work digitising and making back office improvements. Tom will also provide support to the Housing Officer, as we take back in office responsibility for the repairs service. The digitation of paper records are now over 60% completed.

2 Sub-Market Rental Scheme (SHIRE)

South Hams District Council (SHDC) has given SDR formal notice (one year) on the remaining 10 leased SHIRE units we manage. There is a requirement for SDR to return the properties to SHDC with Vacant Possession. Whilst staff are assisting tenants to find new homes, notices seeking possession are planned to be served in January 2019. All tenants have been aware this would happen and the reasons for it. We continue to provide support and advice to those tenants affected.

3 South Devon House

All offices let. Babcock has indicated they wish a further 3 year term in their current office, a draft lease has been prepared. However, the exercise did throw up an anomaly in the ownership of some of the frontage of South Devon House. Claire is resolving this with solicitors.

5 New Business Opportunities

- Early negotiations for leaseback opportunities continue but future contracts will not be linked to guaranteeing the rent
- Potential site at Malborough for 16 units ongoing
- Potential site for 18 units in Liverton
- Management of 12 affordable homes in East Devon for English Rural Housing Association
- Management of up to 27 Transition Homes units in Dartington
- Working as consultants with a number of Community Land Trusts in Devon (through RHL)
- Early discussions with an association regarding development services provision by RHL
- An approach by a developer for SDR to provide a management service to 53 units in Plympton
- Approach from an association needing repairs provision on 40 units in Devon.

6 **Forder Lane House**

There is a separate Care Managers Report. We are working through the issues arising from the new assessment system. An unusual, but good news case study. A service user was referred to FLH from hospital who was assessed as end of life. Following the move to FLH family gathered to say goodbye. FLH provided its usual high level of care and the person began to recover, much to the medical profession's surprise. The person continued to improve and in fact was discharged to her own home with a care package. This is not the first time this has happened. Huge thanks to all the staff at FLH for their care and dedication.

7 **George Place, Plymouth (SHIP)**

There is one remaining unit to let.

8 **60th Anniversary Celebrations**

A special newsletter was distributed in April to mark the occasion. Ongoing initiatives are proceeding including a monthly draw for a hamper for tenants.

9 **Board Member Attendance**

Board Members Meeting Attendance October 2017 July - 2018

Individual attendance target 75%

Present

Name	Oct	Jan	May	Jul	Individual %	Away day March
Prana Simon	*	*	*	*	100	*
Seb Stewart	*	x	x	*	50	*
Roger Hands	*	x	*	*	75	*
Alec Munroe	x	x	x	#	0	x
Charlotte Burrows	*	*	*	#	100	*
Martin Lightfoot	*	*	*	x	75	*
Jim Davis	*	*	*	x	75	*
Rod Hewett	*	*	*	*	100	*
Sally Fairman	*	*	*	x	75	*
%attendance	89	66	70	57		89

KEY:

- * = Present
- x = Apologies
- # = As co-opted member
- x = did not attend - no apologies received
- # = Not a member in the period

Observer

Recommendations

Board Members are recommended to note the report.

Financial Report

FOR INFORMATION

Purpose

To provide the Board with the Q2 figures for 2018/19.

Report

The Association's budgeted surplus for the year 2018/19 is £28,772. The Q2 figures show a surplus of £44,887 compared to a budgeted surplus at Q2 of £36,072.

The projected outturn (including sales) is a surplus of £197,468, excluding sales £14,468, which is £5,696 higher than budgeted. However no increase has been allowed for additional repairs expenditure.

Covenants

The interest cover covenant of 110% is projected to be 197.4%.

The Gearing covenant is 65% loan to assets held. At Q2 this figure is 69%. This figure is reportable at financial year end. Further discussions will be held with the auditors and reviews of the definitions of the covenant itself. SDR having drawn down all of the Brimhay loan, but not generating any new assets has meant an increase to the gearing. Once the build starts this will reduce down again.

The main variances are listed below:-

Housing

- Rental income is higher due to the part week carried forward of £1,926 and Brimhay income of £5,509. Voids are £4,907 lower than budgeted.
- Insurance claim reimbursements total £29,296. Repairs recharged £973.
- Insurance claim costs total £30,594, the variance relates to excess charges.
- Repairs budgets are being very carefully monitored and are subject to a separate report. £11,572 of the variance on expenditure relates to Brimhay spend on void costs. It was anticipated the costs associated with Brimhay would be significantly reduced for the second quarter, but that depends on the progress through planning. Council tax is payable on the properties (some now double) until they are demolished.

Forder Lane House

- The income has been increased to reflect the room rates approved at the March board meeting. There has been a significant level of void rooms in the first two half of the year. The void budget has been increased to reflect the new room rates. The Care Manager is very aware of the voids and is currently using the rooms for respite care, with short term room rates increased to £750 where 2 staff are required to support the care needs of the temporary placement. The aim is to keep within budgets for the year.
- Revised water bills were received in August – we had an issue with converting from domestic billing to business billing. When they did bill us, we failed to spot that they had not charged us properly for sewerage. We have received revised bills requesting a further £10,310 sewerage costs going back 2 years.

Management

- The additional income is for recharges to RHL for staff time. franking machine has

been replaced early so there are extra lease costs. There is an underspend showing at half year, part of this is employee related, which will be used to fund the temporary post in the Housing Team.

Depreciation

- The expenditure and projection reflect assets currently held.

Surplus on Sales

- The Association is due to sell 4 properties in 18/19. 3 Christina Park has been sold. The surplus on the sale could be argued that it fundamentally links to our charitable purpose and that the Association would not have purchased the property if we were not trying to support a family in need. However, as the Association has substantially changed the property and not relet as social housing, it is unlikely that HMRC would allow no corporation tax to be applied.
- 1 Spedding Cottages has recently been sold subject to contract, but not yet completed. There will be a substantial surplus on sale. This property is not subject to Corporation tax as it has been previously used as a social housing asset.
- There are 2 properties at Old Totnes Road. The surplus on these sales will be subject to Corporation tax at 19%. There is a profit share agreement with the builder.

Finance Costs

- These are showing higher than anticipated at this point in the year. An increase of 0.25% was built in for October 2018, however the rates were increased in August 2018. With the drawdown of the remaining balance on the Brimhay loan, all the loan costs will be charged to the capital scheme. There will no longer be non-utilisation charges. The interest now gained on the savings accounts, will be credited to the capital scheme too.

Recommendations

Board members are recommended to note the Q2 figures for 2018/19.

