

Meeting	FAR Meeting
Date	Wednesday 4 June 2025
Time	8.30-10.30
Location	Teams



Core Members:	
Steve Robinson (SR)	Board Member and Chair
Tony Deakin (TD)	Board Member
Ros Jones (RJ)	Director of Corporate Services
Paul Hayward (PH)	Co-optee Board Member
Irina Wood (IW)	Board Member
Harpreet Rayet (HR)	Managing Director
James Wood (JW)	Operations Director
Gemma Griffiths (GG)	Interim Head of Finance
Jo Grivell (JG)	Executive Assistant & Minute Taker
Kate Barkley (KB)	Head of People and Culture
Jenny Daisley (JD)	Strategic Housing and Commissioning Manager (Shropshire Council)
Gary Stephens (GS)	Procurement Lead
Kath Vose (KV)	Shropshire Council Audit Team
Jake Stanley (JS)	Beever & Struthers
Narinder Sandher (NS)	Beever & Struthers
Apologies:	
Lynn Fonseca (LF)	Tenant Board Member
Barry Hanson (BH)	Shropshire Council Audit Team

Item No.		Who	When
<u>1.</u>	<u>Welcome, Apologies and Declarations of Interest</u> SF welcomed attendees. No declarations of interest were raised.		
<u>2.</u>	<u>Minutes of Last Meeting & Matters Arising</u> PH raised that he was not satisfied with the level of detail in the Action tracker that was circulated. It needs to have more detailed updates to indicate what has been done to address the action. HR agreed that the team would review and provide more detailed action updates within the tracker. Action 27: SR requested that the document is updated and circulated to the FAR attendees before the Board meeting on 16 June. The minutes from the last meeting were accepted as a true representation of the meeting on 20 February 2025.	JMc	13 Jun 2025

