

Group Board Meeting: In-Depth Summary

Date: Wednesday 23 July 2025

Location: Number Five Board Room / MS Teams

Chair: Alexis Cleveland

Context	Agenda Item
<i>Chair's welcome</i>	<p>Welcome & Opening Remarks</p> <ul style="list-style-type: none"> The Board met on 23 July 2025 with strong attendance from Non-Executives, Executives, observers and support officers. Papers were circulated in advance. The minutes of the 19 May 2025 meeting were approved, and no matters arising or outstanding actions were reported.
<p><i>H&S Annual Report to Board</i></p> <p><i>Provides assurance around sound H&S practices and performance</i></p>	<p>Health & Safety</p> <ul style="list-style-type: none"> A comprehensive Health & Safety report was presented, focusing on: development of a refreshed H&S policy for September approval internal and external H&S responsibilities training compliance and refresh activity new legislative requirements and resource pressures The Board welcomed the move towards more structured written reporting and received the report for information.
<p><i>Quarterly CEO update on what is happening across the housing sector, anything impacting our operating environment, Government policy changes and across Group that Board need to be sighted on</i></p>	<p>Chief Executive's Strategic Update</p> <ul style="list-style-type: none"> The CEO updated the Board on major sectoral, political and organisational developments: Spending Review: broadly positive with 10-year funding clarity; concerns around energy efficiency requirements (£4.5k per home estimate). Political environment: changes in North East leadership and possible Reform UK regional gains. Sector trends: 13% increase in repairs spend; growth of for-profit providers. Ombudsman judgement: actions completed; communications ready to issue. People: 2.5% pay award implemented; record staff survey completion; strong NPS (+42); D&I award. Funding and rent convergence: potential £2.8m–£6m uplift but with affordability caveats. Lenders: traditional banks entering social rent lending.
<i>Annual Financial Statements</i>	<p>GARC Annual Report</p> <p>Assurance provided on audit, risk, and internal controls work.</p> <p>Internal Controls Assurance Statement</p>

	<p>Positive assurance from GARC and CEO that appropriate controls operated across the year.</p> <p>The Board approved:</p> <ul style="list-style-type: none"> • all annual financial statements (Karbon Homes + 11 subsidiaries) • all letters of representation • delegated authority for signing
<p><i>The Customer Engagement Strategic Plan is aligned with Karbon's broader Resident Involvement Framework, which sets out how residents are actively involved in decision-making, scrutiny, and service improvement. This ensures that engagement is not tokenistic but meaningfully integrated into the organisation's governance and service delivery.</i></p>	<p>Customer & Community Engagement Annual Review</p> <p>Highlights included:</p> <ul style="list-style-type: none"> • Celebrated the success of Karbon Homes in supporting customers and communities throughout the last year against the difficult backdrop of the challenging economy and cost of living crisis. • Chair of the Group Customer Committee praised the team - especially the Money Matters team - for their outstanding results, highlighting that while operational issues often dominate, the organisation's broader support for tenants through financial and employment initiatives was equally vital and deserved recognition • alignment with NHS community care reforms • data sharing for vulnerable customers • importance of evidencing health outcomes <p>Board feedback was positive, with emphasis on demonstrating qualitative impact.</p> <p>Customer Engagement Strategic Plan</p> <p>Praised for strong design, especially monitoring of qualitative outcomes.</p>
<p><i>Performance, Regulatory and Assurances updates</i></p>	<p>Group Performance Report</p> <p>The first iteration of a redesigned performance report highlighted:</p> <ul style="list-style-type: none"> • improved emergency repairs (54.9%) • reduced void rent loss (2.06%) • strong colleague engagement • Challenges remained around non-emergency repairs, supply, and satisfaction (especially repairs). • Concerns raised about subcontractor impact and on-screen readability of the report. <p>Tenant Satisfaction Measures Submission</p> <p>Good assurance overall, though a shortfall in LCHO responses (222 vs 282 required).</p> <p>Development Programme Annual Review</p>

	<p>Key achievements:</p> <ul style="list-style-type: none"> • 707 completions (549 Karbon) • 26th place nationally for completions • £16m additional strategic partnership funding • improved customer metrics (defects remain an issue) • Sector-wide downturn noted as context for improved ranking. <p>Covenant Compliance</p> <p>All entities compliant with banking covenants; strong liquidity.</p> <p>ESG Report</p> <ul style="list-style-type: none"> • Draft ESG report reviewed; strong investor reception anticipated. Board approved ongoing SRS reporting and publication.
<p><i>Governance related matters</i></p>	<p>EDP Name Change</p> <p>Enterprise Durham Partnerships Ltd to become Karbon Home Comforts Ltd. Authority delegated to CEO to sign.</p> <p>Annual Regulatory Self-Assessment</p> <p>The Board approved:</p> <ul style="list-style-type: none"> • full compliance with Economic & Consumer Standards • certification in financial statements • publication of 2024–25 declarations of interest <p>Code of Governance Self-Assessment</p> <p>Compliance confirmed for all registered providers and subsidiaries.</p> <p>Committee Minutes Summary</p> <p>Chairs provided verbal highlights, including:</p> <ul style="list-style-type: none"> • “reasonable assurance” internal audit outcome • insights on L&D and coaching from GRNPC

	<ul style="list-style-type: none">• Byker Wall project delays due to building safety work• praise for damp & mould analytics session• GDC's effective risk review following high turnover <p>No material issues were escalated.</p>
	<p>Next Meeting</p> <p>29 September 2025</p>