

**MINUTE OF 45th ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD ON WEDNESDAY, 13 SEPTEMBER 2023, AT 3.00 PM**

1. APOLOGIES

The Chairperson, Sheenagh Simpson, formally opened the 45th Annual General Meeting of Key. She 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 three, from: Margaret Lochhead, Gordon Reid and Musab Hemsî.

The Secretary, Andrea Wood, confirmed that, in addition to the 26 shareholders attending the meeting there were 17 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 expressed their delight at giving her first Chairperson's report to the AGM and began by thanking Key's previous Chair, John Paterson, for his leadership over the last five years, recognising that his wisdom and insight helped guide Key through some of the toughest times during the pandemic and helped us emerge strong and hopeful about the future.

The Chair told members that the pandemic has taken its toll, and will have a lasting impact on how we live in the future, but what it hasn't changed is the appetite people have for living their life to the full, taking part in sports, arts, work and civic life, all of which is featured in this year's Annual Review. The Chairperson thanked artist Doreen Kay for allowing us to use her art work on the cover of the Annual Review, and congratulated Doreen on her success at having one of her paintings accepted into the Royal Academy of Arts in London.

The Chairperson thanked Rebecca O'Donnell, who is featured in the Annual Review, for her extended period as National TAG Chairperson, and for maintaining a serious focus on what matters most for the people Key supports during the difficult days of COVID. The members gave a warm welcome to Brian Kemsley as the new TAG Chairperson, and both he and Rebecca will continue on the Key's Board ensuring the Board hear the views and opinions of people who use our support and that Key's work is shaped by what is important to them now and in the future.

Members heard that at this year's joint strategy session between Key's Board and National TAG, the impact of recruitment difficulties on supported people had been explored. There has been a lack of investment in our sector which, along with the cost of living increases, has made recruitment challenging this year and more staff are leaving to seek better wages elsewhere. This has resulted in people losing experienced members of their support staff teams. So Key and TAG have built strategies to improve recruitment and will ensure people Key supports continue to be involved in choosing their own staff.

The Chairperson explained that Key had launched a new recruitment campaign called "Make Every Day Matter" in January. The clear message of the campaign was that good support comes from the quality of the relationships which exist between the people who work for us and the people they support – relationships based on empathy, kindness and respect. We are also working alongside

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other organisations in the Coalition of Care and Support Providers to campaign for more funding for the sector.

The Chair described some of the ways that we have been influencing the national policy agenda. This included welcoming members of the Scottish Parliament's Health, Social Care and Sport Committee to the Square to listen to the views of people we support and staff on the proposed National Care Service (NCS). The Committee heard how important it would be to ensure the NCS is built on respect and partnership, offers more choice and control to supported people and empowers staff. Key will continue to play an active part in the debate around the implementation of the vision set out by the Independent Review of Adult Social Care in 2021.

The Chairperson then introduced members to two new Board members. Dee Fraser, Chief Executive of Iriss and Paul Hush, with extensive experience working for housing associations in Scotland. The Chair informed members that Key has one of the most experienced Boards in Scotland, bringing expertise, leadership and experience from a range of different sectors to our work. They have made sure Key can move forward positively amid a difficult financial environment while remaining true to our purpose. The Chair thanked the Board members for all their hard work and commitment.

3. REPORT FROM NATIONAL TAG

New and former Chairs of National TAG, Brian Kemsley and Rebecca O'Donnell, introduced themselves to members, explaining that COVID had meant Rebecca remained in post for much longer than would usually be expected. Brian thanked Rebecca for all her hard work over the last five years, to which Rebecca confirmed that she really enjoyed her time as National TAG Chairperson and was pleased with all that she managed to achieve with her colleagues in TAG.

Rebecca explained to members that when COVID arrived, it was just not the same doing everything online, so everyone was delighted last year when TAG were able to meet again. Not only this, but there has been a significant number of new members who have joined.

Brian advised that TAG has set up four new branches, in South Ayrshire, Galloway, Annan and Dumfries, meaning that there are 14 regional TAG groups across Scotland. Through these we have been running "Getting Together, Moving Forward" consultation workshops in six areas with the rest planned over the next year. TAG has also been taking part in the Scottish Government's consultations on the new National Care Service, and partnering with other organisations like NHS Highland and the University of Glasgow for consultations and research.

Members heard that TAG's community development work has been increasing again. In Stirling, Clackmannanshire and Renfrewshire they continued their work to help people understand self-directed support and explore new things to do, including through fun events and taster sessions in more areas. This has also included working with young people preparing to leave school, thinking about their options and linking with activities in their local area.

Rebecca explained that TAG has also been helping people get fit and healthy, including working with people in Glasgow Day Opportunities, helping people get coaching qualifications and jobs, and

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Game Changers has been working in secondary schools in the city too. She then introduced a video of Strictly All Ability, where nine dancers from TAG had paired up with nine professional dancers to put on a fantastic dance show, including a performance from Dance 4 All.

Brian thanked all of TAG's members for their recent involvement, for their campaigning work and ideas and for bringing so much fun and energy to what they do.

