

SKYLIGHT BOARD MEETING
Monday 04 November 2024
16.30
SHG Boardroom, Cornerstone, 2 Edward Street



PRESENT / IN-ATTENDANCE:

Trustees (Present):

- Priti Butler
- Nicola Firth
- Marie Gilluley (Chair)
- Tessa Wiley

Observers

- Andy Kippax, Strategic Housing Lead
- Steve Partridge, Chair of Stockport Homes Board

Officers (In-attendance)

- Rachel Cossey, Governance Manager
- Samantha Donigan, Head of Assurance
- Anne-Marie Heil, Director of Customer Services (Lead Officer)
- Laura Jennings, HR Business Partner
- Jonny Kelly, Governance Officer (minute-taker)
- John Kennedy, Assistant Director of Finance
- Di Laming, Assistant Director of People and OD
- Julie Nelson-Hall, Social Inclusion Team Leader
- Amanda Ward, Head of Inclusion

01	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	Action
	Kathryn Hanna sent her apologies. There were no declarations of interest.	
02a/ 02b	MINUTES FROM MEETING 05 AUGUST 2024 AND ACTION MONITOR FROM MEETING 05 AUGUST 2024	
	<p>The minutes from the meeting 07 May 2024 were approved.</p> <p>Progress with the action monitor was noted.</p>	
03	NOTES FROM SKYLIGHT BOARD AWAY DAY 14 OCTOBER 2024	
	<p>The minutes were noted from the SKYlight Board Away Day which took place on 14 October 2024.</p> <p>The Board reviewed the ‘Aspirations of SKYlight’ discussion from the Away Day. Board noted that, while they receive substantial data, it is essential to ensure that responses to this data remain appropriate and impactful. The Ageing in Place project was highlighted as an example, with the Board acknowledging that the outcomes and impact of the project may only become clear once the project is complete.</p> <p>The Board emphasised the importance of measuring impact from services, recommending a focus on key indicators for evaluating outcomes. Additionally, they suggested prioritising the use of data to better target areas where service needs are greatest.</p>	
04	SKYLIGHT DATA UPDATE (PRESENTATION)	

AUTHOR: Jonny Kelly
LEAD OFFICER SIGN OFF:08/11/2024

DATE: 04/11/2024
CHAIR APPROVED DRAFT: 11/11/24

	<p>The Head of Data introduced the presentation to provide an update on progress with the development of data and how SKYlight can use it to improve services and target service users most in need. The discussion covered:</p> <p>The Board expressed interest in understanding if the EDI (Equality, Diversity, and Inclusion) dashboard accurately reflects the demographics of the service user population and whether its reach is proportionate. They recommended identifying and targeting specific demographics, such as single parents and carers, for support.</p> <p>There was discussion on collaboration with the GM Data Hub to develop a data warehouse for SKYlight. The Head of Data indicated that if open data is accessible, it could be utilised by SKYlight. She explained that this will be explored.</p> <p>The Board commended SKYlight’s data use and analysis capabilities, noting that SKYlight’s reach extends beyond SHG tenants. The Head of Inclusion highlighted that recording more foundational data, such as disability status, for service users is more achievable. The Director of Customer Services highlighted that there are ongoing efforts to integrate this data, though some added-value projects/schemes can present challenges for data collection.</p> <p>The Board discussed data ownership and emphasised the need for clear communication across the organisation regarding its importance. The Head of Data noted improvements but acknowledged ongoing work in reinforcing frontline staff’s understanding of how their actions impact organisational data needs. The Board noted that mandatory data training will be implemented for all SHG employees.</p>	AL
	RESOLVED: The SKYlight Board noted the presentation	
05	SKYLIGHT PEOPLE AND OD UPDATE (ASSURANCE) (CONFIDENTIAL)	
	<p>The Assistant Director of People and OD and the HR Business Partner introduced the report to provide an update on all people related activity at SKYlight. The discussion covered:</p> <p>The Board inquired into the percentage of absences due to ill mental health, particularly whether any were work-related. The HR Business Partner confirmed that most cases are personal in nature, with only a small number linked to employment factors.</p> <p>The Board expressed satisfaction with the progress in People and OD at SKYlight. They noted the prevalence of female employees in SKYlight and in housing generally. The Assistant Director of People and OD explained that this trend reflects the traditional gender balance in roles like those frequently found at SKYlight. It was noted that SHG’s recruitment approach should reflect an understanding of workforce demographics.</p>	