South Devon Rural Housing Association							2a Appendix 1	
	Budget	Q2	Q2	Variance	Percentage			
	2018/19	Budget	Actual	To Budget	of annual	Projection		Variance
	£	2018/19	2018/19	£'000	budget	2018/19	£	
Income								
Housing	1,407,544	710,208	758,313	48,105	54%	1,461,081		53,536
Forder Lane House	761,348	380,674	367,510	(13,164)	48%	760,486		(862)
South Devon House	81,250	40,625	40,442	(183)	50%	80,096		(1,154)
Management	72,239	36,120	38,748	2,628	54%	71,196		(1,043)
Total Income	2,322,382	1,167,627	1,205,013	37,386	52%	2,372,859		50,477
Expenditure								
Housing	313,984	156,992	194,789	(37,797)	62%	358,300		44,316
Development Costs	20,000	10,000	3,705	6,295	19%	20,000		0
Forder Lane House	680,385	340,193	341,435	(1,243)	50%	687,685		7,300
South Devon House	57,097	28,548	28,676	(128)	50%	54,980		(2,117)
Management	437,074	213,537	208,157	5,380	48%	435,358		(1,717)
Total Expenditure	1,508,540	749,270	776,762	(27,492)	51%	1,556,322		47,783
Operating Surplus excluding depreciation & finance costs (A)	813,842	418,357	428,251	9,894	53%	816,537		2,695
Depreciation								
Housing Properties	281,767	140,884	141,741	(858)	50%	283,480		1,713
Forder Lane House	34,283	17,142	17,142	(1)	50%	34,283		0
South Devon House	12,500	6,250	6,250	0	50%	12,500		0
Vehicle Depreciation	3,400	1,700	1,750	(50)	51%	3,501		101
Equipment depreciation	28,297	14,149	11,448	2,701	40%	22,897		(5,400)
Total Depreciation	360,247	180,124	178,331	1,793	50%	356,661		(3,586)
Amortised Grant	(60,718)	(30,359)	(30,395)	36		(60,937)		(219)
Grant Received			0	0				
Fair Value Gain/loss			0	0				
Financial instruments adjust	0	-						
Operating Surplus including depreciation	514,313	268,592	280,315	(11,723)	55%	520,813		6,500
Surplus on disposal of assets	20,000	20,000	24,114	(4,114)		183,000		163,000
Interest Payment & charges	506,041	253,020	260,132	(7,112)	51%	507,044		1,004
Interest Received	(500)	(500)	(590)	90	118%	(700)		(200)
Net Finance Costs (B)	505,541	252,520	259,542	(7,022)	51%	506,344		804
Surplus/(deficit)	28,772	36,072	44,887	(8,815)	156%	197,468		168,696
Interest Cover Calculation > 110% (A) divided by (B)	164.94%	173.59%	174.29%			197.40%		
Surplus without sales	8,772	16,072	20,773	(4,701)	237%	14,468		
Interest cover excluding sales	160.98%	165.67%	165.00%			161.26%		

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Agenda Item 2b

Authors Claire Barnett and Francis Bourke

Board of Management

Capital Programme (Components)

FOR INFORMATION

Purpose: To inform the Board of Management of the capital programme spend for replacement components in 2018/19.

The table below shows the proposed component replacements for 2018/19.

Components replaced in 18/19	Number	Cost £	Comments
Budget 18/19		£246,391	
Bathroom	2	£4,956	
Boilers	1	£7,930	
Kitchen	3	£14,896	
Total Spend 18/19		£27,782	
Commitments		£25,638	
Balance left to allocate		£192,971	
Proposed spend 2018/19			
Heating Systems	37	£150,000	Grove Close, Garden Close, Royal Court
Kitchens c/fwd from qtr 4 17/18	10	£50,000	Broomborough Court & Kellock Drive
To be allocated 2018/19		£46,391	
Total to spend 2018/19		£246,391	

Recommendation

The Board are recommended to note the expenditure to date for 2018/19.

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD
Author Claire Barnett

Board of Management

Agenda Item 2c

Capital Programme Report

FOR INFORMATION

Purpose

To update the board on the capital programme progress and expenditure to date and available cash for future schemes.

Report

Capital Programme 17/18 to 20/21

Appendix 1 shows the budgets for 18/19, 19/20, 20/21 and 21/22.

Appendix 2 shows a simple cashflow statement stating available cash once all the cash transactions for the financial year have been processed, which shows the position at the end of the next 2 financial years.

This shows that all the proposed schemes could be funded.

Recommendations

To note the capital expenditure and the cashflow.

Capital Programme 18/19 to 21/22							2c Appendix 1
	Actual	Budget	Actual	Budget	Budget	Budget	Comments
	17/18	18/19	18/19	19/20	20/21	21/22	
	£'000	£'000	£'000	£'000	£'000	£'001	
South Devon House works	8	10		5	5	5	Created new office in SDR office for Finance Director in 2017/18
IT Replacements	39	10		5	5	5	Server Replacement in 2017/18. Thin clients replacement planned 18/19
Other Fixed Assets replacements	7	10	2	10	10	10	General provision for replacement items
Components replaced	183	246	28	200	200	200	See separate board report
Partnership South West Fees		6		6	6	6	To enable SDR to be part of the HCA 2016-21 programme
Old Totnes Road	197	25	24	-	-	-	See Development report. Sales planned summer 18
Brimhay Redevelopment	103	419	33	1,181	1,400	350	Build costs for the 12 flats. No costs of supported flats area. £856,000 grant application approved by HE. £342,000 receivable in 18/19
				-200	-400	-200	Sale of land to RHL
Housing Development TBC					-	700	Next scheme to invest in once Brimhay has been completed
Morleigh	10	12		-	-	-	Retention remaining to be paid in 18/19 subject to sign off
Wrangaton	3						
Dennings	2	600	12	-	0		Purchase of land and associated works for social housing, land sale to RHL
Malborough			1				
Purchase of 3 Christina Park	266		31				Purchased from the Ellis family to enable them to move to the Laurels Marldon. Plus refurbish costs
Sale of 3 Christina Park		-298	-298				Resale by end of June 2019
Purchase of The Laurels Marldon	218						Special Purchase for the Ellis family. Shared Ownership less contribution from Ellis £110,000
Contributions towards the Laurels	-55						SHDC grant (£55,000) included as full income in 17/18 as no related contractual clauses
	981	1,040	-167	1,207	1,226	1,076	

Cashflow Summary

2c Appendix 2

	Income £'000	Expenditure £'000	Total £'000	Including Sinking Funds £'000
Balances at 31/3/17	-	-	714	776
17/18 capital spend/grant	-	1,036		
Non cash depreciation/amortised grant	372	61		
Non Cash Fair Value Gain/Loss	45			
Loan received/capital repayments/RHL share	450	287		
Surplus 17/18	36			
Balances at 31/3/18	903	1,384	234	298
18/19 capital spend		1,338		
Non cash depreciation/amortised grant	358	61		
Loan received/capital repayments	1,938	246		
Loan to RHL		162		
Grant	502			
Gift Aid approved from RHL	4			
Surplus 18/19 excluding sales		14		
House sales	864			
Balances at 31/3/19	3,666	1,821	2,079	2,141
19/20 capital spend		1,407		
Sale receipts and gift aid	200			
Non cash depreciation/amortised grant	335	61		
Loan received/capital repayments	500	253		
Loan to RHL paid and repaid during the year	-	377		
Grant Flats PC	114			
Surplus 19/20 excluding sales	4			
Balances at 31/3/20	1,153	2,098	1,134	1,196
20/21 capital spend		1,626		
Sale receipts and gift aid	400			
Non cash depreciation/amortised grant	335	61		
Loan received/capital repayments	-	247		
Loan to RHL repaid during the year	464	-		
Grant phase 5 Brimhay SOS & PC	240			
Surplus 20/21 excluding sales	25			
Balances at 31/3/21	1,464	1,934	664	726
21/22 capital spend		1,276		
Sale receipts and gift aid	500			
Non cash depreciation/amortised grant	330	61		
Loan received/capital repayments	-	247		
Loan to RHL repaid during the year	123			
Surplus 20/21 excluding sales	152			
Balances at 31/3/22	1,105	1,584	185	247

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Board of Management

Author Claire Barnett

Board of Management

Agenda Item 2d

Debt Write Off Report

FOR DECISION

PURPOSE

To comply with the Association's policy on Former Tenant Arrears and recharges.

