

BOARD MEETING UPDATE
BOARD PERFORMANCE MEETING
WEDNESDAY 10TH MAY 2023



CUSTOMER STORY

Our May Board meeting opened with a customer story. The customer story for May was about the Venture, a community organisation in White City who were about to celebrate their 40th Anniversary. The Board discussed the positive relationship between the Venture and GCH and discussed the many ways in which the organisations work together towards positive outcomes for our customers.

CHIEF EXECUTIVE'S REPORT

The Chief Executive's report provided the Board with an overview of some of the current issues affecting us at GCH as well as within the Housing sector. The Board noted that: -

- The Regulator of Social Housing has published their final Tenant Satisfaction measures standard, which took effect from 1st April 2023. We have been working with Acuity, an external provider, to gain information from our customers about their views on the services we provide.
- The Government has also confirmed that there will be new laws in place to protect residents, through a Charter for Social Housing Residents' and the Social Housing Regulation Bill, will include Awaab's Law which means that social landlords will be forced to fix damp and mould within strict time limits.
- Good progress is being made on our review of the repairs service to ensure that we are providing greater clarity to our customers as well as providing greater flexibility within the teams to ensure we are meeting customer needs.
- Our tenancy sustainment team have hosted a 'Housing Ready'
- We are doing stock condition surveys meaning we are above the best practice target; we continue to complete this work to ensure we are investing correctly in our customers' homes.
- We successfully built 105 new homes by the end of the financial year.
- Following a successful audit of our systems we have achieved the Cyber Essentials Plus accreditation. This show that we are protecting the organisation against cyber attached and keeping important data safe.
- We have celebrated Hidden Disability Day where colleagues contributed to a video about their experiences to raise awareness.
- GCH has been shortlisted for 2 ASCP UK awards – the Safety and Compliance Training and Development Award and Women in Safety and Compliance Award.
- We were pleased to be included in the Business and Innovation Magazine's 100 Great Places to Work 2023 and be shortlisted for the Housing Heroes Employer of the Year award.

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BUSINESS PLAN 2023/2024

The Board reviewed the Business Plan for 2023/2024 and the stress testing we have undertaken against it. The Board approved the Business Plans for GCH, Nerva Homes and the Group, and Stress Testing/Recovery plan results for GCH and the Group.

TREASURY POLICY AND STRATEGY

The Board were presented with a new Treasury Policy and Strategy. They discussed the refinancing work that GCH are currently undertaking to ensure we are able to continue to invest in our homes and deliver on our targets to build new homes. Board was happy to approve the new policy and strategy.

QUARTERLY PERFORMANCE REPORT

The Board held a good discussion around our combined quarterly performance report, looking at areas where we had seen strong performance but also reviewing those areas where performance was currently below target. The Board held a discussion around Health and Safety and noted that no near misses had been reported in the quarter. They also held discussions around damp and mould and fire safety and were provided with assurance around these important areas.

The full KPI report received by Board is available on our website via the link below,

[Performance - At GCH we have set targets to monitor our performance](#)

VFM REPORT 2022/2023 AND VFM SELF-ASSESSMENT

The Board received the VfM Report 2022/2023 and the VfM Self-Assessment for 2023/2023 which had been received by the Regulator of Social Housing with no issues raised. Both the report and self-assessment were approved by Board.

QUARTERLY RISK MANAGEMENT REPORT

The refreshed quarterly Risk management report was discussed by Board, following approval by the Audit, Risk and Assurance Committee. They noted the changes highlighted by the leadership team and the mitigations in place. The Board discussed the risks associate with Cyber Security and the positive impact the Cyber Essential Plus accreditation has had on this, it was noted however that this remains a high-profile risk that the organisation needs to closely monitor.

BOARD AND COMMITTEE WORKPLAN

The Company Secretary presented Board with their workplan for 2023-2024 and was thanked by the Chair for the hard work that had gone in to producing it. This plan provides Board with oversight of the upcoming work focus and reports they will expect to receive at future Board meetings.

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The Board received updates from the Committee Chairs, who highlighted what each Committee had been working on since the last Board meeting.

ANY OTHER BUSINESS

The Board noted that the Company Secretary, Fiona Haddock had decided to leave her role in GCH but would remain with the organisation until August. The Board thanked her for her support, honesty and reliability in the work she has completed during her time at GCH.