AUTHOR: Jonny Kelly
LEAD OFFICER SIGN OFF:08/11/2024

DATE: 04/11/2024
CHAIR APPROVED DRAFT: 11/11/24

	<p>On remuneration, the Board noted that while SKYlight’s pay levels may lag slightly behind other charities, the favourable terms and conditions are valued by staff. The Assistant Director of People and OD stated that this issue has diminished slightly in recent years, especially as NJC scales have risen, unlike elsewhere in the charitable sector.</p> <p>The Board discussed the ethnicity pay gap and welcomed targeted initiatives to collaborate with the ‘Empower’ group to support and engage colleagues from diverse backgrounds to support career development.</p>	
	RESOLVED: The SKYlight Board noted and acknowledged the contents of the report.	
06	YOUTH UPDATE (PRESENTATION)	
	<p>The Social Inclusion Team Leader introduced the presentation to provide an update on all youth related activity at Stockport.</p> <p>The Social Inclusion Team Leader presented an update on youth-focused activities. The Board questioned how progress in the mental toughness initiatives is measured now that formal questionnaires have been discontinued. The Social Inclusion Team Leader highlighted that informal engagement continues, including feedback from schools, which will still continue to provide feedback on areas of improvement.</p> <p>The Board commended the work of this service and discussed the need for sustained funding for these services, highlighting options such as school or Council contributions. The Director of Customer Services provided context on the service’s development and the benefits of the work to SHG, noting that it supports young people in the community but that it is not intended to replace other youth work projects. The Social Inclusion Team Leader added that school funding is unlikely given their budget constraints. The Board suggested that schools could benefit from recognising the challenges they may face without these services.</p>	
	RESOLVED: The SKYlight Board noted the presentation.	
07	YOUR LOCAL PANTRY (YLP) SIX MONTH UPDATE (ASSURANCE)	
	<p>The Social Inclusion Team Leader introduced the report to provide an overview and update on YLP progress. The discussion covered:</p> <p>The Board inquired about funding support from the Leaving Care Team, which enables young people to access items at YLP at no cost. They also questioned whether members facing crisis situations might be underserved in the current queue system. The Social Inclusion Team Leader acknowledged the concern but assured that regular contact is maintained with members to monitor their circumstances. The Director of Customer Services clarified that this is not a crisis service, and while there has been debate over time limiting membership , the current model was deemed appropriate following significant debate and exploration of different options at Board.</p>	

AUTHOR: Jonny Kelly
LEAD OFFICER SIGN OFF:08/11/2024

DATE: 04/11/2024
CHAIR APPROVED DRAFT: 11/11/24

	<p>The Board noted SKYlight’s responsibility to reduce user dependency on the service. They queried the set fee of £4.50, acknowledging that similar services charge more. SKYlight determined this amount to balance affordability for users.</p> <p>The support provided by Church Action on Poverty (CAP) was discussed, the Social Inclusion Team Leader explained that CAP provide the software for YLP operations and also connections to food providers, which are seen as beneficial.</p> <p>It was noted that an annual survey of YLP members is to be conducted in Q3, which will be reported to the Board for discussion at the next meeting, and this will include demographic data on members. It was reported that 44% of YLP members are SHG tenants, for whom EDI and other data is available. The start of data capture for the other 56% is therefore a welcome introduction in order to help assess the wider impact of YLP.</p>	
	RESOLVED: The Board noted the progress and achievements of the YLP service.	
08	SKYLIGHT PROGRESS AND FINANCE UPDATE (ASSURANCE)	
	<p>The Director of Customer Services introduced the report to provide a Progress and Finance update of SKYlight’s business activity to the end of Q2 2024/2025. The discussion covered:</p> <p>The Board reviewed partnerships with GM Housing First, acknowledging some particularly positive outcomes. They also discussed the Rough Sleeper Initiative, noting successful placements in private rented accommodation. The Board queried whether there was data on the proportion of rough sleepers who are ex-offenders or recent early-release individuals. The Director of Customer Services indicated that, while early prison releases have not yet impacted homelessness, there may be implications in the future. She also added that the ex-offending history of those who are homeless is requested at the first point of engagement, however is reliant on the individual providing that disclosure.</p>	
	RESOLVED: The SKYlight Board noted and discussed the progress and financial position to date.	
09	SKYLIGHT QUARTER TWO 2024-25 RISK REPORT (ASSURANCE)	
	<p>The Head of Assurance introduced the report to provide an update on delivery of risk control actions at the end of Quarter Two 2024-25 within the SKYlight Risk Register, provided an update on delivery of the Internal Audit Plan and a wider assurance update for Board Members. She also provided an update on recent regulatory judgements to other providers. The report was noted by the Board.</p>	
	RESOLVED: The SKYlight Board took assurance from the contents of the Quarter Two Risk Report.	

AUTHOR: Jonny Kelly
LEAD OFFICER SIGN OFF:08/11/2024

DATE: 04/11/2024
CHAIR APPROVED DRAFT: 11/11/24

10	SHG REPORTS FROM PREVIOUS QUARTER (ASSURANCE)	
	The Governance Officer noted the various reports from SHG Board and its committees, that have been uploaded to TeamEngine in the last quarter, which have implications for SKylight and may be of interest for SKylight Board Members.	
11	FORWARD PLAN (INFORMATION)	
	The Governance Officer introduced the forward plan of the expected business for 2024-25.	

AUTHOR: Jonny Kelly
LEAD OFFICER SIGN OFF:08/11/2024

DATE: 04/11/2024
CHAIR APPROVED DRAFT: 11/11/24