



**LORETTO HOUSING ASSOCIATION
MINUTE OF BOARD MEETING**

Date: 20 May 2019
Time: 6.15pm
Venue: Lipton House, 170 Crown Street, Glasgow, G5 9XD

Chairperson: Douglas Robin

Present: Jean Fyfe
Alex McKay
Allan McGinness
Pauline Gilmore

In Attendance: Olga Clayton, Group Director of Housing and Care
David MacKenzie, Managing Director
Chris Walker, Head of Housing
Sarah Stocks, Finance Manager
Moray Nichol, Governance and Secretariat Manager
Anthony Allison, Director of Governance (in part)
David Fletcher, Director of Development (in part)
Stuart Johnstone, Development Manager (in part)
Laurie Carberry, Group Procurement Manager (in part)
Lynne Mitchell, Wheatley Foundation Manager (in part)

1. Apologies for Absence

- 1.1 Apologies for absence were received from Nesta Gilliland, Alex Robertson and Jacqui Mallin.
- 1.2 The Chair declared that a quorum was present.

2. Declarations of Interest

- 2.1 The Board noted the standing declarations of interest.

3. Minutes of Board Meeting held on 25 March 2019, matters arising and actions list

Decided: The minute of the meeting held on 25 March 2019 was approved.

4. Director's Update (verbal)

- 4.1 David provided an update on progress with the Duke Street remediation project.

5. Draft Loretto Housing Strategy

- 5.1 The Board received an update on the draft Loretto Housing Strategy 2020-25, developed following discussion at the Loretto Housing Board workshop. The Board confirmed that key

themes from the Board strategy workshop had been incorporated into the strategy. Reflecting on the draft strategy, the Board agreed that there should be a greater focus on our approach to sustainability and tackling climate change.

Decided: The Board:

- 1) noted the output reflecting the discussion at the Loretto Housing Strategy workshop on 25 March 2019; and**
- 2) considered the draft Loretto Housing Strategy 2020-25.**

6. a) Group Governance Update

The Board considered the report and noted in particular the work to revise the Group Standing Orders and membership policy.

With the agreement of the Chair, the Board considered a proposed amendment to the Association's loan agreements. It was noted that in relation to funding transactions the parent had approved that the Chair could participate in decision making on behalf of Loretto Housing.

The Board noted the background to the proposed amendment being that the Association was a party, along with other RSLs in Wheatley Group, to certain loan agreements. The Board further noted that the purpose of the amendments to the loan agreements was to expand the definition of "permitted disposal" to (i) allow one of the other parties to the agreements to dispose of land to Glasgow City Council to facilitate a regeneration project and (ii) to provide that future land disposals by the borrowers could proceed with the prior written consent from the funders.

Decided: The Board:

- 1) Provided feedback on and approved the Loretto Housing skills matrix;**
- 2) Agreed the skills and experience to be recruited for the Non-Executive vacancy which will arise at the 2019 AGM;**
- 3) Approved the Loretto Housing 3-year succession plan;**
- 4) Approved the changes to the Intra Group Agreement and delegated authority to any Board member to sign the Intra Group Agreement on behalf of the company;**
- 5) Delegated authority to the Managing Director to agree the form of the services agreement schedule to the IGA on behalf of the Company;**
- 6) Approved the revised membership policy;**
- 7) Noted the revised Group Standing Orders, effective immediately;**
- 8) Implemented the Group Board's decision to appoint Stephen Wright, Deputy Group Company Secretary, as authorised to perform the duties of the Company Secretary, effective immediately; and**
- 9) Delegated authority to any Board member, the Group Director of Finance or the Secretary to agree and execute the loan agreement amendment letters on behalf of the Association.**

b) Development Governance and 5-year Development Programme

The Board received a report on the key outcomes of the Group Board development strategy workshop, the proposed new approach to development governance and the proposed 5-year development programme.

The Board discussed emerging growth areas, the proposed strategic footprint for future development, the development appraisal criteria and the development programme authorising framework.

Decided: The Board:

- 1) agreed that our development footprint be extended to include Renfrewshire, South Lanarkshire and Falkirk;
- 2) agreed the revised approach to development governance, including individual project appraisals being remitted to the Group Development Committee;
- 3) approved the 5-year development programme, which will be reviewed annually and presented to the Board, in conjunction with the business plan; and
- 4) noted the Group Development Committee Terms of Reference.

