

BOARD UPDATE

BOARD STRATEGIC PLANNING AND DEVELOPMENT DAY

TUESDAY 18TH MARCH 2025



INTRODUCTION AND 10TH ANNIVERSARY VIDEO

The Chief Executive gave an overview of the day and introduced the anniversary video, which was made up of colleagues who had been at GCH since before it became an independent organisation.

BOARD ASSURANCE REPORT

The Company Secretary introduced the report and reminded the Board that the National Housing Federation Code of Governance Self-Assessment had been shared ahead of the paper circulation to allow members time to review. This review was in accordance with the review requirements of the Code.

Members noted that they had reviewed the assessment and were happy with the contents.

The Board discussed various Key Performance Indicators (KPIs) and their performance, and, in addition, cannabis use in various residential areas. It was suggested that the matter be further considered by the Customer Experience Committee, and that some communication work could be issued to residents given the upcoming warmer spring and summer weather. In addition, the Chair also raised that there was potential to link with colleagues and organisations who worked in mental health to help ensure support was available to customers.

The Board discussed the availability of skills among colleagues and emphasised the significance of securing skills for the future. Focus was currently on working with GCHP partners and there were plans to reintroduce apprentices into teams were currently being developed.

The Board approved the NHF Code of Governance Self-Assessment.

LANDLORD COMPLIANCE HEALTH AND SAFETY REPORT

The Executive Director of Customer Experience as the responsible lead for health and safety within the organisation introduced the report.

Board discussed current electrical remedials and the work outstanding on these. Customer access issues were being reviewed by the Customer Experience Committee. They also praised colleagues for their work in relation to compliance training figures.

The Board inquired about the status of the Knowing Our Customers initiative. The Chief Executive reported a 40% response rate for the ongoing customer census. Additionally, a recent internal audit on customer voice had reviewed this work, with the report set to go to the Audit, Risk and Assurance Committee.

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MANAGEMENT ACCOUNTS

The Director of Finance summarised the accounts, highlighting the financial performance for the quarter.

The Board approved the Management Accounts.

COMMITTEE MEETING UPDATES

The Board received the following updates of the recent Committee meetings.

- Colleague and Culture Committee – November 2024 and February 2025
- Customer Experience Committee – November 2024 and February 2025
- Audit, Risk and Assurance Committee – January 2025
- Homes and Communities Committee – February 2025

ADOPTION OF THE STRATEGIC PLAN 2030

The Chief Executive explained that the Plan had been prepared alongside the suite of delivery strategies, previously agreed by Board. The Plan presented was intended to be a Plan suitable for the communities in which the business operated in.

Board praised the language used and the positive messaging around GCH caring and the desire to know every customer behind every door. The Board also considered the video that had been produced and praised the Communications Team for the output they had achieved.

Regarding the Plan's launch, Board was advised that the 10-year celebrations of the company were taking place during the week of 17th March 2025 and there would also be an official launch with partners on 31st March 2025.

The Board approved the adoption of the Plan.

RISK MANAGEMENT AND RISK APPETITE REVIEW

The Company Secretary explained that the Quarterly Risk Management report had previously been reviewed by the Audit, Risk and Assurance Committee (ARAC) in January 2025.

A Risk Assurance Map had been produced and would be presented to ARAC at its April 2025 meeting as an additional assurance tool.

Risk Appetite Review:

The Company Secretary then provided Board with a presentation which outlined how the current risk appetite statement had been set. The previous review of risk had been undertaken by the Board in October 2023 with external consultant support and the Board were now required to determine if they were happy with where the risk appetite was currently set.

Board discussed various elements of the risk appetite statement.

The Board:

- i. AGREED for a review of the risk appetite to be held including Senior Leadership Group, Operational Managers and Colleague Voice to gain assurance that wording and appetites are operationally understood; and**
- ii. following this review, the risk appetite will be considered by the Board at a Strategic Day later in the year.**

OTHER MATTERS

After lunch, the meeting concluded with a training session for the Board led by Pam Chesters of Bath University on the role of being an effective Non-Executive Director.

The meeting was then followed by a Non-Executive Directors' meeting.