

HOME IN SCOTLAND

Draft Minutes of Board Meeting held on 6 June 2023 in Barmulloch Residents Centre, 54 Quarrywood Road, Glasgow

PRESENT

Susan Deacon	Chair
Ian Campbell	Vice-Chair
Catherine Wood	Board Member
Gavin MacKenzie	Board Member
Robyn Inglis	Board Member
Mark Henderson	Board Member/Chief Executive
Helen Meehan	Board Member/Chief Finance Officer

IN ATTENDANCE

Audrey Simpson	Director of Scotland
Charlotte Burnham	Company Secretary
Will Gardner	Executive Director of Asset and Development
Claire Blacka	Head of Customer Engagement [Item 2556]
Jacqui Mills	Governance Business Partner
Wendy McKnight	Viewpoint Customer Member [Item 2556]
Linda Wright	Viewpoint Customer Member [Item 2556]

2552 CHAIR'S OPENING REMARKS AND APOLOGIES

The Chair welcomed everyone to the meeting and formally acknowledged the work undertaken to ensure the Board Dinner and today's visit was a success.

It was **NOTED** that no apologies were received.

2553 DECLARATIONS OF INTEREST

The Board reviewed and **NOTED** the Declarations of Interest.

2554 ACTION POINTS

The Board **NOTED** the Action Points

2555 MINUTES OF BOARD MEETING HELD ON 23 MAY 2023

The Board **APPROVED** the minutes as a true record of the meeting.

CUSTOMER FOCUS – THE FUTURE OF ENGAGEMENT

Audrey began by providing a brief overview of Customer Engagement in Scotland advising that two Home in Scotland customers were in attendance to share their experiences with the Board.

Claire Blacka was introduced to the meeting and presented the report on the future of Customer Engagement in Scotland highlighting that the engagement structure is strong and through recent restructure changes would like to build on the opportunities created across the Group for Customer Engagement in Scotland.

Claire invited Wendy and Linda, both customers residing in Dundee to share their experiences as Home Scotland customers with the Board.

Wendy shared that she lives in a new build development which has been a largely negative experience. Since moving in five years ago, she has encountered drug trading on her estate and a host of issues with the quality of the design and plumbing within her new build property. She advised that any efforts to have repairs carried out had been unsuccessful and her main cause for concern is that she does not feel listened to.

Linda shared her negative experiences with the repairs contractor and the difficulties with work being completed first time and contradictory advice from the various contractors in resolving the cause of the initial repair. Whilst Linda has raised complaints they are not resolved by the contractor. She has also experienced similar poor quality with the design of her property, with no gate, ill placed shower screen that impedes taps and her back yard is filled with rubble.

Linda was able to talk positively about some Home Group staff who have been supportive and listened to her but said there were only a couple who made her feel like she was being listened to.

A discussion ensued around Estate Walkabouts and whether these could be further encouraged as a mechanism for customers to raise their issues with the housing development and local neighbourhood. It was felt that this should be a vehicle for customers to get their views across whilst providing Home in Scotland with constructive feedback to make improvements.

The Board **NOTED** the Customer Engagement Report and thanked Claire, Wendy and Linda for sharing their experiences and **AGREED** that Audrey and her team would follow-up the concerns raised.

2557 STRATEGIC DISCUSSION – CUSTOMERS AND COMMUNITIES

Audrey led a discussion on customers and communities which began with a presentation focussed on Scotland's demographics, highlighting key statistics on deprivation, alcohol and drug issues, life expectancy and mental health. She then highlighted that Glasgow and Dundee have similar levels of deprivation at 44% and 38% respectively. In contrast in Edinburgh only 11% of people live in the most deprived areas of Scotland.

Audrey shared information from the Scottish Index of Multiple Deprivation (SIMD) and data zones. As well as discussing health and education in Dundee as there are higher instances of alcohol and drug abuse, hospital stays and higher mortality rate. The city also has low school attendance and low level of people achieving qualifications.

Audrey then went on to demonstrate the Place Standard Tool explaining that it can help people to identify their priorities for a particular place. She then talked about Home in Scotland having a role to play in understanding the priorities for change and what our purpose and role should be in driving that. She advised that a customer survey of Dundee customers in May highlighted a strong need for tenancy support and fuel poverty advice.

Audrey shared her plans for next steps:

- (a) Analyse customer survey results;
- (b) Prepare a customer drop in event;
- (c) Prepare Community Plan;
- (d) Confirm thematic and location based priorities;
- (e) Stakeholder engagement;
- (f) Access External Funding; and
- (g) Monitor and evaluate funding.

Audrey closed her presentation by announcing a new partnership with the Wise Group's Scottish Government Relational Mentoring Programme which is aimed at helping individuals and households living in fuel poverty.

A discussion ensued around Home in Scotland's priorities and how as an organisation we agree what those are, what should our Community Plan look like and what can we influence. The data presented today is critical in helping us to identify the key issues we can affect. There are a number of issues in Dundee and it is impossible to focus on or try to improve them all. Some consideration must be given to understanding our role and letting our Community Plan grow organically. Mark advised that Home in Scotland must be careful not to raise expectations but be brave, organic and learn as we go.

The Board thanked Audrey for her informative presentation and welcomed the discussion in shaping Home Scotland's future approach to community planning.

2558 LOAN PORTFOLIO

Helen presented the loan portfolio report advising that it is an Annual Regulatory Return covering the period 1 April 2022 to 31 March 2023 to be submitted to the Regulator by 30 June 2023. The information assists the Regulator in assessing the regulatory risks faced by Home Scotland and the wider housing sector, as well as the level and type of engagement the Regulator will have with Home in Scotland.

Helen advised that all loans and terms listed in last year's return remain in place. The recent Allia loan of £15million is not included in the loan portfolio due to the reporting period.

Helen reported there is drawn debt of £90.7m and undrawn debt of £8.0m due to the pre-populated format of the report and relates to external debt only.

The Board **APPROVED** the loan portfolio for submission to the Scottish Housing Regulator by 30 June 2023.

2559 STRATEGY AND BUSINESS PLAN

Audrey presented the Strategy and Business Plan in response to the May Board discussions, advising that it was a desk top annual review and that it did not affect the strategic objectives agreed last year by Board but does have some political and economic updates.

It was agreed that the plan would be updated to reference NPF4 the Statutory National Policy document that sits above Housing to 2040.

The Board **APPROVED** the Strategy and Business Plan and agreed to have a more rounded discussion on Net Zero later in the year.

2560 PROGRAMME OF BUSINESS 2023

The Board **NOTED** the programme of business.

2561 ANY OTHER BUSINESS

No other business was discussed.

2562 DATE OF NEXT MEETING – 22 AUGUST 2023

The meeting closed at 2.00 pm.