

**SKYLIGHT BOARD MEETING**  
**Thursday 23 October 2025**  
**17:00**  
**SHG Boardroom, Cornerstone, 2 Edward Street**



**PRESENT / IN-ATTENDANCE:**

**Trustees (Present):**

- Nicola Firth
- Marie Gilluley (Chair)
- Kathryn Hanna
- Tessa Wiley

**Officers (In-attendance)**

- Kelly Cleaver, Senior Finance Business Partner (Item 07 only)
- Christian Hartley, Assistant Director of Customer Excellence (Item 04 only)
- Anne-Marie Heil, Director of Customer Services (Lead Officer)
- Eva Holt, Head of Independent Living (Item 05 only)
- Laura Jennings, HR Business Partner (Item 03 only)
- Jonny Kelly, Governance Officer (minute-taker)
- John Kennedy, Assistant Director of Finance (Item 07 only)
- Di Laming, Assistant Director of People and OD (Item 03 only)
- Jonathan Vali, Assurance Manager

01	<b>APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST</b>	<b>Action</b>
	<p>Priti Butler, Board Member, Samantha Donigan, Head of Assurance and Andy Kippax, Strategic Housing Lead sent apologies for the meeting.</p> <p>There were no declarations of interest.</p>	
02a/ 02b	<b>MINUTES FROM MEETING 04 AUGUST 2025 AND ACTION MONITOR FROM MEETING 04 AUGUST 2025</b>	
	<p>The minutes and action monitor from the previous meeting held on 4 August 2025 were noted. The Board noted progress on actions, including updates on safeguarding practices and financial oversight of the Furniture Services Annual Report.</p> <p>The Board revisited the issue of safeguarding in relation to contractors. The Director of Customer Services reported that over 50 subcontractors conduct approximately 25,000 visits annually. While DBS checks are included in procurement questionnaires, many subcontractors may not meet eligibility criteria for enhanced checks unless they work in regulated settings such as schools or care homes.</p> <p>The Board acknowledged the complexity of the issue and agreed that a proportional approach is necessary. They requested that the level of risk be documented somewhere, possibly in the Risk Register to ensure awareness</p>	<b>SD</b>

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<b>03</b>	<b>SKYLIGHT PEOPLE &amp; HEALTH AND SAFETY UPDATE (PRESENTATION)</b>	
	<p>The Assistant Director of People and OD and The HR Business Partner presented an update on People and OD matters, including confirmation that a 3.2% pay award for Skylight staff had been agreed following consultation with the unions. The Board welcomed this development and acknowledged the positive impact on staff morale.</p> <p>Attendance data was discussed, with 70% of SKYlight employees having achieved 100% attendance. It was noted that Wednesday was the most common day for sickness absence, prompting consideration of underlying causes.</p> <p>The Talent Programme was discussed, with the Board querying how SKYlight retains talent when career progression opportunities are limited. The Assistant Director of People and OD acknowledged the challenge, noting that while development opportunities exist, structural limitations sometimes prevent upward mobility. The Board encouraged continued efforts to identify pathways for internal progression.</p> <p>Apprenticeship data was clarified, with The HR Business Partner confirming that all ten new apprentices are based within SKYlight. The Board welcomed the diversity in age and background among apprentices and requested that future updates continue to reflect SKYlight-specific data rather than group-wide figures.</p> <p>The Board sought assurance on health and safety measures for lone workers. The Assistant Director of People and OD confirmed that all relevant staff are equipped with devices linked to a call centre, enabling real-time support. Usage rates are high, and the devices are complemented by training and other support mechanisms. The Board appreciated the layered approach to staff safety and requested continued monitoring of device effectiveness.</p> <p>The Board reflected positively on the recent Stockport Homes Group Gala, noting a strong sense of unity and morale across the organisation, including SKYlight staff. The event was seen as a testament to the effectiveness of the organisation’s culture and leadership.</p>	<b>LJ</b>
	<b>RESOLVED:</b> The Board noted and commented on the presentation	
<b>04</b>	<b>VULNERABILITIES UPDATE (PRESENTATION)</b>	
	<p>The Assistant Director of Customer Excellence provided an update on customer vulnerabilities, building on the presentation delivered in January 2025. The Board was informed of significant progress, including the launch of the “Knowing Our Customer” training module, which has been completed by over 500 staff. This has led to improved confidence in identifying and recording vulnerabilities, with the number of customer records containing alerts increasing substantially.</p>	