Report

The table below shows the individual amounts, and reasons for write off. The total proposed write off is £1,587.03

Arrears Balance	Reference	Reason for write off
£724.31	RL HAG02X	Former tenant at FLH funded by local authority (not DCC) SDR collecting top up. Local authority reclaimed payment made after death, but 6 months after, which resulted in arrears which were non-recoverable
£131.80	RL TOM02X	No response from letters or contact, recommend write off due to level of debt.
£390.00	NAS03X	No response from letters or contact, recommend write off due to level of debt.
£85.29	THO05	No further information from solicitor managing sale or contact from resident. Recommend write off due to level of debt.
£255.63	MIT01X	Tenant passed away, no response from NOK managing estate. Recommend write off due to level of debt.

Recommendation

Board members are to approve the total write off of debt totalling £1,587.03.

Board of Management

Development Report

TO NOTE

Purpose

To ensure the Association meets its regulatory and legal obligations, promotes continuous improvement and value for money. Updating members on progress and agreeing key areas for review.

Development Progress Report

Brimhay – verbal report

Old Totnes Road 2 Units Market Sales

Completed, one sold subject to contract, one currently being marketed. Estimated gross profit £50k+

Disposal – 1 Speddings Cottages, Dartington – under offer £176,000 (part of an approved assets disposal programme), 3rd sale of 6 units.

SDR has had a couple of requests for access for parking. One from a person with disabilities and another from a neighbouring property. These transactions may lead to disposal or access rights being granted, but in the spirit of SDR being a responsible community organisation and provided there is no cost to the organisation, I see no barrier to facilitating these requests. Once all is agreed in principle and solicitors reports completed, a report will be provided for the board.

Rural Homes Limited –

Have leased a small office in Lower Dean, Buckfastleigh. The office will be suitable to hold SDR Board Meetings. Continue to use all SDR support on service level agreement. (CEO office SDH will be exclusively for CEO)

Current and Future Development Opportunities Report

(Development Services provided by Rural Homes Limited)

Project	Stage	Type	Units	Comments
Kingsbridge	Purchase land	SDR Now sole purchaser	14 – units (3 affordable) – Joint venture SDR/RHL	Sec106 agreed once signed planning will be approved. Lloyds loan re purchase close to completion.
Wrangaton	Negotiations	Mixed funding £1.5million	Up to 32 units potential partners RHL	Option to purchase being sought @ £450,000 – outline planning approved for 36 units – no progress
Other sites	Kingsbridge	The Mounts	10	– planning issues
Malborough	Negotiations	SDR/RHL	16 (8 affordable)	Agreement in principle
Liverton	Conditional offer made	Exception site includes self/community build	Up to 18	Offer not accepted
Development Services (RHL)	Talks Talks	SWHS require further development services Another housing association development services	Various	Ongoing Negotiations ongoing
Cornwall CLT	Interim development support RHL	Contracted services with Service Level Agreement	Minimum 52 days over 52 weeks.	Ongoing
Various Devon CLT's	Paid consultancy from Community Build Fund	RHL act as Consultants	Ashburton CLT Stoke Gabriel CLT	Ongoing
Teignbridge	SDR to join as preferred partner			Now approved partner status

Recommendation:-

Note the Development Report and the future development report from Rural Homes Limited

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Authors (s) Francis Bourke

Board of Management

Agenda Item 4a

Policy Development Programme

FOR INFORMATION

Purpose

To ensure the Association meets it's regulatory and legal obligations, promotes continuous improvement and value for money services. Updating members on progress and agreeing key areas for review.

Key Policies and Development Areas:

Subject Development/Policy Title	Date Last Reviewed	Review Due Date	Reviewed By
Corporate & Governance			
Board Members' Handbook	Dec 2017	12/20	SP Updated 11/16
Board Membership and Renewal	Dec 2017	12/20	SP Updated 12/17
Tenant Board Membership	Dec 2017	12/20	SP Updated 12/17
Admission of Shareholders	Dec 2017	12/20	SP Updated 12/17
Complaints Policy	Nov 2017	11/20	FB Updated 11/17
Whistleblowing	July 18	07/2021	BB/FB Updated 07/18
Equality and Diversity Policy	May 2014	03/19	SMT (extended to 03/19)
No Smoking Policy	Dec 17	12/21	SP Updated 12/17
Motor Vehicle Policy	June 2018	03/21	CB Updated 06/18
Resident Involvement and Co regulation Policy	Jan 2013	12/18	FB updated 01/13
Value for Money	May 2018	05/19	FB updated 05/18
CCTV	Dec 2018	12/20	SP updated 12/18
GDPR Data Protection	May 2018	05/21	SMT updated 05/18
Finance			
Depreciation Policy	Jan 2018	01/21	CB updated 01/18
Financial Regulations and Standing Orders	July 2017	07/19	CB updated 07/19
Risk Management Policy	Jan 2018	01/20	FB/CB/SP/BVB updated 01/18

Subject Development/Policy Title	Date Last Reviewed	Review Due Date	Reviewed By
Human Resources			
HR Handbook	Nov 2017	03/21	FB/CB updated 11/17
Code of Conduct - Staff	Nov 2017	03/21	FB/CB updated 11/17
Lone Workers Policy	July 2018	07/21	FB updated 07/18
Maintenance and Development			
Maintenance Policy	Dec 17	06/21	FB updated 12/17
Tenants Improvements, etc.	Dec 17	06/21	FB updated 12/17
Housing Management			
Customer Charter and Communication Plans	July 2014	05/19	FB (extended to May 19)
Anti-social Behaviour Policy	Dec 2017	04/21	FB updated 12/17
Lettings Policy	Nov 2013	01/19	FB (extended to 01/19)
Lodgers & Sub-letting Policy	July 2015	01/19	FB (will incorporate with lettings policy)
Overcrowding Policy	Oct 2018	10/21	FB updated 10/18
Compensation Policy	Jan 2018	01/21	FB/CB updated 01/18
Pets Policy	Nov 2017	11/21	FB updated 11/17
Succession Policy	July 2015	01/19	FB (will incorporate with lettings policy)
Car Parking & Abandoned Vehicles Policy	Dec 2017	05/21	FB updated 12/17
Service Charge Policy	Jan 2018	01/21	FB/SP updated 01/18
Domestic Violence	Nov 2017	11/21	FB updated 11/17
Rent Increase Policy	Oct 15	10/19	FB/SP/CB (extended awaiting new legislation)
Rent Arrears Prevention and recovery Policy	Nov 2011	01/19	FB (extended to 01/19)
Tenancy Management	Dec 2017	12/21	FB updated 12/17
Decanting Tenants	Dec 2017	05/21	FB updated 12/17
Support & Care Specific			
Safeguarding Adults	October 2017	10/20	BVB
Volunteer Policy	Oct 2018	10/21	BVB updated Oct 18.

The Board are recommended to note this report.

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Board of Management

Agenda Item 4b

Approval of Shareholding

FOR APPROVAL

Purpose

To ensure the Association complies with the Regulatory Code, Best Practice and promotes continuous improvement. To ensure succession of Board Membership.

Report

Please find attached an application for a shareholding. The applicant has a wide range of skills and experience in development and housing as demonstrated in the application form shown at **Appendix 1** and meets the association's criteria for shareholding.

