

BOARD UPDATE
BOARD STRATEGIC PLANNING AND DEVELOPMENT DAY
WEDNESDAY 10TH DECEMBER 2025



CUSTOMER STORY

A video was displayed to the Board which showcased the utilisation of video calling to facilitate an accurate diagnosis of repair work. This has allowed a more streamlined process for customers to identify their repair work requirements at the first point of contact.

INTRODUCTION AND REVIEW OF THE YEAR

The Chief Executive welcomed everyone to the Strategic Planning and Development Day.

The Chief Executive displayed a visual of GCH's strategy which included the purpose, vision and enablers. Several of GCH's key achievements were then discussed ahead of emerging priorities for 2026/27.

BE THE DIFFERENCE TRAINING

The Director of People, Culture and Comms introduced the session and discussed the customer commitment which was developed in 2023 alongside the Customer Strategy. CM explained how this fed into the #BeTheDifference programme.

The Director of People, Culture and Comms displayed the #BeTheDifference framework before welcoming the Learning and Development Advisor who outlined the training programme delivered to all staff. This included the different tools that are within the framework.

Colleagues from across the organisation then presented to Board how the #BeTheDifference training programme has worked within their teams, providing examples.

BUSINESS PLAN UPDATE

The Director of Finance provided an update on the business plan and displayed a presentation of areas that have changed since the Board received their report.

BUDGET AND BUSINESS PLAN ASSUMPTIONS

The Director of Finance introduced the report, and discussions were held around the assumptions. A further discussion would be held at a budget workshop with the Board in February 2026.

RENT INCREASE

Board approved an annual rent increase to take effect from 1st April 2026 and noted compliance against the RSH Rent Standard.

Pride. Quality. Integrity. Innovation.

2026/27 PAY AWARD

Board approved an annual pay award for colleagues to take effect from 1st April 2026 and to be built into the budget which will come to Board for approval in March. The recommendation reflected sector and local employer benchmarking and consultation with Colleague Voice, the proposal had previously been considered by Colleague & Culture Committee.

RISK APPETITE APPROVAL

The Company Secretary presented a revised risk appetite. This was approved by the Board who agreed it would be reviewed again in 2026.

NON-EXECUTIVE DIRECTORS' (NED) MEETING

The Strategy Day concluded with a meeting of the Board members without officer attendance.