3	<u>Health and Safety Update – Improvement Programme</u> The paper was taken as read. Kate Barkley gave an overview of the status on H&S. There have been a number of challenges in H&S and STAR had been using Wenlock and brought in a Health and Safety Manager role in the business. As we reviewed some of their findings and the work produced to date it was felt there were gaps in the original policy, and we wanted a more robust document which highlighted how important H&S is to the organisation. STAR has now entered into a more robust agreement with a consultancy called Safety For. The new document is not just a policy but lays out STAR's H&S management system. STAR is now looking to have the overall H&S work being addressed hand in hand with our compliance area. KB has now taken over leadership of the H&S area and AH is leading on Compliance and Sustainability, and we are also looking to create a coordinator role. STAR is using consultancy experts and then will have the coordinator to ensure we're fulfilling the objectives of our management system, keeping track, giving reports, reporting KPIs which is a more sustainable way to ensure we are hitting all those points. We are allocating our training budget to make sure staff have the right skills and abilities to undertake their duties. Some of that will be e-learning in addition to face-to-face training that is STAR specific. <u>Discussion and Questions</u> PH stated it feels that this area has disintegrated very quickly, and the committee didn't see that coming. Three members of staff have left the organisation. As a committee we need some reassurance of how we got into this position and how we can be sure that these plans will address the issues. The big concern is the compliance and fire safety regulations and understanding how serious that issue is. PH also stated that he was not clear on the compliance tracker what the dates were for implementing the items listed. PH is pleased there is something in place, but not clear on how the items will be tracked through. SR echoed PH concern. As a committee or as full Board we don't have sufficient information to be assured that STAR is able to do what needs to be done. STAR has been on a major change journey over the last couple of years, and uncovered areas of weakness, now we are getting into the detail we are finding things are not as we thought they were, and we have had to start again. Action 28: SR suggested the report goes to the Board so they aware of it and possibly receive a 5–10-minute presentation on the topic. HR stated that a lot of work had been done on H&S during the last 12-months. Previously Shropshire Council was the lead for our H&S, and we exited from that agreement. There were several issues with their system ERP, which gathered the information and data, and we didn't have the level of transparency we wanted. The real challenge is in implementing these processes and we have had to work with several consultancies. As we have gone through, we have realised that it was	KB	16 Jun 2025
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	not what we needed as an organisation. HR gave credit to JW, AH and KB for identifying the gaps and they have moved very fast to identify key issues affecting the business and looked to capture what needs to be done. JW stated that we have had a bit of a change of personnel. He said that people can hide the truth, no matter what measures we put in place. We have done a deep dive and taken compliance from where there were some areas where we felt exposed, we were using too many systems and in too many places. Our concern was the information was not easily accessible. We have now got the right people in post and are confident that we are ahead of the game, there is a clear line of sight through our reporting. HR said it was not that the information that had been reported previously was incorrect but more that we are now able to triangulate the data and make sure it is more accessible. PH is correct that we raised the H&S more than 6-months ago and said we had an action plan, and in going through that plan we didn't think it was where we thought it should be, so we have brought in the additional expertise. TD said in governance terms we do need the report to go to Board. Action 29: TD asked if we had checked how the users of the SHE management system had performed in recent regulatory judgements so we can judge the effectiveness of the system and if there is any best practice. HR said that generally those with poor regulatory judgements have all had similar issues, with poor data, lack of oversight and the backlog in compliance related repairs. STAR has put in place a framework which says this is the way in which we are going to be working, and the expectations for our contractors so it is mitigating the risk for our tenants and the organisation. PH asked about the fire safety regulation breaches. HR said we have identified several fire safety work issues that are overdue in relation to compliance, and we are working to clear that backlog, however there are no high-risk issues, they have been resolved. The big issue is that we are doing an audit of the fire doors to make sure they are compliant and will update the Board on the outcome of that. JW said that inspections are 100% up to date. It is typical that every organisation has overdue fire risks. JW said that he doesn't feel that we should be greatly concerned on the overdue actions, as long as we are tackling the high risk first and we understand that risk. HR said we have got the systems in place. We've got the contracts in place. We've got the expertise in place, and we've identified funding and thinks we're in a potentially stronger position than many organisations because of that. KB said that the tracker will be completed by the end of August. That will be updated, and new actions identified for the rest of the year. Action 30: SR said that given the issues with trackers raised earlier it	KB KB	3 Sept 2025 3 Sept 2025
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	might be helpful to circulate that tracker in advance of the next meeting. The committee noted the contents of the report and progress made to date.		
4.	<u>Procurement Exemptions & Pipeline Update</u> Report was presented by Ros Jones. Gary Stephens from GBS procure supports STAR with its procurement exercises. STAR introduced the new procurement rules at the last Board, and they were approved. There is now a process in place for procurement and for procurement exemptions. We have had six exemption requests since we last met, the details of which are in the report. All the procurement exemptions must assess the risks of granting (or not granting) an exemption and must detail how value for money will be protected. They must all be approved by either RJ or GG. <u>Discussion and Questions</u> • Action 31: TD said that there was an overspend of £445K on scaffolding and vehicle hire. He asked to see the detail of that. He asked why we were using Enterprise again when there were the issues with them previously. • HR said that Enterprise had won the tender and were the best value. GS advised STAR had invited the whole market, and they came back with the best offer. • GG advised the problem with the fleet is how we have been managing them historically and that will not be the case moving forward. As a result of the procurement exercise and rationalising the fleet we will see reduced costs and savings against budget from 2026-27. From 1st April the new rates were in place, even on the old vehicles. There are some transition costs in the 2025/26 which will give a slight overspend. In previous years there had never been enough budget for vehicles as there was no oversight. This will not happen again. • PH highlighted a couple of the procurement exemptions seem to be cyclical, for example the windows and the door entry system. GG said we do have framework for windows and there is only one provider on there, but the price was not competitive which is why they asked for the exemption for the singular job. The windows are being repurchased, but we didn't want to accept the cost as it was not value for money • JW said with the door entry system the relationship was becoming a little bit fractious, we had raised some challenge around the costs that we've had, and they decided that they didn't want to work with us any longer. Bamford are a market leader, it is a great product, we looked at other options it was felt it was the right decision for a short period of time. • IW asked if STAR considered having our own scaffolding and equipment that we use frequently. HR said we have thought about it and there are so many regulations related to Compliance and Health and Safety we wouldn't want to do that. We would	GG	16 Jun 2025

