

SKYLIGHT BOARD MEETING
Monday 05 August 2024
16.30
SHG Boardroom, Cornerstone, 2 Edward Street



PRESENT / IN-ATTENDANCE:

Trustees (Present):

- Priti Butler
- Marie Gilluley
- Roger Phillips (Chair)
- Tessa Wiley

Observers

- Andy Kippax, Strategic Housing Lead
- Nicola Firth, SKYlight Board Member from 30 September 2024

Officers (In-attendance)

- Rachel Cossey, Governance Manager
- Samantha Donigan, Head of Assurance
- Verity Gleave, Head of Marketing (Items 01-03)
- Anne-Marie Heil, Director of Customer Services (Lead Officer)
- Wayne Hurst, Furniture Projects Team Leader (Items 01-05)
- Jonny Kelly, Governance and Scrutiny Officer (minute-taker)
- John Kennedy, Assistant Director of Finance (Items 05-07)
- Sarah Smith, Alliance Manager (Items 01-05)

01	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	Action
	<p>David Nicholson and Kathryn Hanna sent their apologies.</p> <p>The Board noted that this was to be David’s final meeting before the end of his term and recorded their thanks to him for his input over the last six years.</p> <p>There were no declarations of interest.</p>	
02a/ 02b	MINUTES FROM MEETING 07 MAY 2024 AND ACTION MONITOR FROM MEETING 07 MAY 2024	
	<p>The minutes from the meeting 07 May 2024 were approved.</p> <p>Progress with the action monitor was noted.</p> <p>The Board discussed action 01 from the Action Monitor. The Director of Customer Services confirmed that an update on youth work will be brought to the next SKYlight Board in November 2024.</p> <p>The Board discussed the use of the word ‘vulnerability’ and asked whether there was any update on what the approach to the wording will be going forward, in light of previous challenges from Board surrounding the potential stigma attached to the word. The Director of Customer Services confirmed that it is understood that this might not be the right word to use going forward</p>	<p>JNH / AW</p>

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

DATE: 05.08.2024
CHAIR APPROVED DRAFT: 25/08/2024

	and considerations are being made on an alternative. Board will be kept updated on this.	
03	SKYLIGHT MARKETING UPDATE (ASSURANCE)	
	<p>The Head of Marketing introduced the report to present the SKyLight Marketing action plan to Board. The discussion covered:</p> <p>The Board highlighted that due to the intricacies of the group structure and some services being delivered by Stockport Homes and others by SKyLight, frequently customers don't know that they are users of SKyLight services when they interact with them. The Head of Marketing understood that this is something that can happen and can be an issue, but provided assurance to Board that efforts are always made to try to link relevant services back to SKyLight throughout the various streams of marketing.</p> <p>It was agreed that SKyLight Board Members would be added to the customer newsletter mailing list, to keep abreast of information and updates circulated to customers, that otherwise Board would not see.</p> <p>The Board noted that the top three viewed pages on SKyLight's website were organic views and not related to paid for adverts. The Head of Marketing highlighted how pleasing these figures were, especially considering the re-brand.</p> <p>The Board suggested that SKyLight consider introducing a targeted stakeholder bulletin, to target stakeholders such as the NHS and Greater Manchester Mental Health Trust. The Head of Marketing confirmed that this will be explored.</p> <p>The Board asked if the eventual outcome of the marketing plan was a success, would there be sufficient capacity to meet any new demand. The Head of Marketing confirmed that the dedicated SKyLight Marketing Officer will continue to focus on promoting SKyLight services. The Director of Customer Services did acknowledge a potential challenge around increasing demand which it might then not be possible to meet within existing resources and that it was essential to ensure our approach to promotion was balanced and helped to manage expectations.</p>	<p>VG</p> <p>VG</p>
	RESOLVED: The Board reviewed and provided feedback on the SKyLight action plan 2024-2025	
04	FURNITURE RECYCLING & FURNISHED TENANCIES REPORT 2023-24 (ASSURANCE)	
	<p>The Furniture Projects Team Leader introduced the report to update on delivery of SKyLight's Furniture Projects 2023/24. The discussion covered:</p> <p>The Board discussed the Service Level Agreement (SLA) with Great Places to provide furniture for their customers in Knutsford and asked whether there was any other interest from other providers. The Furniture Projects Team</p>	