4. ADOPTION OF MINUTE OF 44th AGM HELD ON 14 SEPTEMBER 2022

The minute of the previous year's AGM was adopted in a motion proposed by James Cox and seconded by Ewan Hamilton.

5. ADOPTION OF FINANCIAL ACCOUNTS FOR YEAR ENDED 31 MARCH 2023

The Head of Finance, Alison Wood, gave a brief financial summary for the year to 31 March 2023. 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 2023, which were adopted on a motion proposed by Alistair Robertson, seconded by Margaret Reid.

6. APPOINTMENT OF AUDITOR

The Chairperson advised that the Board recommended the re-appointment of Azets Audit Services Limited as the external auditor for the year to 31 March 2024. This was agreed on a motion proposed by James Cox seconded by Jim Howatson.

7. ELECTION OF BOARD MEMBERS

The Secretary advised that the Board members retiring and standing for re-election were Sheenagh Simpson, Jack Crombie and Ann McGuigan. Dee Fraser and Paul Hush were co-opted to the Board following the last AGM and also stood for election. There were no new nominations received from the membership.

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 Alistair Robertson, seconded by Stuart Adams.

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8. CHIEF EXECUTIVE'S REPORT

The Chief Executive, Andrea Wood, who is also Secretary to Key's Board, informed the AGM that Key maintains a reputation as a very well-respected provider and currently supports 1507 people across 17 local authorities, providing over 51,000 hours of support each week.

She reaffirmed Key's commitment to supporting people to live a good life and acknowledged that, unfortunately, for some people with learning disabilities this is still not a reality. This is particularly true for those people with very complex support needs who are still living in hospitals and often don't get personalised support that allows them to live their lives the same as everyone else.

Key worked collaboratively with NHS Highland, another housing developer and families to establish new specially-designed homes, for young people who had spent many years living away from their family homes in a hospital settings. The Chief Executive said she had visited these with the Minister for Social Care where they heard that the first person to move in was getting to do things that many of us take for granted: welcoming family into his home, walking the dog, visiting the local shop, supported by a team of people who cared about him. Key was committed to ensuring that other young people could move into their own home but that staffing shortages in Highland, and across the sector continued to be a challenge.

The Chief Executive was glad to report to members that this year saw the return of consultation events. 'Getting Together, Moving Forward' with the people we support, facilitated by TAG was designed to support conversations about the quality of our support during and after the pandemic. What we heard through these events has been fed into local action plans and the themes discussed, such as recruitment and staffing, will shape what National TAG and Key's Board consider. The Chief Executive thanked our Participation and Inclusion colleagues, TAG members and staff who work hard to support TAG's work so people can have their say.

Members were told that Key employs over 1,700 staff with a further 400 working for us on a relief basis, and this year they have worked above and beyond to deliver person-centred support amidst significant recruitment challenges. The Chief Executive observed that being a support worker brings great reward and enjoyment and it also demands skill, patience, professionalism, and judgment. She confirmed that our staff have that in abundance and they greatly deserve our heartfelt thanks and recognition for their dedication and hard work again this year, but they also deserve to be rewarded fairly. That is why we are working with others to campaign for better pay and more parity with workers in other sectors like the NHS and local authorities.

The Chief Executive also paid tribute to the management teams across Scotland and those based in the square, who work hard and often step in to provide support while coping with an already complex management role. She then advised members of the good and very good grades our services had received through Care Inspectorate inspections in all of our branches and shared some of the positive quotes contained in our inspection reports.

Members heard that over 95% of staff who responded to our staff satisfaction survey said they were proud to work for Key and when we asked them what the best things was about their job they told

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us it was supporting people to reach their goals, making a difference to individuals, seeing the people we support happy, helping people in their day to day lives and much more. Over 90% of staff also felt that they were being supported well from the functions that operate from the Square, such as HR, Finance, Staff Development and ICT. The Chief Executive congratulated staff for supporting their colleagues to achieve their qualifications and ensuring our SVQ Centre was awarded the SQA's 'high confidence' rating yet again this year.

The Chief Executive informed members of the successes achieved by our landlord services. This year we had shared the results of our repairs and maintenance tenants' survey with the Scottish Housing Regulator, which included that just under 90% of tenants were satisfied with our repairs service and 87% satisfied with the speed of our response. The pandemic resulted in us losing some of our long-standing contractors and caused delays in planned repairs, meaning that some of our satisfaction results are lower than in previous years. Staff have been working really hard to catch up, so we anticipate satisfaction levels will improve next year. The Chief Executive was pleased to report that the My Home Group of tenants is getting back together and will be looking at these results in detail next year.

The Chief Executive concluded by stating that one of the greatest strengths of Key and Community Lifestyles is how well we all work together to make the world better for those we support. She thanked staff and Board members for their professionalism and contributions, and recognised the inspiration that the people we support give us every day.

9. REVIEW OF THE YEAR

The Chairperson then introduced the video presentation of TAG's Review of the Year, celebrating the way in which people are living their best lives.

Following the presentation, the Chair 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. She thanked Brian, Rebecca and all those who helped to make it.

10. CLOSING COMMENTS

The Chair thanked everyone for attending or acting as proxy representatives, and thanked all those who helped organise the AGM, and closed the meeting.