	have also had to bring the scaffolders in house and with the terms and conditions we wouldn't be as competitive as the market. We have purchased some equipment so we can now clear guttering without scaffolding which will reduce costs. Gary Stephens gave an update on the work that GBS are doing. • There have been 6 or 7 key projects. The main one is a major works framework, so that rather than go with one contractor we are looking to have the best of both worlds by having some frameworks with four or five suppliers on a lot, and we can have a mini competition every so often. If we wanted to fit 20 kitchens, we could do a mini tender with all 8, if they don't perform, they would be excluded from the next bid. • We are also now realigned to the 2023 Procurement Act. We have a strong scoping document which is where we can determine if it is something that could be done internally. • Any procurement is only as good as how the contract is managed. If you don't think through at the outset how you are going to manage it, what your key performance indicators are, it will always go wrong afterwards. We have helped with contract management training for the STAR staff. • SR asked how it will be embedded. JW said it is his job to ensure that it is embedded. Contract management skills were not at the level needed. We are looking at training and growth and have brought in some staff members that that are going to be champions for contract management as they have been through extensive training elsewhere. It is a main agenda item in all our weekly meetings, making sure we have an iron grip on our contractors as it impacts all parts of the business, finance, compliance, H&S etc. • SR asked about the procurement register. GS said we use SharePoint, and it automatically lets you know when a review is due. There is a new file structure for the way we record contract management activity, in place. GS plans to sit down with JMcG to go through the contracts register to see how it can be developed. Every contractor must attend a monthly meeting to review performance. There is a big focus on changing the dynamic of the relationship. Over the last 10 years, the market has been flooded with so much work the supplier can dictate what the customer gets, so it has been the tail is wagging the dog. We are looking to reverse that. It is our responsibility to ensure we have an iron grip on contract management. The content of the report was noted.		
<u>5</u>	<u>STAR and HRA Outturn Report – Q4</u> GG provided an overview if the Outturn report. The biggest headline was that STAR had planned to use £1.072m of reserves but now only have used £0.685m as the expenditure was not as high as anticipated. Purchase ledger has seen improvement across all the points, for the total number of invoices paid and speed of processing them. STAR is		

	starting to see the benefits of the improvements that were put in place during 2023-24. The audit of accounts began on 16 May. Statement of accounts will be ready for Monday 9th June and will be presented to the Board on 16th June. Key performance for the HRA, have been exceeding targets and capital expenditure was less than planned. RTB numbers remain static. The report requested FAR approval to agree to commence a project to move to having no rent clear weeks from 2026/2027. Changing from 48 to 52-week collection with customers to be consulted as necessary. <u>Discussion and Questions</u> • STAR budget – TD had already asked about splitting the scaffolding and vehicle costs. Action 32: TD asked the same of the agency staff and consultants. It would be advantageous to split out the two, so we can see the agency people in comparison with our permanent structure. • Action 33: TD also raised the issue with the timing of the FAR committee for future years, it is important that the statutory accounts come to the FAR committee before they go to the Board so it would be helpful to plan the timing of the FAR meeting in April after the accounts are in but ahead of the Board in future years. • HRA – moving from 48-52 rent chargeable weeks. TD & SR supported the move to 52- week charge period. SR said this is a decision in principle and would need to be discussed at the customer sub-committees. He also asked if this is something that is in our power to change. HR said that we will need to get endorsement from the Council. Seeking approval from the committees and Board first and then will go to the Council. It will not be in place this financial year but can start the preparation for it now in advance of the 26/27 rent year. • TD highlighted the higher-than-expected property insurance recharges. He has seen elsewhere insurance costs have increased dramatically. STAR is covered under the council's arrangement by Zurich and TD has seen in other cases where they have a dedicated account manager. He asked if we could ensure we get the level of service support from Zurich. HR said that it does get lost in the global service. HR said the contract has been recently retendered and there would have been savings identified as part of that. Action 34: It was agreed that although holistically the contract is managed by the Council, and they are the direct liaison point it would be investigated if there is more that could be done to understand STAR's individual position and whether more savings could be made. • PH asked that the switch of rent policy be brought before the customer service committee. We need to ensure we have our residents on board with the plan and understand the reasons for	GG JM RJ	3 Sep 2025 2026 3 Sept 2025
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	it. PH also said it needs to be clear what the benefits of the proposal are to residents. • Action 35: PH said he is not happy to approve until he understands the ramifications of the clear rent proposal and that it should go to the customer committee for discussion and for the decision to be made there. The committee agreed to the £227K additional reserves allocation. The committee also agreed to the Chair and MD to have delegated authority to sign off the accounts.	RJ	9 Jun 2025
6.	<u>Landlord Health and Safety Compliance</u> Report was taken as read. Discussion and Questions • PH highlighted in the report the number of C3 means that improvements is needed. PH asked for clarity on this. JW clarified that C1s have to be put right at the time, C2 are urgent and C3 we need to have a plan to address the C3 failures. We have a register of all the C3, and the vast majority will be resolved when they change the main electrical boxes. Electrical works get a lot of complaints because residents don't want us in their house stripping out wiring so there is a fine balance with being compliant and limiting the complaints. • The regulator expects that we understand what our Cs are, and we have a plan to address them. On Voids we will not relet with any C3s and where we have an opportunity to clear C3s we will do that. Action 36: It will be helpful to have the reassurance of the C3s and how they have been addressed for the next meeting. • TD raised concern that STAR is assisting the Council with their compliance issues. He understands why we are doing that but questions if we are adequately resourced to assist them. HR said we are not adequately resourced. What has been identified through the work with the Council is what we thought was a complex issue is unravelling to be an incredibly complex issue in relation to compliance for the retained general fund stock. The council are aware of these concerns, and we have agreed we will pull together a plan to address the general needs stock and also continue our work on compliance. • JD said it is being taken very seriously by Senior Management at the Council. The Council will support for additional support for HR and his team to continue their work. We are waiting on the next action plan on how we repair them. The Council will fund additional resources. TD said it is important that HR and JW flag if they are not satisfied with the level of resources and are not putting STAR's residents at risk. JW said he gets a daily update from the compliance team on this topic. • Action 38: HR asked if all Board members had access to the Dashboard. IT was not clear, so it was agreed that there would be IT to be on hand at the next Board meeting to ensure that they can access.	JW HR	3 Sep 2025 16 Jun 2025

