

**LORETTO HOUSING ASSOCIATION
MINUTE OF BOARD MEETING
Held on Monday 15 May 2023 at 2pm
At Wheatley House, Glasgow**

Directors Present: Eric Gibson (Chair), Archie Morrison, Dr Lesley Anne Bloomer, Gregor Dunlay, Jackie Brock

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

And in part: Professor Paddy Gray, Chair, Wheatley Foundation, Lynne Mitchell, Director, Wheatley Foundation (item 7), Jennifer Anderson, Wheatley 360 Lead (item 8), Ranald Brown, Director of Assurance (item 12), Stephen Wright, Director of Governance (item 13).

1. Apologies for Absence

Apologies for absence were received from Suzanne Lavelle and Alex McKay. It was noted that Pauline Gilmore was on a leave of absence.

The meeting was confirmed as quorate.

2. Declarations of Interest

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

3. Minute of previous meeting held on 29 March 2023 and action list

The Board reviewed the minute of the previous meeting and the action list.

Decided: The Board approved the minutes of the previous meeting held on 29 March 2023.

4. Chair and Managing Director update

The Chair and Managing Director advised that there were no additional items of update to report other than those included in the agenda.

5. 2022/23 year-end performance and Annual Return on the Charter

The Board received a report on the year end performance for 2022/23 including the Annual Return on Charter results 2022/23 for submission to the Scottish Housing Regulator, non-charter strategic results and performance measures and Delivery Plan strategic projections.

The Board scrutinised the report and commented on the strong performance in a wide range of areas, including relative to wider sector benchmarking, despite a challenging operating context of a cost-of-living crisis and high inflation. The Board noted the particularly strong performance in relation to days to let, tenancy sustainment, gas checks, SHQS and EESSH and medical adaptations.

The Board confirmed that they were content with the report as presented and approved the submission of the ARC to the Scottish Housing Regulator.

Decided: The Board

- 1) Approved the draft Annual Return on the Charter results for submission to the Scottish Housing Regulator;**
- 2) Approved delegated authority to the Group Director of Housing and Property to make any non-material updates to finalise the results prior to submission and;**
- 3) Noted the outturn year end performance against non-Charter measures and strategic projects.**

6. 2023/24 Delivery Plan and performance measures

The Board received for consideration and approval an overview of the strategic projects contained within the Delivery Plan 2023/24 as they relate to Loretto Housing; and the proposed specific measures and targets 2023/24.

The Board reviewed and considered the report noting the extent of the significant progress to date and the focus on areas which we know reflect key customer priorities and which will drive customer satisfaction.

The Board was advised that they will receive future updates on progress with the development of the new neighbourhood planning approach.

The Board considered our projects and changes in measures to achieve real-time customer insights and were in support of the approach being taken, noting that a customer insight performance report will be available to the Board in August 2023.

In discussion the Board agreed that a measure of 93% against 'percentage of reactive repairs carried out right first time' would be a relevant measure for Loretto Housing; given previous performance levels.

Decided: The Board

- 1) Noted the 2023/24 strategic projects and associated milestones and;**
- 2) Approved the proposed measures and corresponding targets for 2023/24.**

7. Supporting our customers: Wheatley Foundation Annual report 2022-23

The Board received an update on the work of the Wheatley Foundation in 2022-23 and the additional support on offer to customers throughout the cost-of-living crisis. Additionally, the Board noted the outline impact of the support and Foundation programmes on Loretto customers and the priorities for 2023/24.

The Board acknowledged the range of activity undertaken to support Loretto customers throughout 2022/23 and the corresponding achievements; noting also that Loretto Housing staff have a strong sense of the crucial role they play in understanding customers impacted most by the cost-of-living crisis or those who would benefit from Foundation programmes.

Decided: The Board noted the contents of the report.

8. Group Suicide Prevention Framework

The Board received an overview of the Group Suicide Prevention Framework.

The Board noted that the Framework has been established to outline the priority areas for group to support our vision of ***Wheatley communities to be supported; conversations about suicide normalised; and for the rate of suicides to decrease.*** The Board also noted the identified five priority areas.

The Board welcomed the confirmation that the framework applied to both our customers and our staff, noting in particular the range of well-being support provided to our staff personally but also in how they support our customers. The Board commented that provision of support to our construction contractors should be a consideration and noted also that bespoke training programmes will be included as part of the implementation programme.

The Board commended the report.

Decided: The Board noted the Group Suicide Prevention Framework and its designation as a Group wide framework.

9. Fire Prevention and Mitigation Framework

The Board received an update on the implementation and performance of the Fire Prevention and Mitigation Framework (FPMF) in 2022/23, including: current rate of Home Fire Safety Visits (PCRAs); current rate of Accidental Dwelling Fires (ADFs); progress with Fire Risk Assessment (FRA) Programmes including MSF and Living Well premises; and an update on Fire Safety Legislation and best practice.

The Board also received the revised Group Fire Prevention and Mitigation Framework following its annual review and as approved by Wheatley Housing Group on 26 April 2023.

Decided: The Board

- 1) Noted the content of the report and the progress with our Fire Prevention and Mitigation Framework;**
- 2) Noted to receive a future update on compliance with the Scottish Govt Technical Advice (Dec 2022 v02) and;**
- 3) Noted the revised Group FPMF (2023).**

10. Finance Report

The Board received the overview of the financial results for the period to 28 February 2023 and noted that Board approval was sought to submit the five-year financial projection and Loan Portfolio returns to the Scottish Housing Regulator.

Decided: The Board

- 1) Noted the management accounts for the year ended 31 March 2023;**
- 2) Approved the summary sheet and accompanying financial data and projections and authorised these to be submitted to the Scottish Housing Regulator and delegated authority to the Group Director of Finance to undertake any factual data updates required to the data in advance of the submission and;**
- 3) Approved the loan portfolio submission and authorised this to be submitted to the Scottish Housing Regulator and delegated to the Group Director of Finance authority to approve any factual data updates required to the data in advance of the submission.**

11. Complaints handling performance 2022-23

The Board received a report setting out performance in dealing with and responding to complaints over the last year, actions taken to learn from these complaints and to improve our service to customers.

The Board noted that the number of complaints had risen considerably during 2022/23 when compared to 2021/22, in part as a result of more effective recording and in part as a result of the significant increase in Loretto stock, however, performance on timescales had held up relatively well.

Decided: The Board noted the contents of the report.

12. Group Assurance update

The Board received an update on the internal audit work reported to the February and May Group Audit Committee meetings and the rolling Internal Audit Plan.

The Board noted that there were no significant matters to bring to the attention of Board Members.

Decided: The Board noted the contents of the report.

13. Governance Update

The Board received an update on the following governance related matters: disposals and acquisitions register and policy framework and the annual Board Member appraisal process.

The Board considered and agreed the tracked changes as recorded in the updated Disposals and Acquisitions Framework.

The Board was advised that the annual Board Member appraisal process will be implemented following approval by the Group Remuneration, Appointments, Appraisals and Governance Committee in June 2023.

Decided: The Board

- 1) **Noted the annual disposal and acquisitions register for Loretto Homes;**
- 2) **Recommended the proposed updates to the Disposals and Acquisitions Framework and agree that our policy is updated to incorporate these changes (subject to Group Board approval) and;**
- 3) **Noted the process to commence the annual Board Member appraisals.**

14. AOCB

No other business was raised.

Signed:.....(Chair)