

BOARD MEETING UPDATES
BOARD STRATEGY AND DEVELOPMENT DAY
WEDNESDAY 4TH OCTOBER 2023



CUSTOMER STORY

Our October Board Strategy and Development Day opened with a story from a customer who described their experience of succeeding their late parent's tenancy. The customer talked about how they had been supported by both internal Housing and Enhanced Support teams within GCH and by external parties such as CCP. They also said that the most important action organisations such as GCH could take to help customers in a similar position was to listen to the customer. The Board and Executive Team highlighted the importance of customer engagement and GCH ensuring that this approach continues.

GCH FUTURES GROUP PRESENTATION

The Board then received a presentation by two staff members who represented the GCH Futures Group. The Group had been established in August 2023 to represent GCH staff members who were under 30 years old and to invite them to share their personal experiences and those of their friends and siblings about the current housing market.

The presentation focussed on some stories of individual staff members and on how GCH could support young people going forward. The key themes from the Group were to focus on potentially providing live and work schemes, shared housing for young people wishing to start living independently and to provide workshops on various practical skills to young people led by the relevant teams within GCH.

RISK APPETITE

The Board and Leadership Team participated in a refresher of the risk management and assurance training workshop lead by the Risk & Assurance lead at Bishop Flemming which had been undertaken at the June 2023 Board meeting. The refresher reminded the Board about understanding and awareness of risk management, risks to the organisation and the controls and associated assurance in place.

The Board then reviewed the previously discussed risk appetite on a risk-by-risk and case-by-case basis, to come to an agreement around what the current appetite for risk is within the highlighted areas of business operation.

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EDI THROUGH THE BOARDROOM – AWARENESS AND TRAINING

The Board had invited Lara Oyedele, President of the Chartered Institute of Housing (CIH) and founder of BME National to provide a training session on equality and diversity in connection with housing association boards.

The session focused on the issue that although the housing sector featured a diverse range of people, senior and executive levels featured less diversity and boards which were not always reflective of the communities they served.

The Board asked various questions of Lara about increasing diversity in boards and it was recognised that ensuring a diverse range of candidates by approaching groups and underrepresented areas directly was the best approach to ensuring a diverse and reflective board.

IDA READINESS

Kesley Walker, a Director of Savills, was present at the meeting to provide an overview of preparations being made in advance of the expected In-Depth Assessment announcement in December 2023.

NEW CONSUMER STANDARDS SELF-ASSESSMENT

Kelsey Walker then provided a presentation to the Board which focussed on recent Regulatory changes; Tenant Satisfaction Measures; current and new Consumer Standards and the RSH Expectations on Assurance.

Board were advised that the Regulator was now encourage more frequent publication of provider's Tenancy Sustainment Measures (TSMs). It was noted that these measures were now included within the latest suite of Key Performance Indicators (KPIs) that Board received as part of their reports.

In advance of the meeting, Board had received three updated Standards relating to Neighbourhood and Community; Transparent, Influence and Accountability and to Tenancy. A fourth standard relating to Safety and Quality was also being reviewed by officers. The Board then discussed the assessment undertaken in association with the new standards.

Due to time pressures, it was felt that a further discussion round the standards should take place at the Board's next Strategy and Development Day on 13 December 2023 and Board members were encouraged to provide any feedback to the relevant Executive Director in the meantime.