	The committee noted the contents of the report.		
7.	<u>Strategic Risk Register Update</u> Report presented by Ros Jones. There is no change to the risk scoring and just updates to the controls. We still need to plan a session on risk when we have the new Board members in place. SR highlighted that the rating on H&S should be higher. HR said we have not had any breaches; we have the mitigations and controls in place. PH said that the risk rating does need to be raised considering the discussion on the topic at this committee. Action 39: H&S risk rating to be increased. PH stated that he noted that a number of items have been removed out of the risk register. He would expect that those come to the FAR committee to discuss the recommendation to remove, and then agree rather than SMT making the decision to remove them. Action 40: HR clarified that the phrasing in the report should have been that the changes had been identified and they are with the committee to approve removal. PH said he is nervous that we would have a risk register that doesn't cover the political changes, and anything related to the finance. Action 41: It was agreed that STAR would put another risk in related to Finance. Over 70% of new councillors are new so that risk will remain. PH said it is the nuance of risk and how its changed from the Council's challenges to the new political structure and relationship which need to be reflected. The changes to the risk were approved by the Committee subject to approval by the Board and the reintroduction of the finance risk and nuance of the political risk being updated.	RJ RJ RJ	16 Jun 2025 16 Jun 2025 16 Jun 2025
8	<u>Audit Status Report</u> Report presented by Ros Jones. The report shows the status on the audit activity. There are three schedules that show the audit programmes from 22/23/24 up to present and how we're achieving against them. The new tracker has been live for a few weeks in respect of automating the tracking of audit actions. It makes it clear the actions that are still ongoing and how many of those are actually overdue, and where they're overdue, how long on average in months they've been overdue. There is a description there too. In the main it is where we are waiting on a third party. For example, if we're waiting on SLAs from the Council, we haven't been able to get those moved on or there's a particular hot spot in neighbourhood management where we've been waiting for Leadership to focus on that. Discussion and Questions		