Recommendations

Board members are recommended to approve the shareholder application.

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

SHAREHOLDER / BOARD MEMBER APPLICATION

PART I

1. **Name** Anne Seaborne..... **Phone**

I am the Development Manager for Cornerstone Housing Ltd which is another small housing association. We cover Exeter and the travel to work area, extending down to Newton Abbot. I am responsible for delivering all new build homes including our Homes England grant funded programme. I have worked for Cornerstone for approximately 20 years and helped oversee it's transformation from The Exeter Housing Society.

I manage two staff: a development officer and a projects officer. My section is also responsible for PR and Marketing. I am a member of our Executive Team and attend Board meetings.

Previous unpaid interests have included being a PTA committee member for Trinity School and a parent volunteer helping with fund raising for Dawlish United Youth & Mini Soccer.

3. **What are the reasons you wish to become a shareholder / Board Member?**

I am not currently involved in any committees outside of work and I would like to make a social contribution. I have a good knowledge of housing associations and the social housing sector. I believe that by joining SDR I will broaden my experience and I have a passion for social housing that I can share.

I am particularly interested in the residential care aspect that SDR offer and open market housing for sale also interests me.

I think there is synergy between SDR and Cornerstone and there will be transferable skills but I believe I can separate my role as an employee from a non-executive board member role at SDR. I also have the full support of my Chief Executive.

4. Please tick the box that best describes your skill level in each of the following areas:

	Highly skilled	Some skills	Not very skilled
Organising things		✓	
Chairing meetings		✓	
Participating in meetings		✓	
Making presentations		✓	
Public speaking		✓	
Oral communication		✓	
Dealing with the press		✓	
Time management		✓	
Managing conflict		✓	
Challenging others		✓	
Thinking creatively		✓	
Researching		✓	
Evaluating		✓	
Written communications		✓	
Being sensitive		✓	
Seeing things through		✓	

5. Are there any other relevant skills or knowledge that you have not yet mentioned?

I am keen to learn and to develop new skills as a Board member.

6. Is there anything that the Association could do that would assist you in your role if you were to become a Board Member?

I am happy to undertake relevant Board member training.

I agree to be bound by the obligations placed on shareholders and / or Board Members as set out in the Rules and Policies of the Association. When acting as a shareholder and./or Board Member I shall act at all times in the interests of the Association and for the benefit of the community.

I enclose £1 membership fee (refundable if shareholding membership is not granted).

Signed

..........

Dated

.....3/9/18.....

SHAREHOLDER / BOARD MEMBER APPLICATION

PART II

The Association is dedicated to the elimination of discrimination and aims to demonstrate a fair and equitable approach to the rights and responsibilities of all individuals, groups, and communities. We promote equality of opportunity and respect for diversity, so that all people have equal access to our services, employment and tendering opportunities.

Please help us to reflect the diversity of our community by giving the following details:

A. Please describe your ethnic origin

Choose one section from a to f, then tick the appropriate box to indicate your background.

a. White

British	<input checked="" type="checkbox"/>	Other	
Irish	<input type="checkbox"/>		

b. Mixed

White and Black Caribbean		Other (Please write in below)	
White and Asian			
White and Black African			

c. Asian or Asian British

Indian		Other (Please write in below)	
Pakistani			
Bangladeshi			

d. Black or Black Brit

Caribbean		Other (Please write in below)	
African			

e. Chinese or Other Ethnic Group

Chinese			
Any other background Please write in			

f. Refused

B. Age group: under 30..... 30-39..... 40-49..... 50-59..... 60-69..... over 70.....

C. Are you Male or Female?

M		F	<input checked="" type="checkbox"/>
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D. Disability

Do you consider yourself to have a disability? ~~Yes~~ / No delete as appropriate

Board of Management

Nomination to RHL Board

For Decision

Purpose

To ensure the Association meets its regulatory and legal obligations, promotes continuous improvement and value for money. Updating members on progress and agreeing key areas for review.

Report

Rural Homes Limited is a wholly owned subsidiary of SDR. The Current Board of Management is shown below:

Diane Parsons, Chair and Independent Board Member (Non Executive)
Rod Hewett, Director and SDR Nominee (Non Executive)

Steve Prime, Managing Director
Alan Fox, Director of Development and New Business

Rod Hewett is no longer a board member but remains a minority shareholder of SDR. Following checks with our Lawyers, Tozers, who originally advised on the structure of RHL, they have confirmed Rod Hewett is eligible to continue to represent SDR as a Director on the Board of Management and vote at the RHL AGM on behalf of SDR (sole shareholder). Rod has indicated he is willing to serve another year on RHL Board.

It is intended that Steve steps down as Managing Director prior to retiring from SDR and that Alan Fox will take the role of MD, subject to RHL Board Approval.

Recommendation:-

Approve Rod Hewett as SDR's nominated Director on RHL Board.

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD
Author Claire Barnett

Board of Management

Agenda Item 4d

Board Appraisals

FOR DECISION

Purpose

To update on the progress of Board Appraisals

Report

Board Appraisals

The Chair will update the Board on progress made

Recommendations

To approve the Board appraisals.

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Board of Management

Author Steve Prime, Claire Barnett, Francis Bourke

Agenda Item 4e

To Approve the Executive Action Plan 2018-19

FOR APPROVAL

Purpose

To approve the Executive Action Plan for 2018-19.

Report

The Executive Action Plan has been reviewed and updated and attached as Appendix 1.

Recommendations

Board members are recommended to approve the Executive Action Plan 2018-19

Consolidated Executive Action Plan 2018 - 2019

The Executive Action Plan Objectives have been updated to reflect the adoption of the Association's Business Plan 2017 - 2021

Objective 1	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when
<p>Development</p> <p><i>To develop and manage sustainable, community based, affordable housing and related services for South Devon and surrounding areas (Existing operations are in South Hams, Teignbridge, West Devon and Exeter) where there is a proven need and good strategic fit.</i></p>	<p>Develop a strategy to move SDR to a mix of planned and opportunistic growth. Target sites of under 10 units (affordable)</p> <p>Utilise Rural Homes Limited as the development arm of the business. Commit to recycle money from sales</p> <p>Develop exposure to shared ownership</p> <p>Build on SDR strength and reputation as a 'can do' organisation</p> <p>Explore joint ventures</p>	<p>Member of PSW. Member of Teignbridge Development Partnership</p> <p>Building 'can do' reputation with SHDC and other organisations.</p> <p>Sites identified with FA's completed and planning ongoing</p> <p>Building reputation with Parish Councils</p> <p>Willing to consider 'one off' projects</p> <p>Seek out investment partners</p>	<p>Access to HCA grant advice from peers 'in the loop' but mainly non grant funded projects delivered</p> <p>SHDC feeding development opportunities</p> <p>Building relationship with 3HYork (formerly QSH) as investment partner</p>	<p>Development programme has been a success, Focus on Brimhay but planning for next projects with 2 schemes in pipeline being promoted by RHL</p> <p>Establish links with potential investors 3HYork etc.</p>	<p>CEO FD RHL</p>	<p>Ongoing</p>