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	<p>Leader confirmed that there was more interest however SKYlight didn't have the required level of stock to provide furniture for other providers.</p> <p>The Board asked whether the deliveries to Knutsford meant that it was still cost effective for SKYlight, in light of the extra fuel costs the Furniture Projects Team Leader explained that deliveries to Knutsford only take place when there are at least three customers to deliver to, as a charge is made for each delivery. He added that this ensured that SKYlight don't experience a loss.</p> <p>It was asked where the income from the furnished tenancies project is recognised. The Director of Customer Services confirmed that a service charge is added to the rent accounts of customers and the income sits within Stockport Homes. She added that for the purpose of the Furniture Business Plan, the Furniture Recycling Project and Furnished Tenancies Project are recognised as one project to try and support them to be as sustainable as possible.</p> <p>The Board asked how the possibility of customers being unable to pay the service charge for their Furnished Tenancy was considered. The Furniture Projects Team Leader explained that an affordability assessment is carried out before offering furnished tenancies to customers. He added that if they are in employment, customers are not usually placed into furnished tenancies, as they will be liable for the whole service charge, whereas Housing Benefit will cover the cost for those who are not in employment.</p> <p>The Board suggested that opportunities to collect furniture from other housing providers with stock locally is pursued further.</p>	
	RESOLVED: The Board noted the content of the report	
05	SKYLIGHT BUSINESS PLAN YEAR 3 UPDATE (ASSURANCE)	
	<p>The Director of Customer Services introduced the report to provide an update to SKYlight Board on the progress made against the third year of the SKYlight Business Plan. The discussion covered:</p> <p>The Board commended the report, highlighting that it showed that SKYlight are doing a lot of things well in a time of real uncertainty.</p> <p>The Board discussed the Motiv8 contract, which was a small project that was delivered by SKYlight on behalf of DWP. It was highlighted that the take-up for the project was quite low in Stockport. The Director of Customer Services explained that the relationship that SKYlight has with the DWP is essential for these types of projects to thrive to ensure that the Job Centre remain aware of SKYlight projects and can promote and refer to them when appropriate.</p> <p>The Board discussed the changes to Your Local Pantry (YLP) and asked that Board be kept up to date on whether they were successful. The Director of Customer Services confirmed that most of the changes were effective from January 2024 and therefore a 12-month review will be brought</p>	<p>JNH / AW</p>

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	<p>to SKylight Board in February 2025. She added that following the restructuring, the new model is working much more effectively from an operational perspective.</p> <p>The Board noted that SKylight is still on course to achieve the forecasted £3.3m turnover by 2025/26.</p> <p>The Board discussed the potential shortfall for 2024/25. The Assistant Director of Finance highlighted that there is a shortfall against the bank interest, however provided assurance that it wasn't substantial. He added that there will be a focus on this in the Financial Plan, due to be presented to SHG Board later in the year, which will provide an opportunity for future risks to be identified and discussed.</p> <p>The Board discussed the funding surrounding homelessness. The Director of Customer Services explained that there continues to be significant pressures around homelessness with SHG forecast to spend £1m on hotels in 2024/25 year, meaning that some of the added value roles previously funded such as the Exploitation Protection Officer role are no longer feasible. SKylight are therefore exploring external funding opportunities to minimise the impact. .</p>	
	RESOLVED: The SKylight Board discussed and noted the progress made	
06	SAFEGUARDING REPORT (ASSURANCE)	
	<p>The Director of Customer Services introduced the report to advise and assure the Board of the Safeguarding arrangements at Stockport Homes Group. The discussion covered:</p> <p>The Board highlighted that it would be useful to be presented with an annual safeguarding update.</p> <p>The Board discussed the 50 safeguarding champions across SHG. The Director of Customer Services explained that for some staff members, the nature of their role would mean they are more likely to become a safeguarding champion, whereas some others volunteer for the role. She highlighted that efforts have been made to recruit more widely across SHG, especially across Technical Services.</p>	AMH
	RESOLVED: The Board took assurance over the arrangements for safeguarding at SHG	
07	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 Q1 2024/2025. The discussion covered:</p> <p>The Board asked what the relationship is like between SHG and the National Lottery Community Fund. The Director of Customer Services explained that the Funding Officer at SHG has a productive relationship with them, which is</p>	