	The content of the report was noted.		
<u>9</u>	<u>Internal Audit Programme Update - Shropshire Council</u> The report was taken as read. • The main points of the report are that changes have continued throughout the year 24/25 and they take time to embed and reflect within the internal control environment. • Management responses have been received to all the internal audit recommendations made during the year in all areas reviewed. • Information from the recommendations agreed will help to ensure that the control environment is robust moving forward into 25/26. • SC produced 15 planned audits with a total of 65 recommendations. 45 were significant recommendations and no fundamental recommendations were given. • During Q3 24/25 STAR management engaged with Beever and Struthers to provide specialist internal audit support. A contract is still in place with Shropshire Council internal audit until March 26, however no internal audit works have been agreed with STAR management so it will not be possible to provide a year-end opinion on the internal control environment for 25/26. • SC achieved 100% of the agreed plan, which is in line with its target, 2 good, 6 reasonable, 3 limited and 4 unsatisfactory assurance opinions were provided in the year and management's response have been received to all of those. • Since the last meeting 13 were completed which included risk management, payroll, corporate governance, which all received all received reasonable assurance opinions. Financial management received limited and then there was the 9 follow-ups. • Complaints attracted a good assurance opinion, capital community alarms, IT Contract management attracted a reasonable limited and Lettings was limited. • Housing management, antisocial behaviour, DLO time sheets and Van trackers, Procurement and contract management and projects temporary accommodation all received unsatisfactory assurance levels. • The overall opinion for the year was reasonable. There were no questions raised. The content of the report was noted.		
<u>10</u>	<u>Internal Audit Programme Update – Beever and Struthers</u> Report presented by NS and taken as read. In terms of the 24/25 plan it is almost completed. They are just dotting the I's and crossing the Ts on the last audit. The 25/26 programme is now scheduled and at the next meeting there will be a report that tracks progress how that is being delivered. Discussion and Questions PH flagged that there was one internal plan and it didn't include housing rents. Is that being looked at? Income collection and arrears		

	is in the plan. This could replace the asbestos management and put the rent setting in the internal audit plan. Action 45 : RJ said she has a call planned with Beever & Struthers S to discuss the plan and will pick this up there. The content of the report was noted.	RJ	3 Sept 2025
<u>11</u>	<u>Forward Plan Review</u> There was nothing to report.		
<u>12</u>	<u>AOB</u> HR identified an issue with a contractor in relation to the level of work that they have done for us, and we have begun an investigation. There are number of small work packages, which would be underneath the procurement regulations for managers to sign off, and that work is now being undertaken by our finance team and this will be brought back to FAR once that investigation has finished. <i>TD asked for the internal auditors to leave the call. The following to be removed before circulated,</i> <i>“TD raised the comments made by KV at the end of her update and that the contract goes into 25/26 but the work is going to Beever & Struthers so what does that mean in terms of any sign off. Does it present any problem to us with the Local Authority? HR said they will give us an end of year view whilst there is a contract in place. Have discussed with Barry Hanson and they may want to do work on the HRA.”</i>		

Action Tracker:

Below is a snapshot of the new FAR action tracker. It will be updated and provided as part of the meeting papers. Any closed items are filtered out once minutes are signed off but are still available on the main action tracker if required.

Action #	Date of FAR Committee Meeting	Agenda Item	Action	Status	Action Owner	Action Due By	Updates
1	05-Sep-24	Matters Arising	Discussions with the Council about temporary accommodation strategy.	Ongoing	RF	Feb-25	27.11.24 Conversations are continuing with regards to what the service will look like in the future, but nothing has been agreed yet. 03.06.25 Action to be carried forward
4	05-Sep-24	H&S IP 4.2.7	Asbestos: we commissioned an external independent organisation. The report noted our plans that had not been implemented, would have put us in a far stronger position to not have the incidents occurring if we had implemented them. We have shared the full asbestos management plan that we're proposing to implement, and they will provide feedback, comments and coaching to the staff over the next couple of weeks. To be completed by the end of September, when we hope to go live with the plan, and it will be available to all our operatives in the same time scale. Enhanced asbestos awareness training, with UK TA, to deliver that on our behalf, after which we can get the 40 operatives through quickly, so it does not upset the operations.	Closed	JW	Feb-25	27.11.24 Mark Kavanagh is speaking with ION who will be delivering the training 03.06.25 Asbestos Awareness Training delivered across the company - action to be closed

