

**MINUTE OF 44th ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD ON WEDNESDAY, 14 SEPTEMBER 2022, AT 3.00 PM**

1. APOLOGIES

The Chairperson, John Paterson, formally opened the 44th Annual General Meeting of Key and expressed his delight that we were able to host the meeting in-person for the first time since the pandemic began. He welcomed those who had joined the meeting in-person as well as those who were attending online.

The Chairperson then went on to outline the various presentations and contributions that would follow and invited the Secretary to give the apologies, of which there were four, from: Ewan Hamilton, Joseph Kelly, James Cox and Jim Mathieson.

The Secretary confirmed that, in addition to the 16 shareholders attending the meeting, there were 19 forms received appointing some of those in attendance as proxies this afternoon, thereby ensuring that the meeting was quorate.

2. CHAIRPERSON'S REPORT

The Chairperson began by acknowledging that 2021/2022 had been another extraordinary year, with COVID-19 continuing to impact Key's work and the lives of the people we support and employ, challenging our day-to-day working practices. The high number of cases of the Omicron variant during winter had created significant concern and pressures on our services, and the Chairperson thanked our staff for their unwavering strength, commitment and purpose during that time.

He stated that all through the pandemic we have maintained our focus on ensuring supported people, and what they want from life, remained at the heart of planning and decision-making about their support. Our approach is always centred on partnership: with the people we support, families, TAG and other organisations. The Chairperson informed members that this year's Annual Review contains many stories of how these partnerships have supported people through some of the toughest challenges we have ever faced. The Chairperson thanked John Coccozza and Project Ability for permitting us to use John's painting on the cover of the Annual Review.

The Chairperson paid tribute to our strong partnership with TAG, helping create a positive impact on local communities and people we support. He described how TAG's community development and co-production work has created an inclusive football team in Renfrewshire, supported by St. Mirren F.C., and amazing new opportunities in conjunction with Dance4all.

The Chair also spoke about how the people we support, our staff and our Board allow Key and its work to benefit from the different skills and perspectives each bring, creating a strong, enduring organisation that has faced the difficulties of the last year with confidence, energy and optimism.

Members were informed about the Scottish Government's development of the National Care Service (NCS), and the importance of ensuring that through it, everyone receives high quality support and that people who deliver support are respected and valued. The Chairperson confirmed that our Board, staff and the people we support continue to play an active role in the conversation around how the NCS will develop, as we want to make sure any new service puts people at the

**MINUTE OF 44th ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD ON WEDNESDAY, 14 SEPTEMBER 2022, AT 3.00 PM**

centre, inspires partnership and values the workforce. We believe it is also essential that local creativity and responsiveness, as supported by Self-directed Support, continues to be promoted and is not lost as the NCS progresses.

The Chairperson told members of the diverse, experienced and committed Board members who volunteer for Key, and who provide thoughtful, principled and focused leadership to the organisation. Members heard of the unique value Key gains through having people we support on the Board, through TAG. This ensures we remain true to our guiding principles of always starting from a position of shared decision making, so we can better understand the impact of the decisions we make and ensure that respect for people's human rights remains at our core.

Finally, the Chairperson thanked Bob Parry who had stepped down from the Board after five years, and welcomed Musab Hemsî as our newest Board member. He advised members that this was his own last AGM as Chairperson, as he will be stepping down from that role in the next Board meeting, whilst Sheenagh Simpson will take over as Chair. He thanked staff, TAG and other Board members for their support.

3. ADOPTION OF MINUTE OF 43rd AGM HELD ON 22 SEPTEMBER 2021

The minute of the previous year's AGM was adopted in a motion proposed by Doreen Kay and seconded by Rebecca O'Donnell.

4. ADOPTION OF FINANCIAL ACCOUNTS FOR YEAR ENDED 31 MARCH 2022

The Head of Finance, Alison Wood, gave a brief financial summary for the year to 31 March 2022. She highlighted the main items of income and expenditure and the process of audit and financial review of the Annual Accounts, a full set of which had been issued to members in advance of the AGM. The Chairperson thanked the Head of Finance for her report and invited a proposer and seconder for adoption of the Accounts for the year to 31 March 2022, which were adopted on a motion proposed by Paul McCann, seconded by Ann McGuigan.

5. APPOINTMENT OF AUDITOR

The Chairperson advised that, following a re-tender process, the Board recommended the re-appointment of Azets Audit Services Limited as the external auditor for the year to 31 March 2023. This was agreed on a motion proposed by proxy for Sandy Houston seconded by proxy for Wendy Ann Hall.

6. ELECTION OF BOARD MEMBERS

The Secretary advised that the Board members retiring and standing for re-election were John Paterson, Gillian Anderson and Karen Jamieson. Musab Hemsî was co-opted to the Board following the last AGM and also stood for election. There were no new nominations received from the membership.

**MINUTE OF 44th ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD ON WEDNESDAY, 14 SEPTEMBER 2022, AT 3.00 PM**

With details of members standing for election having been circulated to all members, the Chairperson declared that, as there were more vacancies on the Board than members standing for election, those members are elected to the Board without a vote. This was agreed on a motion proposed by proxy for Alan Tomkinson, seconded by Paul McCann.