Objective 1	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when
Development continued	Seek out and acquire transfer opportunities from other RP's working in South Devon and surrounding areas where a business case can be justified.	Research which RP's have low stock numbers in the area and make aware SDR may be interested in managing/acquiring stock	Opportunities likely to be limited Recent successful transfer(s) from Sovereign HA (SHA)	Opportunity for further transfers open dialog with small providers	CEO	Ongoing
	Develop a strategy to move SDR to a mix of opportunistic and planned growth	Effectively this is the strategy SDR is following	Strategy realised through the development project report	Revise strategy based on ability to raise further funding	SMT	Ongoing
	Seek management and lease opportunities to manage stock from other landlords (not restricted to RPs or Local Authority)	Build relationships – suggest projects which may fit this objective	Lease projects delivered and actively promoted	Opportunities for off balance sheet lease deals – establish capacity v risk	CEO	ongoing
	Consider rural regeneration where a business case exists – converting empty and disused buildings into a mix of open market and affordable tenure	SDR following project opportunities in Teignbridge and South Hams	Negotiations ongoing potential positive outcome	Report progress through Board meetings	CEO Board	Ongoing
	Individual properties already acquired and delivered. Consider individual acquisitions for people who have difficulty accessing home ownership or affordable rental	Negotiations ongoing re future projects – positive outcomes in Mid Devon	Source further projects/partners Progress further opportunities identified in Mid/East/West Devon	Monitor via development report	RHL CEO	Ongoing

Objective 2	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when
Housing Management <i>To provide a housing management service that is cost effective, customer focused, responsive to resident influence, and achieves a high rate of tenant satisfaction. Ensure staff are knowledgeable of stock type and locality, through training and site visits.</i>	Provide customer focused service delivery Net tenant arrears target of less than 1.25% Voids target under 1% Re-let time under 14 days Overall customer satisfaction to be greater than 90% Improve satisfaction in areas where customers views can be taken into account	Annual Report to tenants produced and improved includes performance information. Consultation matrix and procedure in place Tenant places on the Board What do you want surveys Satisfaction surveys Asset Management and matrix improving stock knowledge Quarterly Newsletter showing performance	Develop co-regulation policy Continue to provide opportunities for tenants Good communications Utilise IT software including remote working and MY tenancy	Repeat surveys and improve on areas of dissatisfaction Work with tenants association to set up tenant panel Improve staff training, formal and internal Improve core data on Omni system Improve business management reporting	ALL FB FB	March 2019 March 2019

Objective 3	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when
Finance <i>To be a financially sustainable organisation. Ensure the organisation is able to grow organically as well as funded and through future borrowings identified in strategic plans approved by the Board</i>	Review loans Identify lease deals and management services Revalue assets Identify options for investment – generate income Manage gearing covenant whilst Brimhay being developed as may be close to 65% until loan repaid to CAF Diversify to ensure no one business area is relied on Manage government legislation changes Adopt a medium risk approach to new development and borrowings to maximise capacity	Improved financial information to Board Progressing models through benchmarking group Monitored at each Board meeting Developing business models which include lease income opportunities Financial Viability Tool completed for Board and HE (FFR) Contained within financial appraisals on all projects	CB liaising with other FD's in group Long term projections in cash flow reports and Financial Forecast Report (FFR) report to HE FFR reported to Board Sector standard forecasting software used to compile financial appraisals Board supportive of commercial projects to increase income and reduce dependence on rent alone	Set up business analysis standard reports and discuss at SMT Ensure sufficient split on expense through budget detail Ensure business units make positive return or are moving to positive return – identify true cost of service Ensure budgets reflect a desire to increase real surplus and still meet corporate objectives	SMT FB/CB	Ongoing

Objective 4	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when
<p>Services for Older and Vulnerable people</p> <p><i>To provide, in partnership with other providers, care and support services that meet the requirements of residents and comply with regulatory requirements.</i></p>	<p>Ensure vulnerable occupiers have access to the Care and Support services they need and that SDR is able to optimise contributions from individual budgets</p> <p>Aim to achieve CQC positive overall rating aspire to achieve Outstanding.</p> <p>Develop new services for which there is an identified need or business opportunity</p> <p>Consider acquisitions where there is a strategic fit and good business case Purchase a second care home Develop opportunities in extra care</p>	<p>Needs identified through profiling</p> <p>Last two inspections satisfactory</p> <p>Tracking businesses for sale. Tracking failing care homes in our area</p>	<p>Brimhay to be redeveloped unlikely to be further opportunities for services to older people beyond accommodation</p> <p>Strive to achieve highest positive outcome</p> <p>Consider the development of new services i.e Domiciliary Care</p> <p>Business analysis and review to be completed</p>	<p>Annual (or periodic) internal audit</p> <p>Develop new business opportunities</p> <p>Produce report for board on sector opportunities</p>	<p>FB SP BVB</p> <p>SP</p> <p>SP/BVB</p> <p>SP/CB/FB</p>	<p>Ongoing</p>

Objective 5	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when	
Human Resources <i>To recruit and retain well trained and motivated staff</i>	Ensure that there are sufficient staffing resources to implement Board's strategies including business continuity plans	Annual evaluation of staffing requirements and structure through budget process	More in depth analysis of future staffing required	Review work patterns Promote leadership training opportunities	SMT	Ongoing	
	Develop flexible staff retention and succession plans that build upon the organisation's family friendly culture	Staff handbook was reviewed 2018 Team plans developed and reviewed annually	Needs to be communicated to staff through staff conference/meeting	Arrange staff conference Succession planning	SMT Board	Mar 19 Mar 19	
	Ensure staff terms and conditions reflect market conditions and give the association best opportunity to recruit quality candidates	Terms and conditions reviewed– SDR recognised as lean on staffing and at bottom of benchmarking quartile for wages HR software implemented	Present case through budget for increased staff budget Further staff training on use and benefits of using software		SMT Business opportunities to be followed should be identified through management team and budget meetings	SMT	Jan 19
	Ensure business targets are met through effective staff supervision, appraisals and development	Targets set and monitored at board level Team Meetings, 121/Appraisals, Newsletters		Need to set specific objectives 1,2,3 year strategies and budget/cashflow			

<i>Promote Staff Involvement</i>	Ensure staff are motivated and engaged in their roles and organisation.		Success of initiatives and ideas	Promote and encourage in team meetings and 121's, and appraisals	SMT	
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Objective 6	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when
Information and Communication Technology <i>To have an IT strategy to meet the current and future needs of the association</i>	Information technology fully utilised to achieve measurable business efficiencies and meet future needs	Servers have been updated and office staff upgrade planned 2018 New IT support working very well for all	Need to establish future IT strategy/needs	Ensure all systems are up to date and utilised fully	SMT CB,SP,FB	March 19
	Develop social media	Facebook and Twitter underused low impact	Review nominal ledger for improved financial processes	BL scanning and authorisation to be implemented	CB	March 19
	Web access developed and maintained	Web site needs revising and updating -	New web site(s), better customer access	Promote the use of MY tenancy	FB	
	Full compliance with Data Protection regulations	Audit required/training	Achieved and implemented	Ensure ongoing compliance with GDPR regulations.	SMT	Ongoing
	Employ modern information and communications which support growth		Some progress – further evaluation of software opportunities needed		SMT	Ongoing