15	27-Nov-24	Finance and Performance	TD asked to have some training to understand how the loans would operate; how long are loans for and what is the choice of tenure of loans.	Ongoing	RJ	Mar-25	20.02.25 Discussed to be included as part of the STAR Away Day but team still considering best approach to provide this oversight. 03.06.25 Action to be carried forward 12.06.25 Business plan presented at the away day including loan capacity – action to be closed
19	20-Feb-25	Procurement	JT queried the ID532 Shirehall Professional appointment. What is it for. RP confirmed it is the CDL piece of work that GBS are working with them on. Action: JT asked for it to be amended to accurately reflect what that is to be really clear that the HRA is not subsidising CDL activities. RP said she would feed that back to Gary for his future reports.	Closed	RP	Jun-25	03.06.25 Non-STAR procurement work has been removed from the STAR procurement lists - action to be closed
20	20-Feb-25	Policies	DJ stated that with regards to a legal check there has not been one, but the previous financial rules document was a Shropshire Council led one. The document is an amalgamation of other ALMOS and other government documents. It is the first draft and if it needs further oversight that can be arranged. Action Financial Rules Policy to be reviewed by external body.	Ongoing	RJ	Jun-25	03.06.25 External financial advisors Grant Thornton have reviewed the financial rules and have provided commentary with no material issues raised. Legal check still pending - action to be carried forward 01.08.2025 - Anthony Collins approached to carry out legal review. 26.08.2025 - Proposal from AC is a full review including check on alignment to Articles of Association for a fixed fee of £2,750. Grant Thornton have also passed comment but have independence considerations. ACTION ONGOING
21	20-Feb-25	Finance and Performance	TD asked if STAR is planning to schedule the upgrade of SOR rates. DJ said the version being used is from 2019. Historically would not have done them annually but would have applied an	Ongoing	RJ	Jun-25	03.06.25 STAR is moving towards implementing SOR 7.2 across all new contracts. (Version 8 has not been widely accepted for tendering in the market due

			inflationary uplift. TD asked that STAR ensure using the latest version of SOR rates.				to issues with providing a flat SOR+% approach.) Voids will be the first to move to SOR 7.2 – action to be carried forward 12.06.25 Version 7.2 is now being widely used in repairs and voids, there is the odd exception where we are using earlier versions plus a percentage uplift as this provides better VFM for STAR. The new major works tender will review any rates that are not at version 7.2. ACTION ONGOING
22	20-Feb-25	STAR Budget	TD said the Sustain contract is in there for 25/26. He asked what is the position if that contract ends in relation to redundancy costs? DJ said she does not think it has been decided yet. Tom Forty was having those conversations but no resolution was made. It was agreed that need to resurrect the discussions as it is a risk.	Ongoing	RJ/JW	Jun-25	03.06.25 Verbal update will be made to the committee - action to be carried forward 12.06.25 Redundancy costs provided by from KB – action to be closed
23	20-Feb-25	Internal Audit	TD raised that the HRA business plan audit that was given limited assurance. Since then have had the Savills report which looked at the business plan and compared it with plans in the sector. They have given it a green light. The timing of when Shropshire Council and Savills did their work, is why there is a difference. When the follow up audit is done and can see the evidence is when the assurance can be increased. TD asked that this be raised at the Board that previous concerns have been addressed and there has since been external assurance from Savills that looks at business plans across the sector, and they have given a good judgement.	Closed	RJ/JW	Mar-25	03.06.25 Board have been updated - action to be closed

24	20-Feb-25	Internal Audit Beever and Struthers	Do need the internal audit charter and the approach does need to be discussed at the FAR Committee, because part of it is whether internal audit is done internally or whether we use external firms. The STAR team need to advise on that. Action: It was agreed to have a separate meeting outside of the FAR to ensure that STAR is compliant with the charter.	Ongoing	RJ	Jun-25	12.06.25 STAR considered the Internal Audit Charter alongside the 2025-26 IA plan. Separate meeting can now be convened as we are clearer on the future of SC audit work. Meeting will consider the suitability of the charter and how we manage third party audit work alongside it. 12.06.25 Meeting of FAR to be arranged to discuss and finalise audit charter. Update to be provided to September FAR. 01.08.25 – B&S have advised that a separate meeting is unlikely to be needed and instead the charter will be included in the 2025/26 programme update from B&S at the September meeting. This report will also discuss how we can demonstrate a comprehensive, risk-based audit programme is being delivered by B&S. PROPOSE THAT ACTION IS CLOSED
25	20-Feb-25	Procurement	RJ said STAR has a meeting with GFleet in the next few weeks, they are a local company that provide green solutions, so will know a bit more from them about direction of travel and can feed that back.	Ongoing	RJ	Jun-25	03.06.25 Meeting had to be rearranged due to sickness. Fleet has been reprocured via Enterprise for the next 4 years – action to be carried forward 12.06.25 Fleet has been reprocured via Enterprise for the next 4 years – action to be closed
26	20-Feb-25	Policies Update	SR asked if everyone was happy to approve the policies subject to the above action, which was agreed. SR said the key thing is the roll out of them and would expect to get updates as to how it is going at the next meeting.	Closed	RJ	Jun-25	03.06.25 Management Accountant is tasked with arranging training on financial rules as an objective for 25/26 to ensure embedded. Contract training provided by GBS and have also rolled out a process for exemption requesting - action to be closed

