



Appointment of Non-Executive Director

July 2019

Dixon Walter





Your Homes Newcastle

About Us

Your Homes Newcastle ('YHN') is an Arm's Length Management Organisation ('ALMO') set up and solely owned by Newcastle City Council. YHN was set up in 2004 to manage council properties, to improve housing in order to meet the Government's Decent Homes standard, and to provide a range of support services for Newcastle City Council. Currently YHN manages over 25,500 customers and 1,500 leasehold homes (where the owner owns the property but not the land the property stands on).

YHN is 'more than a business', YHN is about making a difference to people's lives and putting customers at the heart of what we do.

As well as being a housing provider YHN also provides a comprehensive range of services which benefit tenants and leaseholders across Newcastle. Examples of some of the many services provided by YHN include:

- 🏠 Newcastle Furniture Service ('NFS') which was set up in 1989 to help tenants settle into their homes by providing essential furniture items and is now the largest furnished tenancy provider in the UK.
- 🏠 The Young People's Service which supports young people to find accommodation and provide the advice and support they need to live independently.
- 🏠 'Your Homes Your Jobs' and an apprenticeship programme which offer training and employment opportunities for YHN tenants. These programmes have been so successful that we've been increasing the intake so we're now able to help even more of our tenants into employment.

YHN is the sole shareholder of Abri Trading Limited, the commercial arm of the organisation. The YHN Board also acts as the "common purpose" board for Abri. In addition, YHN has a charitable arm, Asfaleia Limited, established as a Community Benefit Society, which uses the surpluses generated by Abri to operate the training and support services described above.

Newcastle as a city faces many challenges. Council budget cuts continue to be a significant issue for the city and, with this in mind Newcastle City Council is working with YHN to see how we can contribute to delivery of their strategic objectives.



In April 2016, YHN was awarded a ten year contract by NCC and this gives us a robust platform on which to build our own strategic direction and continue to develop and improve our services.



More recently, the Board undertook a review of the current Business Strategy 2016-2020 and agreed a refresh in line with changing demands on the business. The new business strategy – Destination 2022 was approved by the Board in December 2018, setting a clear vision of being ‘first for housing’ and purpose of ‘making living easier’, underpinned by four guiding organisational values; ready, amazing, revolutionary and energetic.

Three strategic objectives were identified to keep the strategy simple and clear:

- 1) Revolutionary services that support successful living
- 2) Amazing places where people are proud to live
- 3) Strong business fit for today, ready for tomorrow

In August 2018, YHN formally assumed responsibility of Newcastle City Council’s repairs and construction service, known as Building and Commercial Enterprise (BCE). A Memorandum of Understanding was agreed by both parties to outline the relationship and working arrangements, which affirms that whilst YHN now oversees the operation, NCC will continue to remain the employer and ultimately responsible for the service. A transformation programme to reform and improve the service began upon commencement of the new arrangements and is currently ongoing.



Your Homes
Newcastle



YHN is currently undergoing major transformation in its customer service offer across all customer touchpoints, and in April 2019 YHN and Newcastle City Council also agreed to bring together the Contact Centres. YHN will be responsible for transforming the telephony services to ensure an improved service is delivered to all tenants, customers and residents across the city.





The Board

The Board structure consists of four Council-nominated Members and eight Independent Members, including the Chair. Tenants are eligible to apply for the independent posts.

All Board Members make decisions that benefit the majority of tenants or that ensures some tenants are not better off at the expense of others. They do not take decisions that will only benefit people from one area at the expense of others.

All Board Members must sign a Board Member Code of Conduct that covers things like conflicts of interest. This is to ensure that people are acting in the best interests of the organisation, rather than for personal gain or other reasons.

The Board has ultimate responsibility for YHN, its trading subsidiary, Abri Trading Limited, and its charitable subsidiary, Asfaleia Limited. The Board’s central role is to direct the Executive Team and to make decisions that are in the best interests of YHN and its delivery of services. The Board is not involved in the day-to-day delivery of services – this is delegated to the Executive Team, led by the Managing Director.

The Board is responsible for setting the overall strategic direction of YHN. It agrees what services are delivered each year and monitors their delivery. The Board agrees the broad detail of the capital improvements that are delivered to tenants’ homes and the financial budget for each year. It is also responsible for ensuring that YHN and its subsidiaries act within the law and within budget.

Skills required		
We are seeking expertise across the following areas:		
General business skills	Commercial	Customer service
<ul style="list-style-type: none"> • Strategic management and planning • Risk identification and management • Performance measurement and management • Experience of operating in a regulated environment 	<ul style="list-style-type: none"> • Financial strategy and planning • Commercial awareness and management • Business development/growth 	<ul style="list-style-type: none"> • Customer services transformation • Knowledge of areas / communities served by the organisation • Provision of care and support service



The Chair

Jo Boaden, Chair

Jo recently retired from her role as Chief Executive of the Northern Housing Consortium since 2010, where she was responsible for influencing central Government on behalf of members. Prior to that Jo was Director of Information for Business and Enterprise North East (formally Business Link North East), responsible for policy, partnerships and performance, including playing a lead role with Local Authorities, Government Departments, One North East and other key stakeholders. Among Jo's earlier career experience was three years as Area Director (Housing & Communities) with Newcastle City Council, and executive roles at a Housing Market Renewal Pathfinder (Bridging Newcastle Gateshead) and the North East Regional Assembly.



