



**LORETTO HOUSING ASSOCIATION
MINUTE OF BOARD MEETING**

**Held on Monday 19 August 2024 at 2pm
at Wheatley House, Glasgow**

Directors Present: Eric Gibson (Chair), Lesley Bloomer (by teams), Jackie Brock, Gregor Dunlay, Iain Macaulay, Graham McInnes Alex McKay, Andrew Little, Hussain Kayani, Guy Kerkvliet

In Attendance: Laura Pluck, Group Director of Communities; Laura Henderson, Managing Director; Melissa Campbell, Head of Housing; Sarah Stocks, Finance Manager; Pauline Donald, Governance Business Partner

and in part: Danny Lowe, Director of Group Repairs (Item 8)
Sam Bett, Director of Treasury (Item 12)
Stephen Wright, Director of Governance (Item 13)

Observer: Jacqui Kelly - Scrutiny Panel Member

1. Appointment of new Board member

The Board confirmed the appointment of Graham McInnes, tenant Board Member, to the Loretto Housing Board.

2. Apologies for absence

No apologies for absence were received.

The Chair confirmed the meeting as quorate.

3. Declarations of Interest

The Board noted the standing declarations. No new declarations were made.

4. Minute of the previous meeting held on 20 May 2024, action list and matters arising.

The Board reviewed the minutes of the previous meeting and noted the action list. No matters arising were noted.

Decided: The Board approved the minutes of the previous meeting held on 20 May 2024.

5. Chair and Managing Director update

The Chair advised that he was represented at the recent Group Board residential meeting and strategy workshop by Iain Macaulay. The Board noted that items of business discussed had included our Group Asset Strategy, long-term funding and investment plans and new build programmes.

The Managing Director advised that the strategic asset management plan and the updated 5-year strategy would be presented together at the next meeting given that they both closely inform our asset investment and delivery.

6. 2023/24 Financial Statements

The Board were provided with an overview of the 2023/24 audited financial statements.

The Board discussed the report noting the financial performance position for the year-end statutory accounts. The Board advised of required amendments to the Directors report and signature line on the Letters of Representation.

The Board were assured by the audit summary and the unqualified audit opinion provided by our external auditors, KPMG.

Decision: The Board:

- 1) **Approved the 2023/24 financial statements.**
- 2) **Confirmed the preparation of the financial statements using the going concern basis.**
- 3) **Delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts.**
- 4) **Approved the letter of representation from the auditors and note the related letter of representation from management.**

7. Annual Internal Audit Report and opinion

The Board were provided with the Internal Audit Annual report and opinion for financial year 2023/24.

The Board reviewed the report and were assured by the opinion which, based on the group-wide work undertaken, provided a substantial level of assurance that there was a sound system of internal control across the Group. The Board was also provided with confirmation that there were no matters of material concern that required to be brought to the Board's attention.

The Board sought further information on the reported eight overdue actions and the action being taken to monitor implementation. It was confirmed that an update on this request will be provided to the Board.

Post meeting note: the overdue actions relate to Wheatley Group overdue audit actions as at 31 March 24. Seven of these actions have now been closed with the one remaining action having a revised due date of 30 November 2024.

Decision: The Board noted the reports.

8. Repairs update

The Board were provided with a detailed update on the progress with repairs service enhancements, ongoing customer engagement to inform future repairs enhancements and the repairs budget update for the financial year 2024/25.

The Board noted that 'Book it, Track, Rate it' has now been implemented resulting in improved communication, information and feedback from our customers. The 'My Repairs' team has been established and is helping to manage and monitor more complex repairs.

The Board received assurance that the extent of the progress achieved to date, as outlined in the report to the Board, has seen a positive impact on the level of customer service and has increased customer satisfaction. The Board noted however that the demand for repairs, consistent with the wider sector across the UK, remains higher post-pandemic.

The Board commended the efforts and significant improvements achieved to date although acknowledged the further work that needs to be done.

Decided: The Board:

- 1) Noted the progress with repairs service enhancements.**
- 2) Noted the ongoing customer engagement to inform future service enhancements.**
- 3) Noted the update on the repairs budget position for 2024/25.**

9. Homelessness update

The Board were provided with an update on our progress towards the key commitments within our Homelessness Policy and our contribution to preventing and alleviating homelessness across our footprint, including our response following the declaration of a housing emergency by the Scottish Government on 15 May 2024.

The Board noted that we are on track to support the delivery of the key Homelessness Policy commitments. At the end of July we have let over 287 properties for homeless households, flipped one property from temporary to permanent accommodation and provided 13 Housing First homes.

The Board was advised that we continue to work closely with stakeholders and local authorities to respond to the homelessness emergency which includes reviewing the contribution to homelessness allocation and ensuring that our Allocation Policy is consistently applied.

Decided: The Board noted the report.

10. Performance report

The Board received an update on performance delivery against targets and strategic projects to the end of Quarter 1, 2024/25.

The Board noted the strong performance against targets in several key areas as well as the areas which are a continued focus. The Board welcomed the move to a geographic approach within the Customer First Centre where a team will be

aligned to Loretto from September 2024, answering calls between core hours of 8am - 6pm. Together with a designated Housing Specialist, this will help to build local knowledge and relationships.

The Board requested that the historical use of 'Loretto A, B and C' is amended for future reports and recorded only as 'Loretto'.

Decided: The Board noted the report.

11. Finance report

The Board were provided with an overview of the management accounts for the period to 30 June 2024 and Q1 forecast.

Decided: The Board noted the report.

12. [redacted]

13. Governance update

The Board were provided with an update on governance-related matters including the final schedule of meetings for the remainder of 2024, the Annual Secretary's report, Board recruitment and succession planning, the Tenant Board Member Pathway Programme, the Annual Assurance Statement and the Policy framework and proposed policy updates.

The Board was asked to note that the Annual General and Special General Meetings will be called for 16 September 2024.

Decided: The Board:

- 1) Instructed the Secretary to call the Annual General Meeting on Monday 16 September at 2pm.**
- 2) Instructed the Secretary to call a Special General Meeting on Monday 16 September at 2.15pm to change the composition of our general and tenant Board members to eight and two respectively.**
- 3) Noted the Secretary's Report under Rule 68.**
- 4) Approved the appointment of Iain Macaulay as Chair of the Board following the AGM.**
- 5) Agreed to the reappointment of Alex Mackay until the 2025 AGM, subject to the necessary Parent approval.**
- 6) Noted the outcome of our annual self-assessment against the SHR's Regulatory Framework and proposed Annual Assurance Statement for agreement by the Group Board.**
- 7) Noted the update on our review of policies, including the amendment to our Group Complaints Policy.**

14. AOCB

No other business was raised.

Signed: **(Chair)**

Date: