



**LORETTO HOUSING ASSOCIATION
MINUTE OF BOARD MEETING**

Date: 16 August 2021
Time: 6.15pm
Venue: By video conference

Chairperson: Douglas Robin

Present: Jean Fyfe
Pauline Gilmore
Alex McKay
Archie Morrison
Alex Robertson
Nesta Gilliland
Jackie Mallin

In Attendance: Olga Clayton, Group Director of Housing and Care
Hazel Young, Managing Director
Stephen Wright, Deputy Group Company Secretary
Sarah Stocks, Finance Manager
David Fletcher, Director of Development – Programme (in part)
Ranald Brown, Director of Assurance (in part)
Stephen Devine, Director of Assets and Sustainability (in part)

1. Apologies for Absence

Apologies for absence were received from Allan McGinness. The Chair declared that a quorum was present.

2. Declarations of Interest

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

3. Minutes of Board Meeting held on 24 May 2021 and matters arising

Decided: The Board approved the minute of the meeting held on 24 May 2021.

4. Business and Remobilisation update

The Board received a business update and an update on our current remobilisation position and an update on the proposed consultation on our new operating model. The Board also received details of the proposed consultation with our customers on the proposed changes to our new operating model.

The Board welcomed the continued remobilisation of services and noted that we were seeking to fully remobilise by September but that we would remain flexible to allow phased reintroduction up to the end of September if necessary. The Board also welcomed the Cube customers who had joined from Cube Housing Association following the transfer of engagements on 28 July 2021. The Board discussed the new operating model and the new Centres of Excellence that would be available for staff and community use.

Decided: The Board

- 1) **Noted the progress made towards fully remobilising services across the business; and**
- 2) **Approved consultation with customers for the new blended operating model.**

5. Stronger Voices, Stronger Communities – an update on our engagement activity

The Board received an update on our implementation of our new engagement framework which supports the ambition in our strategy, ***Your Home, Your Community, Your Future*** to transform our engagement approach and shift the balance of power towards our customers. The Board welcomed the development of our engagement plan and the increase in engagement activity since remobilisation in May 2021. The Board also welcomed in particular the proposed neighbourhood walkabouts with customers which were designed to allow them to influence and co-design priorities for their communities.

Decided: The Board noted the programme of planned and completed engagement activity to date in 2021/22.

6. Year five review of City Building (Glasgow) LLP

The Board received a report explaining the findings from a Year-five review of City Building (Glasgow) LLP. City Building Glasgow LLP is a joint venture between Wheatley Group and Glasgow City Council and provides our repairs and maintenance service.

The Board welcomed the report and noted the overall conclusion that the joint venture was working well and delivering, in the main, a high quality repairs service. The Board noted the proposed areas for improvement and the proposals to respond to these. It was agreed that the outcome of the TPAS review on our repairs service from our customers' perspective would be shared once available.

Decided: The Board noted the Year Five review of City Building Glasgow, and that a delivery plan will be developed to take forward the recommendations with CBG.

7. Group Anti-social behaviour framework

The Board received a report on our new Group Anti-Social Behaviour Framework which supports the ambition in ***YourHome, Your Community, Your Future*** to create calm and peaceful communities where people are proud to live. The Board considered the framework and welcomed the range of measures available to help us tackle anti-social behaviour. The Board also discussed the increased instances of anti-social behaviour which had been noted during the recent lockdowns, particularly in relation to noise nuisance. It was agreed that the Community Improvement Partnership Team should attend a future meeting to provide an update on this and our response to anti-social behaviour more generally.

Decided: The Board adopted the Group Anti-Social Behaviour Framework.

8. A) 2020/21 Financial statements

The Board received the 2020/21 financial statements which had been reviewed by the Wheatley Group Audit Committee and recommended for approval at its meeting on 4 August 2021.

The Board scrutinised the financial statements and welcomed the unqualified audit opinion from KPMG. The Board was also pleased to note operating income and surplus, taking into account the circumstances of the last year. The Board also noted the revaluation of properties and the SHAPS defined benefit pension scheme valuation.

Decided: The Board

- 1) Approved the 2020/21 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; and**
- 4) Approved the letter of representation from the auditors and noted the related letter of comfort from the Chief Executive.**

8. B) Internal Audit Report and Opinion 2020/21

The Board received a report on the Internal Audit Report and Opinion for 2020/21; results of the assurance work completed in quarter 4 of 2020/21 and the rolling 3-month Internal Audit Plan for 2021/22.

The Board considered the report and welcomed the internal audit opinion, which was that based on the Group-wide work undertaken in 2020/21 a substantial level of assurance could be given that there was a sound system of internal control, designed to support achievement of relevant organisational objectives. The Board noted that some weaknesses in the design and or consistent application of controls existed but that management had agreed to improvements which would be monitored through the Group Audit Committee.

Decided: The Board noted the report.

9. Finance report

The Board received an overview of the management accounts for the period to 30 June 2021 including the latest forecast for 2021/22. The Board scrutinised the report and in particular the new build expenditure and timing of spend and grant receipts in relation to the new build project at Queen's Quay.

Decided: The Board noted the management accounts for the period to 30 June 2021 at Appendix 1.

10. Quarter 1 performance report and delivery plan update

The Board considered an update on performance measures and projects in the performance framework and strategy for Quarter 1. The Board welcomed our relatively strong performance in achieving the majority of the performance targets and the delivery of projects, despite the challenges posed by the Covid-19 pandemic, particularly in relation to rent collections and arrears. The Board also noted our continued focus on supporting customers who may be experiencing additional financial hardship, managing arrears, repairs, letting properties and supporting our contribution to the reduction of homelessness.

Decided: The Board noted the contents of the report.

11. Governance report

The Board received a report on: Annual General Meeting arrangements; the Secretary's Report under the Rules; succession planning and board appraisals; Board meeting calendar for 2022; updated Membership Policy for publication on our website.

Decided: The Board

- 1) Instructed the Secretary to call the Annual General Meeting for 20 September 2021 at 18.30pm;**
- 2) Agreed to reschedule the November meeting to Monday 8th November at 18.15pm;**
- 3) Noted the Secretary's report under Rule 68;**
- 4) Noted the Board appraisal feedback;**
- 5) Approved the updated Board 3-year succession plan;**
- 6) Noted the succession plan and any reappointments are subject to Group RAAG review and approval**
- 7) Approved the schedule of meetings for 2022;**
- 8) Confirmed and approved the meeting time for 2022 meeting dates; and**
- 9) Approved the updated Membership Policy.**

12. [redacted]

13. AOCB

There was no other competent business.

I certify that the above minute has been approved as a true and accurate reflection of the proceedings.

Signed _____
Chair

Actions

No.	Business	Lead	Status	Update
27 November 2017				
4.1	Lessons learned re Duke Street development project	Tom Barclay	Post court action	A report will be brought back to the Board when this matter has been resolved.
7 October 2019				
9.1	Information on our approach to inclusion and equalities be brought to a future meeting.	Head of Housing	2021	Update on implementation of group policy to be provided
August 2021				
6.	TPAS review of repairs from customer perspective	Director of Assets and Sustainability	November 2021/ February 2022	