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	mutually beneficial for the National Lottery, as they often utilise SHG and the Funding Officer as a source of information.	
	RESOLVED: The SKyLight Board noted and discussed the progress and financial position to date.	
08	SKYLIGHT GOVERNANCE REPORT (DECISION)	
	<p>The Governance and Scrutiny Officer and the Governance Manager introduced the report to provide SKyLight Board with assurance of its compliance with the Small Charities Code of Governance and update the SKyLight Board on other Governance matters. The discussion covered:</p> <p>The Board discussed Stockport Homes' consumer regulation inspection in 2025 and asked that SKyLight Board be provided with appropriate updates on any implications for SKyLight.</p> <p>The Board noted that the changes to the Board membership, taking effect from September 2024, will result in the Board being an all-female Board. The Governance Manager provided assurance that this was a consideration throughout the recruitment process and the decision was not taken lightly but ultimately led to the best applicants being appointed. The Board asked for the EDI data relating to the recent Board member vacancy, to provide them with an opportunity to review the different demographics applying for the role.</p> <p>The Board noted that benchmarking will be an area of focus in the year ahead and asked for there to be an opportunity to discuss this more going forward.</p> <p>The Board highlighted that they would like to see more information relating to SKyLight volunteers included in a future report.</p> <p>The Board discussed SKyLight's perceived full compliance on elements relating to Equality, Diversity and Inclusion (EDI) and suggested that although information has been brought to Board over the last 12 months, there is still a gap in understanding of EDI at SKyLight as the Board have not been presented with sufficient data in terms of service areas. They added that once they are able to analyse the data, they will more effectively be able to execute their role in relation to the requirements of the code of governance, specifically in relation to EDI. They therefore asked that this section be updated to reflect being 'partially compliant' until EDI data is more readily available.</p> <p>The Board asked for more EDI information about services being delivered by SKyLight. The Head of Assurance provided an update on work that the Data Team was undertaking to create service specific EDI dashboards. As not all of the data relating to SKyLight services is held in CX, the Data Team will explore what is possible to be linked with Power BI.</p>	<p>SD</p> <p>RC</p> <p>AMH</p> <p>AMH</p> <p>JKEL</p> <p>PR / AMH</p>
	<p>RESOLVED: SKyLight Board:</p> <ol style="list-style-type: none"> i. Noted the self-assessment against the Small Charities Code of Governance which demonstrates near full compliance with the code. 	

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	<ul style="list-style-type: none"> ii. Agreed the appointment of Anne-Marie Heil, Director of Customer Services as Secretary of SKYlight, and Rachel Cossey, Governance Manager as deputy Secretary for FCA purposes. iii. Noted the outcome of recent recruitment processes and the SHG Board Remuneration and Expenses Policy. 	
09	SKYLIGHT QUARTER ONE 2024-25 RISK REPORT (ASSURANCE)	
	The Head of Assurance introduced the report to provide an update on delivery of risk control actions at the end of Quarter One 2024-25 within the SKYlight Risk Register, provide an update on delivery of the Internal Audit Plan and a wider assurance update for Board Members. The report was noted by the Board.	
	RESOLVED: That the SKYlight Board take assurance from the contents of the Quarter One Risk Report.	
10	SHG REPORTS FROM PREVIOUS QUARTER (ASSURANCE)	
	The Governance and Scrutiny 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)	
	<p>The Governance and Scrutiny Officer introduced the forward plan of the expected business for 2024-25.</p> <p>It was reiterated to Board that should they have any suggestions for topics of discussion at future Board meetings and Board away days, then they would be encouraged to provide those suggestions.</p>	
12	ANY OTHER BUSINESS	
	The Board noted that this was the final SKYlight Board meeting for Roger Phillips, Chair of the SKYlight Board. They thanked him for his dedication and service and wished him luck in the future.	

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