

**LORETTO HOUSING ASSOCIATION  
MINUTE OF BOARD MEETING  
Held on Monday 21 August 2023 at 2pm  
At Wheatley House, Glasgow**

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

**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, Stephen Wright, Director of Governance Joe Lambie, Director of Customer First Centre, Danny Lowe, Director of Group Repairs, Investment and Complaints

**1. Apologies for Absence**

No apologies were received.

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 15 May 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 15 May 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. Strategy 2021-26 update (*draft and feedback from strategy workshop*)**

The Board received a report on the key issues considered at the recent strategy workshop and proposed for the Board's consideration and approval a revised strategy to 2026

The refresh to our strategy has been strongly influenced by customer insight and is focused on what we know are tenant priorities. It also reflects the

changes in our operating context, the progress we have made in a number of areas and the review of our strategic measures at the last meeting.

**The Board Decided:**

The Board were asked to approve the Loretto Housing Strategy

**6. Customer First Centre – Independent Evaluation**

The Board received the purpose of this report is to:

- outline the findings of the independent evaluation of the first full year of the Customer First Centre (“CFC”) and;
- outline the recommendations highlighted in the evaluation report and the response to these

A number of recommendations were made throughout the report which focus on further evolving and improving the efficiency and effectiveness of the CFC as the first and main point of contact for our 43,000 customers.

The areas for improvement were already identified by the leadership team responsible for the CFC and as such many actions are already underway or are planned which reflect the report’s findings. The progression and evolution of the CFC are critical to improving the customer experience and customer satisfaction.

**The Board Decided:**

The Board noted:

- 1) the findings of the independent evaluation of the first full year of the Customer First Centre and;
- 2) the recommendations highlighted in the evaluation report and our response to these.

**7. Homelessness Policy 2022-26 progress update**

The Board received an update on the progress of our Group Homelessness Policy and highlights our contribution to the recent Scottish Government strategy – *Reducing the Use of Temporary Accommodation*.

The board noted that Wheatley Group is a strong contributor to the national objective of alleviating homelessness, and most of the approaches outlined in this strategy also feature within our Group Homelessness Policy. We are on track to deliver the 10,000 homes for homeless households which is a key commitment in the Group 2021-26 strategy *Your Home, Your Community, Your Future*. As part of their new strategy, the Government has announced a ringfenced fund within the Affordable Housing Supply Programme of £60million for market acquisitions by local authorities and RSLs for social housing. We have been carrying out early engagement with local authorities to understand how we can access this funding to deliver more social rented homes in our areas.

**The Board Decided:**

The Board noted this homelessness update.

## **8. Repairs update**

The Board were provided with an update on:

- progress with repairs service enhancements
- ongoing customer engagement to inform future service enhancements
- the key service-related findings from the recent review of City Building (Glasgow) carried out jointly with Glasgow City Council
- the revised repairs budget forecast for 2023/24

The board noted that good progress has been made in improving our repairs service in the focus areas identified in the March 2023 report to board. Book it, Track it, Rate it has now implemented improving communication and providing excellent information and feedback. The MyRepairs team have also been established during this period, with the final resources in place this month. These improvements have seen a positive impact on the level of customer service and have increased customer satisfaction.

### **The Board Decided:**

The board noted the contents of the report.

## **9. Performance update**

The Board received an update on performance delivery against targets and strategic projects for 2023/24 as of the end of quarter one.

The Board noted that Loretto Housing are the best performing RSL within group for gross rent arrears at 4.27% and continue to compare favourably to available comparators and also continue to have strong performance in several key areas; days to let, lets to homeless, tenancy sustainment, turnover, new build handovers, emergency repair timescales, adaptation completion timescales and sickness absence. Non-emergency repair timescales remain in focus.

### **The Board Decided:**

The board noted the contents of the performance report.

## **10.a) 2022/23 Financial Statements**

The Board were provided with an overview of the 2022/23 audited financial Statements.

The board noted the financial performance position for the year end statutory accounts.

### **The Board Decided:**

The Board:

- 1) Approved the 2022/23 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 note the related letter of representation from management.

## **10.b) Annual Internal Audit Report and opinion**

The board were provided with an update for of the Internal Audit Annual Report and Opinion 2022/23, previously reported to the May 2023 Group Audit Committee.

The board noted that the Internal Audit team has completed its planned work for 2022/23 and the Director of Assurance has issued his annual opinion, as outlined at paragraph 4.3.

### **The Board Decided:**

The Board noted the contents of the report, including the Annual Internal Audit opinion detailed in Section 4.

## **11. Governance report**

The Board were updated and approved on the following governance related matters which are reported to the Board annually in August:

- Final schedule of meetings for the remainder of the 2023 calendar year, including the Annual General Meeting (“AGM”);
- Annual Secretary Report and;
- Board appraisal.

The board noted the key standing processes within our governance arrangements.

### **The Board Decided:**

- 1) Instructed the Secretary to call the Annual General Meeting for Tuesday 19 September at 2pm;
- 2) Noted the Secretary’s Report under Rule 68 and;
- 3) Noted the Board appraisal approach following feedback from the RAAG Committee.

## **12. Finance report**

The board were updated on the following matters:

- an overview of the financial results for the period to 30 June 2023; [redacted]

The board noted financial performance position for the period to 30 June 2023.

**The board Decided:**

- 1) Noted the management accounts for the year ended 30 June 2023 at Appendix 1;
- 2) Noted the revision to the target return rate for new build social and mid-market rent developments and agree the criteria for Wheatley Development Scotland approving projects on our behalf is updated to reflect this and;
- 3) Approved the new [redacted] facility to fund new affordable homes.

**13. AOCB**

No other business was raised.

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