Objective 7	Steps to Achieve	Progress	Evaluation	Further Action	By Who	By when
Customer Involvement <i>To develop and implement a tenant involvement strategy including input to quality assurance</i>	Develop community initiatives.	consult@ fully developed		Review Continue to promote via web/newsletter	FB	March 19
	Review and improve customer involvement in respect of existing policies and procedures.	Some reviews have taken place on existing policies	Good basic consultation tool Feedback from policy review	Further policy reviews planned	SMT/FB/Board	March 19
	Ensure occupiers, and potential occupiers have opportunities to contribute to setting design standards.	Promoted at sign up Tenants Involved in planned works, e.g kitchens	New tenant feed back Include in newsletter invite feedback –	Further survey work & business analysis	FB	March 19
	Evaluate Return on Social Investment.	Through projects delivered	VFM standard	Improve measurement tool	FB	March 19
	Consider tenant involvement	Promoting with external	Feedback	Promoting in staff	FB	March 19

	when delivering projects.	partners	Surveys	meetings/121's and externally		
	Customer Profiling: knowing our customers – keeping profile information up to date.	Ongoing – good percentage data captured	OMNI audit	Continued campaigns to gather information, such as surveys and targeted approach, i.e Welfare Reform	FB	Ongoing
	Promote customer champions. Local links to support community involvement.	Advertised in quarterly newsletter and Annual Report. Low interest	Level of interest	Continue to promote	FB	Ongoing
	Use media to spread SDR success in tenant involvement.	Advertised in quarterly newsletter	Measuring Levels of involvement	Continue to promote	FB	Ongoing

Objective 8	Steps to Achieve	Progress	Evaluation	Further Action	By who	When
Governance <i>To ensure effective governance and clear accountability for the Association and maintain probity in its direction</i>	Ensure new Code Of Governance 2015 and HCA standards are understood and implemented.	Assessment of current and future board skills need to be determined.	recent appraisal requests failed to achieve desired outcome	Some progress made	CEO/	Ongoing
	Improve Board Training. Reporting clearly on return on asset investment. Challenging how assets perform.	Renewal process in place		Chair to use whip/report progress to board	Board	Bi annually July and January
	Manage risks effectively. Maximise commercial opportunities.	Board Training	Low take up of offers/opportunities for training	Opportunity to Incorporate in Board Away Day 2019 Consider setting up evaluation exercise as part of Board meeting – evaluate papers after each or selected meetings	SMT	
	Review business plan annually	Business Plan reviewed by the Board October 2017. Business plan updated 2017 - 2021	Next review June 2019	Annual assessment of skills is prepared for AGM	Board	July 2017
	Develop and implement a PR strategy, review and identify who are our stakeholders.		Develop PR strategy review and identify stakeholders and engage -	Newsletter, Media, AGM Write Stuff resource available	Chair/Board SMT	Annual Ongoing

Objective 9	Steps to Achieve	Progress	Evaluation	Further Action	By who	When
Asset Management To ensure good understanding of assets and how they perform. Using business analysis to support strategic decisions.	Have all properties maintained to decent standards.	Surveys, business intelligence reports	Data and reports	Assessment of progress	FB	Ongoing
	Review asset portfolio in terms of performance & risk. Make recommendations to board.	Asset performance matrix being developed	Success.	Evaluate and take to board	SMT FB	March 19
	Implement a programme for detailed stock surveys.	Decent homes surveys in place	Target number each year	Set annual targets	FB	Ongoing
	Review benefits of in house responsive repairs service.	Process in place	Being evaluated through business reports	Close monitoring of service and contract performance.	FB	Ongoing
	Aim to source further eco projects eg solar panels/heating pilot.	Consider during budget cycle	Budget	Review positive renewals project in place	FB	Ongoing

Objective 10	Steps to Achieve	Progress	Evaluation	Further Action	By who	When
South Devon House To provide facilities and office space to local businesses, supporting new businesses to grow.	Increase revenue for SDR. Community and social facility.	Naturesave lease until 2025	Review office rents/capacity	Market hot desks	SP FB	Ongoing
		Babcock to extend to 2022		Awareness of local business rental market	CB JG	

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Board of Management

Agenda Item 4f

Agree Board dates for 2019

FOR APPROVAL

Purpose

To agree Board key dates for 2019.

Report

The following dates are proposed for the meetings in 2019. It is assumed that Board wish to continue to meet on a Wednesday at 5pm.

The new RHL Offices are in a convenient location just off the A38 with good parking facilities and the office large enough to hold SDR board meetings. RHL have made these facilities available to SDR should they wish a cost effective meeting place for future board meetings. If members would like to view the offices prior, they should contact Steve or Alan direct.

30th January 2019

22nd May 2019

24th July 2019

AGM 11th or 18th September 2019

Board Away Day 27th March 2019 (SP Farewell lunch)

Recommendations

Board members are recommended to approve the board calendar for 2019 and the focus for the Away Day.

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Board of Management

Author Claire Barnett

Agenda Item 5a

Treasury Report

FOR INFORMATION

Purpose

To ensure the Association complies with the Regulatory Code, Best Practice and promotes continuous improvement.

Report

The tables below show South Devon Rural Loans and cash balances held in various bank accounts.

Summary of Loans Received and Made as at 3rd October 2018

Bank	Amount £	Rate %	
Lloyds TSB	4,000,000	5.495	30 years to Sept 2037
Lloyds TSB	3,000,000	3.565	25 ½ years to Sept 2037
Triodos	2,690,171	3.5	Repayments started April 2015
Totnes TT	30,000	5	To finance PV panel installations
Totnes TT	8,334	4	To finance PV panels at Sutcliffe Close
CAF 10111545	2,139,954	2.75	2.25% above base rate. Loan fully drawdown
CAF 10114594	678,804	2.75	2.25% above base rate
CAF 10112560	1,998,402	2.75	2.25% above base rate, min 2.25%
Total Borrowings	13,252,138		Rules allow up to £25,000,000
Rural Homes Ltd	15,000	3.5	New loan agreement agreed 26 th July with new interest rate at 1% above SDR charge

Total principal to be repaid in 18/19 is £216,433.

Summary of Accounts & Investments as at 3rd October 2018

Bank	Investment £	Terms	Rate%	Comments
CAF Gold	1,125,377	Deposit	0.05	Awaiting set up of CAF 60day
CAF current	52,809	Current	0.00	Main account
Santander	84,053	Call account	0.40	No notice required.
Lloyds TSB	14,516	Current	0.00	Used for day to day banking
Lloyds 32 day notice	530,063	32 day notice	0.75	Further deposits as per Chairs Action report
Nationwide	400,000	95 day notice	1.1	New savings account
Rural Homes Ltd	50,000		Gift Aid	Investment in Subsidiary
TRESOC	10,000		Dividend	Shares held

Recommendations

To note the loans and balances held.

South Devon Rural Housing Association Limited

Author (s) Francis Bourke

Board of Management

Agenda Item (6a)

Performance Dashboard – Quarter 2

FOR INFORMATION

Purpose

To ensure the association monitors performance in key service areas, and advises the board of progress, improvements and areas that may need improving.

SDR monitor performance in a number of ways, to ensure quality of customer service and value for money. One of the ways SDR monitors performance is by using Key Performance Indicators (KPI's). This performance, is monitored, analysed and acted on by the management team.

The performance dashboard (**Appendix 1**) show how SDR are doing on some of the main KPI's. Green indicators show we are meeting or exceeding targets, amber indicators shows we are within 5% of targets, and a red indicator shows we are out of target and need to improve.