7. CHIEF EXECUTIVE'S REPORT

The Chief Executive, Andrea Wood, began her report by saying how good it was to see members here in person for the first time since the pandemic started. She told members that, despite the pandemic, Key had continued its unwavering commitment to support people to live the life they choose, in their own communities, surrounded by the people who are important to them.

The Chief Executive highlighted some of the achievements of people we support which are contained in the Annual Review. These illustrated how people had embraced new experiences and taken on new challenges. She spoke about the people who Key support in Falkirk, who have formed the Keynotes Choir and have shared their passion for music with audiences at Falkirk's care homes. She also informed members of awards won by people we support for sporting and theatre achievements. She reflected how each story demonstrated the way in which people were being welcomed into their communities for who they are, and were contributing with all their gifts and talents.

The Chief Executive thanked Jan Murdoch for compiling the Annual Review and helping tell these stories of resilience, strength and generosity of spirit. While these stories demonstrate active citizenship, the Chief Executive reminded members that disabled people often do not have the same rights, choice, inclusion and independence we all expect. The people who work for Key and TAG need to continue to work together to make sure people have as much control as possible over their lives, that we encourage them to speak up and be heard, and that our support ensures their freedoms, rights and responsibilities.

She praised Key's workforce and their determination to embody these values, to listen carefully to the people they support, and to work in a person-centred way to help them achieve their outcomes. She reiterated the importance of how workers get to know the people they support and build warm, kind and compassionate relationships with them. The members then heard a series of quotes from our workforce which demonstrate why working in social care is one of the most diverse, challenging and rewarding careers you can choose.

The Chief Executive said that the impact of the pandemic on staff wellbeing was significant and therefore we have invested in resources and initiatives to support staff, including the establishment of Mental Health First Aiders across Scotland. These are staff who are able to recognise the early signs of mental health problems and can offer initial sensitive support and guidance to their colleagues.

Moving on to speak about Key's performance the Chief Executive advised that Key has grown slightly over the year, and had been successful in two significant tenders where we are going to be

**MINUTE OF 44th ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD ON WEDNESDAY, 14 SEPTEMBER 2022, AT 3.00 PM**

supporting six people moving into their new homes in Muir of Ord, Highland, and where people are moving into purpose built new homes in North Ayrshire.

In relation to Housing, 90% of Key's tenants were satisfied with our overall services to tenants, which is higher than the average for all of Scotland's social landlords. 90% were also satisfied with the quality of their home while satisfaction with our repairs service stands at 91%. As was the norm across the housing sector, the pandemic caused some levels of satisfaction to drop, including in relation to speed of repair responses and opportunities to participate.

The Chief Executive paid tribute to all of our operational, area and local managers who worked so hard to make sure that quality staffing and support was available throughout the pandemic, and thanked everyone who works from our office bases, for their unwavering commitment to our staff and the people we support.

She finished by expressing her thanks to Key's Board who have supported, guided and advised senior officers with such skill and sensitivity over the last year. Special thanks were given to the Chairperson, John Paterson, for providing great support and encouragement throughout his term and for leading the organisation with integrity, wisdom and commitment.

8. REPORT FROM NATIONAL TAG

The Chairperson of National TAG, Rebecca O'Donnell, told members how hard it was for her to believe that it was now nearly three years since TAG has been able to meet because of the pandemic, and she is so glad that we are starting to meet up again. The first TAG meeting was held in Glasgow a month before this AGM, and other regional TAGs will start to meet up when they can.

She informed everyone of the range of activities that have been taking place, especially as restrictions have eased and people were able to get back to participating in person. She spoke about the Dance4all sessions and many other outdoor events including football tournaments in partnership with St. Mirran; tennis training; and walking groups including the Kilt Walk at Loch Lomond.

The Chairperson of National TAG then described some of the ongoing work TAG has been doing to help people lead full lives, setting their own goals and achieving them. This included delivering Outcomes for Living training and helping people develop their support plans; supporting people to influence Inverclyde Council's transport policy; working with young school leavers to access social services and make plans for how they would like to use this; and helping people obtain qualifications in coaching and getting jobs in sport.

She then informed members that online get togethers called 'Friends Across Scotland' have been set up by TAG, which allow people to catch up on a video call together and maintain the friendships that were made through TAG's Facebook during lockdown.

**MINUTE OF 44th ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD ON WEDNESDAY, 14 SEPTEMBER 2022, AT 3.00 PM**

National TAG's Chairperson closed her report by letting everyone know that it is TAG's 10th birthday as a charity this year. COVID-19 has meant there have not been many celebrations organised yet, but there are a few ideas in the pipeline, including a Strictly Come Dancing event.

She then introduced a Review of the Year presentation, showing photos of TAG activities from throughout the year.

9. CLOSING COMMENTS

Following the presentation, Key's Chairperson responded by reminding us that the Review of the Year is a very important opportunity for us to reflect on the lives of the people we support, and the positive impact Key's and TAG's support can have. He thanked Rebecca and all those who helped to make it.

The Chair thanked everyone for attending or acting as proxy representatives, and thanked all those who helped organise the AGM, and expressed his hope that we see many more members face-to-face next year. The Chairperson then closed the meeting.