

**LORETTO HOUSING ASSOCIATION  
MINUTE OF BOARD MEETING  
Held on Wednesday 29 March 2023 at 2pm  
At Wheatley House, Glasgow**

**Directors Present:** Eric Gibson (Chair), Archie Morrison, Dr Lesley Anne Bloomer, Gregor Dunlay, Alex McKay.

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

**And in part:** Danny Lowe, Director of Group Repairs, Investment and Compliance & Karen McLaughlin, Director of Repairs Projects – Item 5, Brian Stewart, Director of Investment, Repairs & Compliance – item 6, Frank McLafferty, Group Director of Repairs and Assets – item 7, Lewis McGregor, Director of IT and Digital Services – present for item (via Teams), Stephen Wright, Director of Governance – item 12 (via Teams), Laurie Carberry, Director of Procurement, Fleet and Utilities – present for item 13 (via Teams).

## **1. Apologies for Absence**

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

The Board noted that Jennifer Williamson had stood down from the Board for personal reasons. The Board thanked Jennifer for her valued contribution and support to the Board, including during her time at Cube.

The Chair welcomed Jonny Green, Head of Housing to the Board. The Chair advised that Jonny would take over from Chris Walker, current Head of Housing. The Chair expressed his thanks to Chris for his support to the Board and wished him well in his new role.

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 6 February 2023 and action list**

**Decided: The Board approved the minutes of the previous meeting held on 9 February 2023.**

The Board received an update on the actions from the last meeting:

- East Lane development project – work due to commence in May 2023.
- Forfar Avenue development project - this development will continue as a Loretto project.

#### **4. Chair and Managing Director update**

The Chair provided the following updates to the Board:

- Attendance at Wheatley Group Board Meetings and the Governing our Board session on 22 February 2023.
- Attendance at the Environmental Standards Steering Group.

The Managing Director provided the following updates to the Board:

- Our approach to provide support and advice to our customers in light of Universal Credit research undertaken by Group.
- The significant work recently undertaken by our teams to complete works to improve the external environments for our customers during the ‘week of action’.

#### **5. Repairs, damp and mould update**

The Board received an update on how we are continuing to improve our repairs service and how we are building on our already strong processes for dealing with reports of mould and damp in our customers’ homes, including:

- A new approach to organise and deliver our reactive repairs service driven by customer insight.
- Our ‘Think Yes’ Together framework and ‘Book it, track it, rate it’ approach.
- Our updated Group Dampness, Mould and Condensation Policy as approved by the Group Board.

The Board noted that our customer satisfaction feedback App related to ‘Book it, track it, rate it’ will go live during Q1, 2023-24. The Board welcomed the approach and considered the importance of ensuring that we make the approach as accessible as we can for all customers, irrespective of their access to and use of IT.

The Board considered the update in relation to mould and damp, including the categorisations for assessment of mould and the number of live cases reported. The Board was informed that updates on mould and damp will be included in performance reports. The Board requested to receive an update on damp and mould performance at every meeting over the next few months.

**Decided: The Board**

- 1) Noted the contents of the report.**
- 2) Noted the updated Group Managing Dampness, Mould and Condensation Policy which was approved by the Group Board on 15 March 2023.**

#### **6. Home Safe building compliance update**

The Board received an update on our Home Safe building compliance work streams during 2022/23.

The Board welcomed our strong approach to building compliance; our 'Stay Safe' campaign communications and branding; and our 'one and done' approach as well as collaborations with City Building to ensure we achieve all compliance requirements.

**Decided: The Board noted the content of the report and supported the ongoing approach to manage and deliver compliance related works.**

## **7. Strategic Agreement with Glasgow City Council**

The Board considered the draft Strategic Agreement between Wheatley Group and Glasgow City Council which had been approved by the Wheatley Group Board at its meeting on 15 March 2023.

The Board noted that the agreement will continue to provide a strong basis for our future strategic relationship including supporting the delivery of new homes, joint action on tackling homelessness, climate change and digital inclusion.

**Decided: The Board**

- 1) Noted the Strategic Agreement with GCC.**
- 2) Noted that any changes to the Strategic Agreement will be notified to the Board prior to signature.**

## **8. 2023/24 Budget**

The Board received the 2023/24 annual budget which was based on the revised five-year financial projections as approved at the previous meeting.

The Board noted the key points as outlined in the report and received confirmation that service recharge costs related to the organisational change to establish the CFC.

**Decided: The Board approved the 2023/24 annual budget.**

## **9. [redacted]**

## **10. Glasgow City Council: Draft Local Housing Strategy**

The Board received the draft Local Housing Strategy for 2023-2028 which is currently out for consultation by Glasgow City Council. The Board noted the content of the strategy, supported our proposed response and were in agreement with the key challenges as outlined in the paper to the Board.

**Decided: The Board approved our response to the Glasgow City Council Local Housing Strategy.**

## **11. Finance Report**

The Board received the overview of the financial results for the period to 28 February 2023 and noted the key variances against budget.

**Decided: The Board noted the contents of the report.**

## **12. Governance Update**

The Board received an update on a number of governance related matters.

The Board considered our approach to succession planning and noted the recommendation to develop a tenant Board Member pathway programme to help ensure we support tenants with the training required to help them take on a Board role.

The Board noted the vacancy for an independent Board Member and agreed to commence a recruitment process based on our succession plan and existing skills matrix.

The Board was advised that their register of interests will require to be updated/confirmed as part of our year end procedures and relevant notifications will be sent to the Board in due course. The Board requested to receive a register of our suppliers and it was agreed that this will be made available to the Board.

**Decided: The Board**

- 1) Noted the update on our governance.**
- 2) Approved recruitment for a new independent Board member.**
- 3) Approved the commencement of the tenant board member pathway programme.**

## **13. Group Procurement – annual strategy and policy**

The Board received our annual Procurement Strategy, Procurement Policy, Group Sustainable Procurement Policy and Group Community Benefits Statement. Procurement specific updates were also provided, with a look ahead to the delivery for 2023.

The Board was particularly keen to ensure that we continue our strong approach to meeting our targets for contracted spend and supplier payment.

**Decided: The Board noted the following documents:**

- 1) Wheatley Group Procurement Strategy (2023 – 2025)**
- 2) Wheatley Group Procurement Policy 2023**
- 3) Wheatley Group Sustainability Procurement Policy 2023**
- 4) Wheatley Group Community Benefits Statement 2023.**

## **14. Broadband Development Opportunity**

The Board received an update on an opportunity for the roll out of fast broadband to our homes and agreement was sought to the arrangements that will support this.

The Board noted how this opportunity and how it will support improved fast broadband services for our customers.

**Decided: The Board supported the proposal as presented and agreed the terms as set out at Appendix 1 and Appendix 2.**

**15. AOCB**

No other business was raised.

**Signed:.....(Chair)**