7. New Build Performance Dashboard

- 7.1 The Board received an overview of the new build programme performance to the end of April 2019. The Board discussed the number of units on site across the programme and in particular progress with the Muiryhall and Buckley Street projects.

Decided: The Board noted the report and the New Build Performance Dashboard.

8. Customer Savings Portal – MySavings

- 8.1 The Board received a presentation on the new MySavings portal, developed to allow our tenants access to savings on a wide range of household expenditure.

The Board welcomed the product, discussed uptake to date and how we can increase uptake in future and reflected on challenges tenants experience with accessing digital services including the affordability products offered by internet service providers.

Decided: The Board noted the development of MySavings.

9. Wheatley Foundation update (Presentation)

- 9.1 The Board received an overview of Wheatley Foundation's role, charitable purpose and priorities. The Board discussed the Foundation's highlights during 2018/19 and welcomed the continued work of the Foundation and the benefits it is delivering for Loretto Housing tenants and service users.

10. Loretto Performance

a) Annual Return on the Charter and year end delivery plan report 2018/19

The Board received the Annual Return on the Charter for the year and it was confirmed we continue to show strong performance when benchmarked against sector leading performance. 64% of our indicators are at top quartile.

The Board welcomed the performance results and discussed in particular average days to let properties and the level of rent arrears.

Decided: The Board:

- 1) Approved the draft Charter results and noted the robustness of the assurance approach deployed;

- 2) **Delegated authority to the Group Director of Housing and Care to sign off any non-material changes to the results which may be required prior to submission;**
- 3) **Delegated authority to the Group Director of Housing and Care to sign off the Charter and ESSH submissions on behalf of the Governing Body; and**
- 4) **Approved the targets and projects contained within the 2019/20 Delivery Plan.**

b) Complaints handling performance

The Board were updated on complaints handling performance for the year, the analysis of our complaints and the lessons learned identified from the analysis which will support future improvement.

The Board discussed the complaints data and the links between our complaints and tenant satisfaction levels and the need to consider the analysis within this context.

Decided: The Board noted complaints performance during 2018/19, the work undertaken to learn from the complaints we receive and ensure continued compliance with our Complaint Handling Procedures.

11. Universal Credit and Welfare Reform update

11.1 The Board received a detailed update on Universal Credit and Welfare Reform and the implications for our tenants and service users.

11.2 The Board discussed the further change to the process for tenants advising of rent increases, the risk associated with Universal Credit for the Group and wider sector and how we maintain a clear focus on the impact on rent arrears.

Decision: The Board:

- 1) **Noted the update on Universal Credit and welfare reform; and**
- 2) **Noted the range of mitigations in place to manage the impact of Welfare Reform on our customers, communities and business.**

12. Finance Report for the period ended 30 April 2019, Year End Finance Report and Regulatory Returns

12.1 The Board were provided with an update on financial performance for the year to date and discussed our level of bad debts, financial performance and the regulatory returns.

Decided: The Board:

- 1) **Noted the management accounts for the year ended 31 March 2019;**
- 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.**

13. Loretto Housing Corporate Risk Register

13.1 The Board discussed the risk register, our associated mitigations and agreed the proposed changes reflected our risk profile.

Decided: The Board agreed and approved the revised Corporate Risk Register to confirm it appropriately captures the current corporate risks.

14. Group Health and Safety Update

14.1 The Board received an update on our on-going activity in relation to health and safety including the key technical compliance risks and statutory obligations identified for management across Loretto Housing.

Decided: The Loretto Housing Board noted the contents of the report.

15a. Group Fire Safety update

The Board received an update on the implementation Fire Prevention and Mitigation Framework and continued work in relation to fire safety.

Decided: The Board noted the contents of the report.

15b. Group Fire Prevention Charter with Scottish Fire & Rescue Service

The Board welcomed the Charter and continued strong partnership working in this vital area.

Decided: The Board approved the draft Fire Prevention Charter.

16. Update on Implementation of the Housing (Scotland) Act 2014

16.1 The Board noted the key changes and the action underway or completed to implement the changes.

Decided: The Board noted the content of this report.

17. AOCB

17.1 There was no other competent business.