27	04-Jun-25	Minutes and Matters Arising	PH raised that he was not satisfied with the level of detail in the Action tracker that was circulated. It needs to have more detailed updates to indicate what has been done to address the action. HR agreed that the team would review and provide more detailed action updates within the tracker. Action 27: SR requested that the document is updated and circulated to the FAR attendees before the Board meeting on 16 June.	New	JM	13-Jun-25	12.06.25 action tracker fully updated and sent out to FAR attendees – action to be closed
28	04-Jun-25	Health and Safety Update	STAR has been on a major change journey over the last couple of years, and uncovered areas of weakness, now we are getting into the detail we are finding things are not as we thought they were, and we have had to start again. Action: SR suggested the report goes to the Board so they are aware of it and possibly receive a 5-10 minute presentation on the topic.	New	KB	16-Jun-25	12.06.25 Report and presentation by SafetyFor taking place in the June Board meeting – action to be closed
29	04-Jun-25	Health and Safety Update	TD asked if we had checked how the users of the SHE management system had performed in recent regulatory judgements so we can judge the effectiveness of the system and if there is any best practice.	New	KB	03-Sep-25	This request was not fully understood. The SHE system has been presented as the most effective means of meeting our legal duties and adopts best practice of detailing all key areas in one place. All aspects of SHE are required, STAR could separate into separate policies if Board prefer. But we still need all content of SHE detailed to be legally compliant.
30	04-Jun-25	Health and Safety Update	KB said that the H&S tracker will be completed by the end of August. That will be updated and new actions identified for the rest of the year. Action 30: SR said that given the issues with trackers raised earlier it might be helpful to circulate that tracker in advance of the next meeting.	New	KB	03-Sep-25	Tracker updated with progress

31	04-Jun-25	Procurement Exemptions	Action 31: TD said that there was an overspend of £445K on scaffolding and vehicle hire. He asked to see the detail of that. He asked why we were using Enterprise again when there were the issues with them previously.	New	GG	16-Jun-25	12.06.25 This is to be circulated in advance of the next meeting – action to be closed
32	04-Jun	STAR and HRA Outturn Report – Q4	TD asked the same of the agency staff and consultants. It would be advantageous to split out the two, so we can see the agency people in comparison with our permanent structure. PH said he would like to see the breakdown of the agency costs. GG said we have an agency tracker. Departments are not allowed to appoint an agency worker into post. There is a recruitment freeze. The committee needs to be clear that the team is on top of this and properly managing the use of agency and consultancy staff.	New	GG	16-Jun-25	
33	04-Jun-25	STAR and HRA Outturn Report – Q4	TD also raised the issue with the timing of the FAR committee for future years, it is important that the statutory accounts come to the FAR committee before they go to the Board so it would be helpful to plan the timing of the FAR meeting in April after the accounts are in but ahead of the Board in future years.	New	JM	2026	01.09.25 New meeting cycle in place up until the end of 2026, with Board shortly after all subcommittee meetings. FAR's meeting dates are in March, June, September and October to better fit with accounts sign off – action to be closed
34	04-Jun-25	STAR and HRA Outturn Report – Q4	It was agreed that although holistically the contract is managed by the Council, and they are the direct liaison point it would be investigated if there is more that could be done to understand STAR's individual position.	New	RJ	03-Sep-25	