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	<p>The Board queried whether customers must give permission for vulnerability data to be recorded. The Assistant Director of Customer Excellence confirmed that consent is obtained as part of discussions around reasonable adjustments. The Board welcomed this approach and emphasised the importance of transparency and customer empowerment.</p> <p>The use of vulnerability data to inform service delivery was discussed. The Assistant Director of Customer Excellence explained that data is already being used to tailor services at the individual level, with strategic changes planned to embed this approach more broadly. The Board supported this direction and encouraged further integration of data into service design.</p> <p>Concerns were raised about capturing census data from non-digital customers. The Assistant Director of Customer Excellence assured the Board that alternative methods would be available. The Director of Customer Services added that while capturing data from non-SHG tenants who access SKylight services is challenging, low-level service-based data collection may be feasible.</p>	
	<b>RESOLVED:</b> The Board noted and commented on the presentation	
<b>05</b>	<b>AGE FRIENDLY STRATEGY (DECISION)</b>	
	<p>The Head of Independent Living presented the SKylight Board with information on the Age Friendly Strategy for consultation and approval.</p> <p>The Board acknowledged the demographic challenges posed by Stockport's ageing population. The Head of Independent Living noted that while the strategy aligns with the Greater Manchester Age Friendly Framework and the council's One Stockport Age-Friendly Action Plan 25/26 resource limitations mean that SHG cannot address these issues alone. The Board requested that this be communicated to Andy Kippax, Head of Strategic Housing.</p> <p>The Board asked for clarity on how progress would be measured. The Head of Independent Living confirmed that annual updates would report against each action in the strategy. The Board also requested a summary document showing the geographic distribution of older residents.</p> <p>The Director of Customer Services explained that although the strategy is owned by SHG and will also be presented to Customer Focus Committee, it is presented to SKylight Board due to its strong links with SKylight services. The Board approved the strategy and welcomed its holistic and inclusive approach.</p>	<p><b>EH</b></p> <p><b>EH/PR</b></p>
	<b>RESOLVED:</b> The Skylight Board approved the Age Friendly Strategy	
<b>06</b>	<b>SKYLIGHT RISK REPORT QUARTER TWO 2025/26 (ASSURANCE)</b>	
	The Assurance Manager presented the Quarter Two Risk Report to provide an update on delivery of the 2025-26 SKylight Risk Register and provide a wider assurance update for Board Members, including progress against the Internal Audit Plan	

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	<p>The Board discussed the potential impact of developments at Lancashire Hill on homelessness services. The Director of Customer Services acknowledged the risk, noting that void properties at Lancashire Hill are critical for move-on accommodation. If these are lost, temporary accommodation pressures may increase, potentially leading to more families being placed in hotels. Discussions with the Council are ongoing, and the Council will be responsible for associated costs.</p> <p>The Board discussed how the Deloitte review had impacted SHG governance arrangements and interactions with Council, including more frequent attendance at Area Committees. The Assistant Director of Finance confirmed that there had been an increase in interactions with the Council in a number of areas, but that the arrangements continued to evolve. The Board emphasised the importance of understanding this evolving landscape and requested further updates.</p>	<b>SD</b>
	<b>RESOLVED:</b> The SKylight Board took assurance from the contents of the report	
<b>07</b>	<b>SKYLIGHT PROGRESS &amp; FINANCE UPDATE REPORT Q1 2025/26 (ASSURANCE)</b>	
	<p>The Director of Customer Services &amp; Senior Finance Business Partner presented the Quarter Two Progress and Finance Update to provide an update on SKylight's business activity.</p> <p>The Board praised the depth of information provided but suggested that future reports focus more on strategic relevance and alignment with SKylight's aims, rather than operational detail. The Director of Customer Services acknowledged the feedback and committed to exploring more visual and concise reporting formats. The Chair of SKylight Board committed to providing feedback on what information Board members would like including.</p> <p>The Board discussed the Stockport SLA, which covers corporate services required by SKylight. They requested further clarity on its scope and impact. The Director of Customer Services confirmed that the SLA includes services such as marketing and finance support.</p> <p>The Community Fund was discussed, with the Board asking whether its criteria align with SKylight's aims. The Director of Customer Services confirmed that the fund supports a range of activities and community groups. The Board asked whether funding could be increased, noting that the budget has remained at £50,000 for several years. The Director of Customer Services confirmed that this would be considered during upcoming budget setting.</p>	<b>AMH</b> <b>MG</b>
	<b>RESOLVED:</b> The SKylight Board noted and discussed the progress and financial position to date.	

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<b>08</b>	<b>SHG REPORTS FROM PREVIOUS QUARTER (ASSURANCE)</b>	
	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.	
<b>09</b>	<b>FORWARD PLAN (INFORMATION)</b>	
	The Governance Officer introduced the forward plan of the expected business for 2025-26.	
<b>10</b>	<b>REVIEW OF THE MEETING</b>	
	The Chair concluded the meeting by commending the quality and breadth of the reports. Board members expressed appreciation for the comprehensive updates and the opportunity to engage in meaningful discussion. The meeting was seen as a valuable forum for strategic oversight and assurance.	

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