



**LORETTO HOUSING ASSOCIATION
MINUTE OF BOARD MEETING**

Date: 15 February 2021
Time: 6.15pm
Venue: By video conference

Chairperson: Douglas Robin

Present: Jean Fyfe
Pauline Gilmore
Archie Morrison
Alex McKay (by telephone)

In Attendance: Olga Clayton, Group Director of Housing and Care
Laura Henderson, Managing Director
Stephen Wright, Deputy Group Company Secretary
Margaret Ross, Financial Controller – RSLs
David Fletcher, Director of Development (Programme) (in part)
Stephen Devine, Group Director of Repairs and Assets (in part)
Stuart Johnstone, Development Manager (Programme) (in part)

1. Apologies for Absence

There were no apologies for absence. The Chair declared that a quorum was present.

It was noted that we were now operating with a dual-approach to Board meetings due to the ongoing Coronavirus pandemic, with non-attending Board members having considered the report and provided feedback to the Chair during an earlier call.

2. Declarations of Interest

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

Jean Fyfe confirmed that she was no longer on the Board of Keep Scotland Beautiful.

3. Minutes of Board Meeting held on 9 November 2020 and matters arising

Decided: The Board approved the minute of the meeting held on 9 November 2020

4. Service mobilisation update

The Board considered a report on our ongoing response to the impact of the current Coronavirus crisis on our services, customers and communities. The Board considered the update and discussed the ongoing provision of services in line with government restrictions and in a way which sought to ensure the safety of staff and customers.

The Board considered the expansion in essential services since the latter part of 2020 including achievements in relation to: gas safety, void property levels and move to safety-first and extended repairs.

The Board welcomed the report and the responsiveness of our services to the changing restrictions. The tenant Board members noted that staff remained visible to tenants where required and commended the work throughout the pandemic.

Decided: The Board noted the update.

5. Cube Strategic Review update

The Board received a detailed report which explained the progress on the proposed transfer of Cube's housing stock outside Glasgow to Loretto Housing. The Board considered the report and noted the outcome of the ballot in which 36.8% of eligible Cube tenants (those with a secure tenancy) had voted with 92.6% in favour of transferring to Loretto and 7.4% against. The Board noted the current status of the legal, financial and tax diligence and the steps that would now be taken to progress the transfer.

The Board requested that the final issued consultation document be circulated following the meeting.

Decided: The Board

- 1) noted the progress in developing the transfer from Cube including the positive result of the tenant ballot; and**
- 2) agreed that the transfer be developed with a view to seeking final approval at the next Board meeting.**

6. Rent and service charges 2021/22

The Board received a report on feedback from our consultation on the 2021/22 RSL rent and charges increase. The Board scrutinised the information provided including the analysis of responses.

Decided: The Board

- 1) considered the feedback received through the extensive consultation process with tenants on our 2021/22 RSL rent and service charge increase;**
- 2) agreed that a 1% rent increase be applied to the Cube tenants transferring to us;**
- 3) approved a 1.7% rent and service charge increase for 2021/21 for all other tenants; and**
- 3) agreed that we formally write to tenants to confirm this subject to Group Board approval.**

7. Transforming our rent payment methods

The Board received a report setting out how we planned to modernise our approach to rent payment methods.

The Board considered the report and the proposed changes, noting that we would continue to ensure no customers were left behind.

Decided: The Board

- 1) approved modernising our Group approach to rent payment methods as we fully harness the opportunities presented by technology for the benefit of both customers and our business, including the exploration and introduction of recurring card payments;**
- 2) agreed a wider review of our approach to rent and income collection, with a progress report to be provided in 2021;**
- 3) noted that our current self-service offering requires to be reviewed in the longer term and in the context of delivering a customer App to facilitate easier access to services, deliver exceptional customer convenience and capture just in time feedback.**

8. Your Home, Your Community, Your Future: 2021-26 Strategy

The Board received a report on the strategy which had been updated to take into account the successful ballot and proposal to transfer Cube stock out with Glasgow to Loretto. It was noted that this had a positive impact on new build and investment programme which was now reflected in the strategy.

The Board welcomed the updated strategy which also reflected the key themes discussed at the Board strategy workshop held in September.