Agenda Item 6a Appendix 1							
Performance Dashboard	Performance 2017/18	QTR 1	QTR 2	QTR 3	QTR 4	Target 2018-19	Commentary
ASSET MANAGEMENT							
Annual Gas Safety Checks Completed	100%	100%	100%			100%	
Emergency	100%	100%	100%			100%	
Urgent	100%	100%	100%			95%	
Contractor Satisfaction	98%					90%	
RENT ARREARS							
GN Tenant rent arrears as % of annual debit	0.79%	0.52%	0.54%			1.25%	
Forder Lane resident rent arrears as % of annual debit	1.11%	0.43%	0.31%			3.00%	
Total Rent amount written off as a % of rent debit	0.00%					1.00%	
ALLOCATION AND VOID MANAGEMENT							
Void loss on homes as a % of gross rent	0.34%	0.18%	0.14%			1.00%	
Average re-let time (including major works)(days)	26	36	19				
Average relet time (excluding major works)	25	22	17			14	Performance improving from last quarter. Still out of target, due to facilitating an internal transfer, and one prospective tenant withdrawing from sign up.
Number Of Lettings	27	5	8				
% Of Lettings to BME Households		0	0				
ANTI SOCIAL BEHAVIOUR							
Total no of ASB Cases	8	2	2				
% Of ASB Actions Completed On Time	100.00%	100.00%	100.00%			90.00%	
No of ASB cases open	1	2	2				

South Devon Rural Housing Association Limited

Author (s) Francis Bourke

Board of Management

Agenda Item 6b

Lettings Report – Quarter 2

FOR INFORMATION

Purpose

To show the board all lettings activity in quarter 1, including Forder Lane House.
See attached table.

South Devon Rural Housing Association

Lettings Report Qtr 2

Agenda Item 6b

Period:	01/07/2018	To:	30/09/2018			
Address	Property Type	Family Make Up	Void	Ethnicity	Date Let	Comments
2 Avondale Terrace	3 bed semi-detached house	Female Male 2 Daughters 1 Son (baby)	27/08/2018	White	16/09/2018	
6 Avondale Terrace	6 Avondale Terrace	Female Male 2 Daughters 1 Son (baby)	13/08/18	White	26/08/18	Internal Transfer
27 Broomborough Court	2 bed ground floor flat	Male Daughter	02/04/18	White	08/07/18	Major Void Works
12 Church Park	2 bed semi-detached bungalow	Female Son	18/06/2018	White	08/07/18	
41 Fernbank Avenue	2 bed semi-detached house	Female Daughter	02/07/18	White	12/08/18	Major Works Internal Transfer
6 Honeywill Court	1 bed ground floor flat	Female Male	18/06/18	White	15/07/18	
18 Moor Road	1 bed semi-detached bungalow	Female	24/09/18	White	30/09/18	
2 Forder Lane House	Room in Care Home	Female	12/07/18	White	29/07/18	
5 Forder Lane House	Room in Care Home	Female	21/06/18	White	08/07/18	
10 Forder Lane House	Room in Care Home	Female	08/09/18	White	25/09/18	
17 Forder Lane House	Room in Care Home	Female	08/09/18	White	12/09/18	
17 Forder Lane House	Room in Care Home	Female	18/09/18	White	20/09/18	
19 Forder Lane House	Room in Care Home	Female	19/06/18	White	09/07/18	

Address	Property Type	Family Make Up	Void	Ethnicity	Date Let	Comments
19 Forder Lane House	Room in Care Home	Female	23/07/18	White	26/07/18	
20 Forder Lane House	Room in Care Home	Female	05/08/18	White	06/08/18	
21 Forder Lane House	Room in Care Home	Female	17/06/18	White	01/07/18	
21 Forder Lane House	Room in Care Home	Female	15/08/18	White	07/09/18	
21 Forder Lane House	Room in Care Home	Female	15/09/18	White	17/09/18	
22 Forder Lane House	Room in Care Home	Female	27/06/18	White	12/07/18	
22 Forder Lane House	Room in Care Home	Female	10/08/2018	White	27/08/18	
23 Forder Lane House	Room in Care Home	N/A	25/08/18	White		Not re-let
6 Royal Court	1 bedroom flat	Female	23/07/28	White	05/08/18	
5 Sherwill Close	2 bedroom house	Female Son	30/07/18	White	12/08/18	
3 Tollit Garden	1 bedroom flat	Female	09/07/18	White	22/07/18	

Members are recommended to note the report.

South Devon Rural Housing Association Limited

Author (s) Francis Bourke

Board of Management

Agenda Item 6c

Responsive Repairs Update

FOR INFORMATION

Purpose

To update the board on progress made in addressing the issues on previous years repairs budget overspend.

Further to previous board reports, the responsive repairs service has been closely monitored from a financial and operational view.

Current spend at Qtr 2 is £98,158 (46% of annual budget) with an additional commitment of £46,290. Including the commitment figure the total spend is £144,448 which is 67% of annual budget £214,697.

Total spend at Qtr 3 in 17/18 was £159,022, at Qtr 4 17/18 was £247,406 against an annual budget of £185,617 which gave an overspend at year end of £61,789.

Included in the current commitment is around £11,000 to carry out rainwater goods, and facias at Huxhams Cross, SDR have also suffered a number of major repairs in this financial year. Spend on major repairs so far this year is 23k and similar in 17/18. For the same period in 16/17 the spend on majors was around 13K. Majors have increased over 10k in this period for last two years.

Compared with Qtr 2 last year 17/18 spend was £148,956. However it was unclear at this point in 17/18, on outstanding invoices and commitments from WMS. This affected the repairs budget, significantly in Qtr 3, and year end.

SDR have a much clearer understanding of commitment and the impact on future quarters budget, through introducing improved processes within the service and taking the repairs service back in house.

A review of the budget at this point, could indicate an overspend at year end, as over 67% has already been spent or is committed, with the more expensive two quarters to come, due to colder, wetter weather. A further update report will be provided at Qtr 3.

Actions taken to support managing budget on target, and to understand the spend.

- Further training received on the housing management system, providing various asset management reports.
- Operational Actions – as service now back in house, inspecting more jobs, and maintenance inspector carrying out minor works. Further interrogating diagnostics of jobs on point of reporting, reviewing and prioritising all major jobs, (over £500.00).
- Using more local contractors and reducing works given to WMS
- Performance management of local contractors

Comparing volume of jobs in the first 2 quarters of 17/18 & 18/19, there is minimal difference. This could be due to only taking the service back in house from the 6th August 2018. There may be a more noticeable difference at Qtr 3 and year end.

If it is established through continued analysis, that there needs to be an increase in the allocated repairs budget, a detailed report will be provided to board. Currently SDR rank next to bottom place in amount of spend on repairs as a percentage of turnover. This position includes the overspend of 17/18. Without the overspend on last years budget SDR would be at 8%.

See table below taken from the Small Providers Benchmarking Group for 17/18.

	Total Repairs Spend	Percentage Spend to turnover	Stock Number
White Horse	819,362	40%	360
CHS	319,593	38%	153
SHAL	1,182,136	35%	714
Falcon	413,819	27%	262
CRHA	725,696	24%	330
SWS	998,276	23%	611
Tamar	555,576	23%	544
LRHA	522,344	23%	393
SRHA	262,694	17%	290
erha	837,399	15%	647
Sandbourne	348,332	14%	405
SDR	231,892	10%	281
GHA	473,731	4%	654

If the current trend in spending continues, with no obvious main factor causing this, it may be prudent to increase budget spend.

The Board are recommended to note this report.