Jo brings to YHN a track record of drive and determination; demonstrating strategic vision, leading change and delivering success.

Senior Management Team

Tina Drury, Managing Director



Hailing from Kenton in Newcastle, Tina started her career in 1982 as a clerk at the City Council's housing department. Since then she has developed her career at a number of housing associations, helping transform homes and housing services in the region in previous executive roles at South Tyneside Homes, Castle Morpeth Housing and the Isos Group, where she was Group Executive Director (Customers and Communities). Tina joined YHN as its Managing Director in 2016.



David Langhorne, Assets and Development Director



David has worked for YHN for over ten years. In 2005 he left Northumberland County Council to join YHN as the Investment Planning Manager charged with undertaking one of the largest housing investment programmes the region has seen. David became Head of Service in 2009, then Director of Property Services in 2013, later Assets and Development Director in 2017. His responsibilities cover technical services, property maintenance, investment programmes, regeneration, repairs and maintenance, leasehold and Right to Buy management, property information and health and safety.

Rachel Morrissey, Finance and Commercial Director



Rachel is an experienced finance professional who has held a variety of senior roles in finance. Qualifying as a chartered accountant in Newcastle in 1992 she then went on to develop her career predominantly in the private sector. As well as leading finance teams she has worked as an IT consultant and as a management consultant, for KPMG and then PricewaterhouseCoopers, advising companies on how to improve their finance functions. Before joining YHN in December 2018, Rachel worked at Balfour Beatty plc, where she led a large team within accounting shared services for five years. Rachel oversees our finance, resources and IT functions and our commercial businesses.

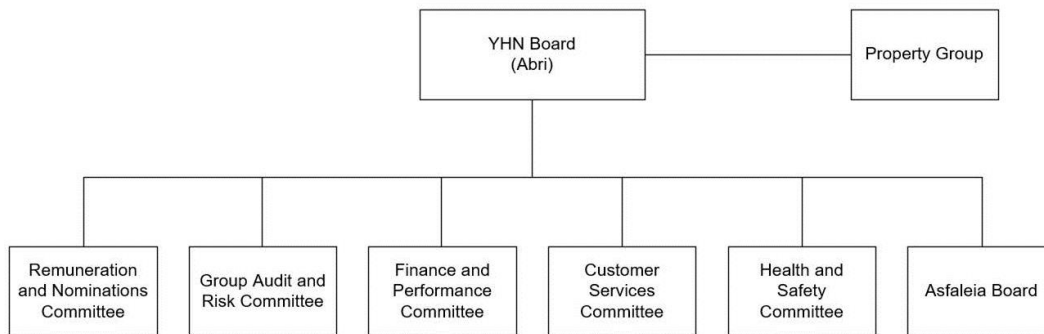
Matthew Foreman, Customer Services Director



Matthew Foreman has had a long career in housing in the North East region, first working with Gateshead Council in a number of housing-related roles over ten years, including supporting the setting up of its ALMO, the Gateshead Housing Company. From there he moved on to South Tyneside Council, and again was involved in the setting up of its ALMO, South Tyneside Homes. He then moved on to North Tyneside Homes, North Star Homes and most recently Durham Housing Group. He also spent some time on the Board at Derwentside Homes and is a CIH North East Board Member. Matthew oversees YHN's housing and supported services functions.



Governance Structure



Remuneration

The annual remuneration for the role is £3,000 per annum gross, plus travel expenses. An additional £1,000 per annum gross is payable to Committee Chairs.

Time Commitment

Any Board member role is a significant time commitment. You will be expected to attend meetings of the Board, and to devote adequate time to preparation for evening Board meetings, away days, Committees, visiting projects, undertaking training and development events as appropriate, and to attend and participate in reviews linked to individual performance and that of the whole Board.

The Board meets every two months on a Tuesday at 5pm and meetings run on average for around two hours, although occasionally they may be longer. Board members are also expected to sit as a member of at least one Committee and to attend two Board away days per year; and Board training sessions (approx. 14 meetings pa).

Location

Board meetings take place at YHN House, Benton Park Road, South Gosforth, Newcastle, NE7 7LX.



How to Apply

To find out more about this exceptional opportunity contact Mike Dixon, Executive Search Consultant on 0191 5005500 or via email mike@dixonwalter.co.uk

To apply for the role please submit the following to mike@dixonwalter.co.uk:

- 🏠 An up-to-date CV. Candidates are advised that following the introduction of the Employment Equality (Age) Regulations 2006, you are no longer obliged to provide your date of birth on your CV.
- 🏠 A covering letter of no more than 2000 words that addresses both the essential and the desirable requirements in the person specification and provides details of your current remuneration and notice period.
- 🏠 Details of three referees (one who should be your current employer), including name, nature of your relationship, position and contact details.
- 🏠 A completed Equal Opportunities form (downloadable from [this site](#)).



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