Decided: The Board

- 1) noted the feedback from the Board strategy workshops;**
- 2) agreed the updated Loretto Strategy: *Your Home, Your Community, Your Future*; and**
- 3) noted the proposed approach to staff, customer and stakeholder engagement.**

9. Stronger Voices, Stronger Communities- our new engagement framework

The Board received a report detailing the objectives of the new Wheatley Engagement Framework which sets an ambition that customers will have increased control over their services, their communities, and their lives, with new opportunities for building skills and resilience. The Board welcomed the ambitious proposals that would seek to ensure that our customers and communities feel more in control of their personal and collective wellbeing, are inspired to raise their aspiration and are able to realise their potential.

The Board considered the draft engagement programme and welcomed the resources that would be allocated to support engagement. The Board asked that we consider involving customers in the preparation of some of our communications, including through use of guest articles in publications.

Decided: The Board

- 1) noted the new Group engagement framework set out at Appendix 1; and**
- 2) noted the Loretto draft engagement programme set out at Appendix 2.**

[Pauline Gilmour left the meeting]

10. Operating model update: approach to service delivery

The Board received an update on how our service delivery will develop during the 2021-26 strategy period. The Board considered the plans in detail and discussed the proposed operational model and the move toward hub offices.

Decided: The Board

- 1) agreed the approach to service delivery set out in the report for the 2021-2026 strategy period; and**
- 2) noted that this approach to service delivery will form part of our operating model along with more flexible working by staff and development of corporate hubs that the Board considered at its previous meeting.**

11. Group Homelessness Policy 2021-2026

The Board considered the report which detailed the ambition in our new strategy to contribute to the national agenda around rapid rehousing and Housing First. The Board discussed the proposed allocation of 50% of stock to homeless applicants and the need to ensure that we continue to proposed balanced and sustainable communities.

The Board discussed the financial implications of the new approach to tackling homelessness and noted that we would continue to innovate and help customers access support, such as employability initiatives. The Board also emphasised the importance of wraparound support in helping to sustain tenancies.

Decided: The Board noted the Group Homelessness Policy.

12. Five-year development programme

The Board received a report on our five-year development programme and the framework for development activity including the role of the Group Development Committee. The Board also received an update on a potential new development site which was being recommended for inclusion in the development programme.

The Board welcomed the ambitious programme including the proposed Cube projects that would transfer to Loretto. The Board discussed the current development and financial climate and sought assurance about the ongoing scrutiny of our contractors and their financial standing.

Decided: The Board

- 1) approved our five-year development programme as summarised in the report;**
- 2) noted that the five-year development programme will be reviewed annually and presented for approval to the Board, in conjunction with the presentation of the business plan; and**
- 3) agreed to add the development site at Forfar Avenue to the five-year development programme.**

13. 2021/22 Financial projections

The Board received a report setting out the updated projections for investment in assets and services over the period to 2026, in support of our new strategy, *Your Home, Your Community, Your Future*. The Board scrutinised the report and welcomed the comprehensive business plan and the prudent assumptions made therein.

Decided: The Board

- 1) approved the updated projections for investment in assets and services over the five-year period to 2026; and**
- 2) agreed that the projected 2021/22 figures from the basis of the next year's annual budget which will be presented to the Board for final approval in March.**

14. Scottish Child payment Governance update

The Board received a report on the launch of the Scottish Government's new Scottish Child Payment and was provided with information about Loretto's approach to supporting customers take up of the new benefit.

Decided: The Board noted our take up campaign for the new Scottish Child Payment, launching on 15 February 2021 and administered on behalf of the Scottish Government by Social Security Scotland.

15. Finance report for the period to 31 December 2020

The Board received a report on financial performance for the period and noted the statutory deficit of £1,062k for the period to date, which was £695k favourable to budget.

The Board scrutinised financial performance for the period including the use of the job retention scheme.

Decided: The Board noted the finance report for period to 31 December 2020.

16. Delivery Plan 2020/21: Quarter 3

The Board received an update on our performance for quarter 3 and noted that gross rent arrears, average days to let (excluding lockdown days) and tenancy continued to meet target, despite the exceedingly challenging delivery circumstances during the Covid-19 pandemic.

Decided: The Board noted the contents of the report.

17. AOCB

A Board member requested a briefing on an ongoing litigation.

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

Signed _____

Douglas Robin, 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	Spring 2021	Update on implementation of group policy to be provided
August 2020				
	Presentation on domestic abuse during lockdown	Head of Housing	Spring 2021	To future meeting (2021)
February 2021				
5.	Circulate the final issued consultation document	Stephen Wright	Complete	