**Board Meeting May 2024**

The Board met 16th May 2024 in the Windermere room at Bridge Mills. Eight Board Directors attended the meeting.

Also in attendance were Executive Team Members, the Head of Governance & Risk, Head of Transformation Digital & Data.

* The Minutes of 20th March were approved as a true and accurate record and the Board noted progress against the action proforma.
* An “in camera” meeting was held with the Board to hear feedback form the Chair on the recent appraisal of the Chief Executive and considered her performance.
* The Chair of Audit and Risk Committee presented the report, highlighting the Committee’s approval to award the internal audit contract to BDO following the robust procurement process.
* The Director of Customer Experience presented the report and invited questions. She gave an overview of the first Residents Forum meeting, where the Tenant Satisfaction Measures (TSM) results were presented for discussion and advising that members had requested more meetings initially until the Forum was more established and members had built up their knowledge about the organisation and the sector further.
* The Chief Executive presented the report which provided an update on a range of matters potentially affecting the work of SLH. The CEO highlighted the confirmation of the rent settlement at CPI +1% for the next financial year but that uncertainty remained for future years making the development of a long-term strategy difficult.
* The Chair highlighted the good performance of the delivery of the Social Housing Decarbonisation Fund (SHDF) programme to date which had exceeded the 2024/25 target. The Board thanked all of those involved for their hard work.
* The Head of Governance and Risk presented the report which covered a number of areas including Board and Committee effectiveness, Board succession planning and review of Board and Committee Terms of Reference.
* **The Board:**
  + **Approved** that the Board Composition Statement subject to data being added as a board skill and the necessary changes should Rule changes be approved at the AGM. The Board remain eager to attract suitable applicants with lived experience of being a tenant.
  + **Reviewed** the Board effectiveness.
  + **Reviewed** the annual report of the Chairs of Committee.
  + **Approved** the Governance Framework.
  + **Approved** the proposed changes to the Rules as set out for formal shareholder approval at the AGM subject to the required stakeholder consultation and funder consent.
  + **Approved** the Board and Committee Terms of Reference.
  + **Approved** the approach to Board succession planning and to commence Board recruitment in line with the succession plan.
* The Head of Transformation, Digital and Data presented the report and outlined the key improvements made in respect to the use of Power BI and insights and outlined the plan for the next three years, which included the upskilling and development of colleagues in relation to data management, the completion of the Knowledge and Information Management (KIM) action plan and the development of machine learning and data standards. The Board **approved** the Data Strategy.
* The Director of Business Improvement & the Head of Transformation Digital & Data presented the Q4 performance KPI’s to the Board. The Board were presented with an updated reporting suite in represented through a balanced score card approach reducing the number of slides in the pack.
* **The Board:**
  + **approved** that the Business Performance Q4 results are in line with the expected parameters and any remedial actions are appropriate and agreed.
  + **approved** the amendment to the 24/25 Business KPI Targets for Rent Collection.
  + **Discussed** the customer voice feedback, positive and negative, themes and learning and plans in place to continue to improve services.
* **The Board also approved**
  + The reported financial performance for the year ended 31 March 2024.
  + The Board noted the Annual Homes Report.