Board of Management

Complaints Monitoring

FOR INFORMATION

Purpose

That the Board note complaints and actions taken. The Association maintains a complaints monitoring register and as part of its desire to promote continuous improvement, the Board receives regular reports on complaints the Association has received. The outcomes help to develop and improve service delivery.

Complaints Monitoring

All complaints received by the Association are recorded. All complaints at stage 2 and above are reported upon in this report in more detail. All complaints which progress to stage 3 will be the subject of a separate written report in accordance with the Association's policy.

Record of complaints in the period 1st July 2018 - 30th September 2018

Stage 1	Stage 2	Stage 3	Comments
2			

Complaint 1: Issues around adequate car parking on scheme. SUT05

Complaint 2: Issues around heating being expensive. ORCH01

Board are recommended to note the report.

South Devon Rural Housing Association Limited

Authors (s) Francis Bourke

Agenda Item 7a

Board of Management

Anti Social Behaviour Monitoring

FOR INFORMATION

Recommendation

That the board note details and actions taken regarding anti social behaviour cases.

The Association maintains a register monitoring reports and incidents of harassment and anti social behaviour and as part of its desire to promote continuous improvement. The outcomes help to develop and improve service delivery.

Anti Social Behaviour and Harassment Monitoring Period 01/07/2018 to 30/09/2018

Date Complaint Received	Target Response Date	Actual Response Date	Tenancy Type	Complaint Details	Actions Taken	Responsible Officer	Status: Open/Closed
05/12/2017	05/12/17	05/12/17	Assured	<p>Altercation involving a knife took place at the property. GBH Crime recorded as Section 18 (Wounding). Victim did not press charges. Details confirmed by PCSO. Neighbours witnessed events. Tenant continues to keep property unclean and in poor decorative state. Tenant has confirmed visitor's Class A drug use has continued in the property.</p>	<ul style="list-style-type: none"> • Notice of Intention to Seek Possession issued on 30/01/18 • Will continue to work jointly with CPN. • In process of applying for Possession Via Court. • Court hearing adjourned, next hearing listed 08/08/18. • Obtained a suspended possession order. Situation and court order conditions closely monitored. 	Elena Davis	Open WALN04

Date Complaint Received	Target Response Date	Actual Response Date	Tenancy Type	Complaint Details	Actions Taken	Responsible Officer	Status: Open/Closed
04/06/18	04/06/18	04/06/18	Assured	Visitors of tenant causing noise nuisance, with abusive language and actions. Police attended.	Housing Officer spoke to police and neighbours, spoke and wrote to tenant, advising of breach of tenancy. No further incidents. Case closed.	ED	Closed Toll09
14/06/18	14/06/18	14/06/18	Assured	Neighbour speaking aggressively to tenant, using abusive language.	Housing Officer, spoke to both parties, interviewed alleged perpetrator. Interviewed witness Spoke to tenant's family. Currently monitoring. Letter sent to close case, no further incidents. Case closed.	ED	Closed Cros03
17/08/18	17/08/18	17/08/18	Assured	Visitors causing nuisance and alleged drug issues.	Spoke to neighbours and complainant. Arranged joint visit to property with local police. Issued diary sheets to residents. Currently monitoring.	ED	Open TOLL01

South Devon Rural Housing Association Limited

Authors (s) Francis Bourke

Board of Management

Gas Servicing Report

FOR INFORMATION

Purpose

To provide board members information on the management of gas servicing.

The Association maintains a Gas Servicing register and as part of its desire to promote continuous improvement, the Board receives regular reports on progress on the delivery of the Gas Safety and Servicing Contract. The current contract is placed with Evans & Co. Where individual properties have not had their annual service and are 3 months or more overdue, an action plan to ensure servicing is carried out will be reported upon below.

Monitoring Report

Records of all SDRHA's properties with gas appliances are kept along with current service records in accordance with the Gas Safety and Servicing Policy and Procedure.

Records of Servicing/Safety Checks

01/07/18 – 30/09/18

Number of Properties	Number Serviced to date	Number outstanding over 3 months	Comments
116	116	0	Servicing visits ongoing on schedule

The Board are recommended to note the report.

SOUTH DEVON RURAL HOUSING ASSOCIATION LTD

Board of Management
Author Bonnie Van Beek

Agenda Item 9

Care and Support

FOR INFORMATION

Purpose: To inform the Board of Management of the performance and monitoring of Forder Lane House Care Home, Day Care and Support Projects.

Managers Report

We continue to experience a high turnover of residents, many residents coming to Forderlane for respite. We are balancing the need to fill rooms whilst ensuring that we are able to provide adequate care without compromising the staffing resources.

We are seeing more people moving in to Forderlane due to falls and hospitalisation. Other triggers include bereavement and increased cognitive impairment. We are also noting resistance on the part of the older person and moral pressure from family to make a formal referral in to care.

The age of residents coming in to Forderlane has increased and the majority are in their early to mid nineties.

A recent study suggested that older people prefer to stay in their own homes and communities until it is impossible for them to do so, rather than move into residential care. Older people enjoy being in their own home surroundings and view residential care with suspicion.

We are also seeing an increase in residents moving in to Forderlane who cannot consent to their care arrangements due to increased cognitive impairment, these arrangements are assessed to check they are necessary and in the persons best interests. A DoLS application is also put in place to ensure people who cannot consent to their care arrangements in a care home are protected if those arrangements deprive them of their liberty.

Since January 2018 we have moved thirty seven residents in to Forderlane House.

Occupancy levels October 2018

Number of Rooms	Number Occupied	Comments
25	25	Room 17 and 21 will be returning home on the 5 th October

Hospital Admissions.

There have been 3 hospital admissions. See the health and safety report for details below.

Activities

The residents continue to attend Tai Chi on a Friday, Arm chair exercises are back in place and we continue to have a Jazz singer that comes in every Thursday. Every Monday we have a masseuse who visits several of our residents and provides hand, feet and head massages The feedback from the residents has been very positive.

Health and Safety Report

The Association monitors incidents, accidents and near misses

Records of accidents and near misses

July 2018- October 2018

Accident book entries	Accidents	Comments
36	36	Most falls minor/skin flaps or no injury
CQC reported	3	Person hospitalised broken leg/ head injury
Ambulance called	3	Two admitted in to hospital with a fractured hip/ one with a cut above the eye, requiring stitches

0 Accidents were reported under RIDDOR requirements.

0 Resident referred to the falls clinic – due to number of falls, in a short period of time

Staffing Report

Staffing at the home remains stable.

The staff sickness continues to be monitored with the Bradford point system.

Staff Training and Development

Training Requirement	Statutory/Ordinary	Number of staff trained	Dates Of Training
Report and record Keeping	Statutory	All staff	3 rd May 2018
People moving and Handling Trainer /assessor Course	Statutory	Deputy Manager – Claire Harrison	2 nd 9 th 16 th and 23 th May 18
Fire Safety	Statutory	All Staff	9 th May 2018
Tissue viability / Waterlows/MUST and application of creams	Statutory	All Staff	29 th May 2018
Activity Co Coordinator	Statutory	2 x Staff	6 th July 2018
Level 3 Mental Capacity Act and Deprivation of Liberty Safeguards	Statutory	Deputy Manager and Manager	11 th September 2018
Level 3 Making Safeguarding Personal	Statutory	Deputy Manager	12 th September 2018
Promoting Skin Integrity	Statutory	3 x Staff	10 th October 2018

Recommendations

Board Members are recommended to note the report