35	04-Jun-25	STAR and HRA Outturn Report – Q4	PH asked that the switch of rent policy be brought before the customer service committee. We need to ensure we have our residents on board with the plan and understand the reasons for it. PH also said it needs to be clear what the benefits of the proposal are to residents. Action: PH said he is not happy to approve until he understands the ramifications of the clear rent proposal and that it should go to the customer committee for discussion and for the decision to be made there.	New	RJ	09-Jun-25	Update 10 June 2025 - Proposal was discussed at the CSS on 9 June and the change was agreed in principle, and that a plan would be put in place to manage the implementation and communication with residents. 01/08/2025 - A meeting of the scrutiny panel considered the proposed changes and were supportive of the change. PROPOSE ACTION IS NOW CLOSED
36	04-Jun-25	Landlord Health and Safety	PH highlighted in the report the number of C3 means that improvements is needed. PH asked for clarity on this. The regulator expects that we understand what our C3's are and we have a plan to address them. On Voids we will not relet with any C3's and where we have an opportunity to clear C3's we will do that. Action 36 : It will be helpful to have the reassurance of the C3's and how they have been addressed for the next meeting.	New	JW	03-Sep-25	
37	04-Jun-25	STAR and HRA Outturn Report – Q4	It was agreed that although holistically the contract is managed by the Council, and they are the direct liaison point it would be investigated if there is more that could be done to understand STAR's individual position and whether more savings could be made.	Closed	RJ	03-Sep-25	This is a duplicate of Action #34 therefore has been closed.
38	04-Jun-25	Landlord Health and Safety	HR asked if all Board members had access to the Dashboard. It was not clear, so it was agreed that there would be IT to be on hand at the next Board meeting to ensure that they can access it.	New	DM	16-Jun-25	13.08 DM presented to the Board, and no problems have been reported in terms of access to systems. DM can be available at future meetings in case this assistance is needed – action to be closed

39	04-Jun-25	Strategic Risk Register	SR highlighted that the rating on H&S should be higher. HR said we have not had any breaches; we have the mitigations and controls in place. PH said that the risk rating does need to be raised considering the discussion on the topic at this committee. Action 39: H&S risk rating to be increased.	New	RJ	16-Jun-25	12.06.25 To be discussed at Board on 16th June as part of the Risk Register agenda item – action to be closed
40	04-Jun-25	Strategic Risk Register	PH stated that he noted that a number of items have been removed out of the risk register. He would expect that those come to the FAR committee to discuss the recommendation to remove, and then agree rather than SMT making the decision to remove them. HR clarified that the phrasing in the report should have been that the changes had been identified and they are with the committee to approve removal.	New	RJ	16-Jun-25	12.06.25 To be discussed at Board on 16th June as part of the Risk Register agenda item – action to be closed
41	04-Jun-25	Strategic Risk Register	PH said he is nervous that we would have a risk register that doesn't cover the political changes, and anything related to the finance. Action 41: It was agreed that STAR would put another risk in related to Finance. Over 70% of new councillors are new so that risk will remain. PH said it is the nuance of risk and how its changed from the Council's challenges to the new political structure and relationship which need to be reflected.	New	RJ	16-Jun-25	12.06.25 To be discussed at Board on 16th June as part of the Risk Register agenda item – action to be closed
42	04-Jun-25	Audit Status Report	TD said he is used to seeing a percentage of audit recommendations that had been implemented within the timescale. TD would like for that to ensure that our implementation rate is in line with others.	New	RJ	03-Sep-25	01.08.2025 - James McGlone asked to address this in the next audit update report to Board and FAR.

43	04-Jun-25	Audit Status Report	TD said in relation to 25/26, he would like to see more information about some of the kind of KPIs we want to use like the number of days budgeted, the number of days used on audits, the variance on time scales, and slippage on the start of the audit and details of time taken to undertake it so that we have a feel for how the programme is going.	New	HR	16-Jun-25	To be reported back following discussions with our auditors
44	04-Jun-25	Audit Status Report	SR asked for a more comprehensive report on this area. HR said we will bring something to the Board which shows the current position. There are a lot of nuances. It feels that there has not been the appropriate engagement.	New	HR	16-Jun-25	12.06.25 To be discussed at Board on 16th June as part of the audit update – action to be closed
45	04-Jun-25	Internal Audit Programme Update – Beever and Struthers	PH flagged that there was one internal plan and it didn't include housing rents. Is that being looked at? Income collection and arrears is in the plan. This could replace the asbestos management and put the rent setting in the internal audit plan. Action 45: RJ said she has a call planned with Beever & Struthers S to discuss the plan and will pick this up there.	New	RJ	3-Sep-25	01.08.2025 - B&S will be presenting the 2025/26 audit plan and discussing approach to risk assessing STAR to inform when particular audits are planned in.