

BOARD UPDATE

BOARD STRATEGIC PLANNING AND DEVELOPMENT DAY

TUESDAY 30TH JUNE 2026



CUSTOMER STORY

The Board considered a customer story linked to Pride Month, reflecting on belonging, trust, inclusion and the experiences of older LGBTQ+ people in housing and care. Members discussed the importance of empathy, customer insight, fair service delivery and building trusted relationships with communities.

UPDATE ON STRATEGIES AND STRATEGIC DELIVERY

A workshop reviewed progress against GCH's key strategies and whether strategic priorities remain aligned to business needs. Strong progress was noted across customer outcomes, compliance, governance, digital capability, workforce stability and risk management.

UPDATE ON FORWARD PLANNING

The Board reviewed Board and Committee Forward Plans extended to December 2027. The proposed appointment of an independent consultant to undertake the Governance Effectiveness Review and Inspection Support was discussed and supported, subject to formal approval. The Board supported the Forward Plans and requested that the Governance Effectiveness Review include Committee structures, Terms of Reference, governance capacity and meeting cycle effectiveness.

MERGERS AND ACQUISITIONS POSITION STATEMENT

The Board considered GCH's position on mergers, acquisitions and strategic partnerships. The Board supported developing a formal M&A Position Statement for future consideration and approval.

BOARD AND COMMITTEE SKILLS, COMPOSITION AND SUCCESSION PLANNING

The Board discussed future recruitment needs, Board skills, customer influence and succession planning. Members supported maintaining a strong connection to Gloucester and strengthening customer voice in governance. The Board agreed to establish a Chair Succession Steering Group and begin planning for future Board Member recruitment.