

SKYLIGHT BOARD MEETING
Monday 06 February 2023
16.30
SHG Boardroom, Cornerstone, 2 Edward Street



PRESENT / IN-ATTENDANCE:

Trustees (Present):

- Robin Burman
- Priti Butler
- Marie Gilluley
- Kathryn Hanna
- Roger Phillips (Chair)
- David Nicholson
- Tessa Wiley

Officers (In-attendance)

- Geoff Binns, Head of Homelessness & Rehousing
- Molly Bradley, Youth Engagement Officer
- Rachel Cossey, Governance Manager
- Sam Donigan, Head of Assurance
- Anne-Marie Heil, Assistant Director – SKYlight
- Jonny Kelly, Governance and Scrutiny Officer (minute-taker)
- John Kennedy, Assistant Director of Finance
- Tanya King, Head of Customer Engagement & Inclusion
- Julie Nelson-Hall, Customer Engagement and Inclusion Team Leader
- Si Welch, Director of SKYlight & Customer Services (Lead Officer)

01	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	Action
	The Strategic Housing Lead sent his apologies.	
02a/ 02b	MINUTES FROM MEETING 07 NOVEMBER 2022 AND ACTION MONITOR FROM MEETING 07 NOVEMBER 2022	
	<p>The minutes from the meeting 07 November 2022 were approved.</p> <p>The Board highlighted item 05, paragraph 4 of the minutes from the meeting held 07 November 2022. They discussed the point where the Board suggested that there should be more promotion of external self-employment courses and for demand and resourcing with colleagues in the Council to be explored. The point was reiterated, and the Board requested that a response be captured in the action monitor.</p>	AW
03	HOMELESSNESS UPDATE (PRESENTATION)	
	<p>The Head of Homelessness & Rehousing introduced the presentation. The discussion covered:</p> <p>The Board discussed the case study highlighted in the presentation where the customer was in crisis. The Head of Homelessness & Rehousing added that the service engages with approximately 2000 households and of those, around</p>	

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	<p>50 have the most challenging behaviours and are in crisis, and so need a disproportionate amount of resources/require the most support.</p> <p>The Board noted that it is pleasing to see the investment that is going into work around Homelessness, highlighting that it is clear to see that SKYlight is delivering on its values.</p> <p>The Board discussed the 46 per cent increase in homeless lets during 2022/23 and suggested that this problem is not going to improve in the near term. They asked what else could be done to make accommodation more accessible and available to the homeless. The Head of Homelessness & Rehousing explained that SKYlight explore all options available to tackle the housing shortage for the homeless, such as liaising with the private sector, looking at leasehold options, and also working with other housing providers. The Board asked whether withholding properties from general stock just for those who are homeless had been explored. The Director of SKYlight & Customer Services explained that the proportion of void properties being allocated to the homeless has risen significantly and if additional stock is withheld only for homelessness cases, it creates problems in other areas, such as capacity to deal with overcrowded households. He provided assurances that other initiatives are being used, such as 'right-sizing' and anti-fraud initiatives to ensure homes are appropriately occupied, which may help to ease the problem.</p> <p>The Board discussed SKYlight's approach to supporting care leavers, as they often lack the life skills to manage a tenancy at a young age, which can lead to further homelessness. The Head of Homelessness & Rehousing confirmed that this is a known issue and that sustainable tenancies are the objective for care leavers. A lack of resources means that the support they receive at the end of their care is limited. It was noted that Stockport Homes has recently established some dedicated accommodation for care leavers, where support is provided by third party, specialist, support providers. A key issue for many is loneliness and peer support which initiatives seek to address.</p>	
04	SKYLIGHT STOCKPORT PROGRESS AND FINANCE UPDATE REPORT (ASSURANCE)	
	<p>The Assistant Director - SKYlight introduced the report to provide a Progress and Finance update of SKYlight's business activity to the end of Q3 2022/2023. The discussion covered:</p> <p>The Board discussed the £200k funding from Stockport Council to support customers with energy costs and other Cost of Living pressures and sought assurance that it could be spent in the required timescales. They also asked how the spending of the funds will be agreed. The Assistant Director – SKYlight explained that the Customer Finance and Energy Advice Teams will work closely to ensure the funds are spent appropriately. She added that Stockport Council provides basic parameters on how the funds should be</p>	

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	<p>spent but allows freedom for the funds to be flexibly allocated by organisations they deem to be trusted partners.</p> <p>The Board considered the potential partnership between The Cooperative and Your Local Pantry to explore food sharing opportunities and minimise food wastage. This was viewed as a potentially productive and encouraging arrangement.</p> <p>Apprenticeships were discussed. The Board asked whether apprenticeship positions are renewed following the successful completion. The Assistant Director – SKyLight confirmed that apprenticeship roles might be made into permanent roles where this is suitable, and then subsequent vacancies made into future apprenticeships if possible, so that the number of apprenticeships is maintained overall.</p> <p>The poem from a customer at appendix four was commended by the Board. They highlighted that it shows the significant impact SKyLight and SHG can have on customers' lives.</p>	
	RESOLVED: The SKyLight Board noted and discussed the progress and financial position to date.	
05	SKYLIGHT BUDGET 2023/24 (DECISION)	
	<p>The Assistant Director of Finance introduced the report to present the 2023/24 budget to the SKyLight Board for approval, prior to presenting it to the SHG Board. Questions were invited. The discussion covered how Gift Aid operates within SHG.</p> <p>The Assistant Director of Finance explained that Gift Aid is a relatively new initiative in the Group and is now fundamental to how SKyLight operates. The Director of SKyLight & Customer Services provided assurances to the Board that Gift Aid proposals are discussed thoroughly before being brought to Board for approval and are based on forecasted assumptions within the budget. It is an important distinction that Gift Aid is unfettered and is a gift from Stockport Homes.</p> <p>The Assistant Director of Finance added that Corporation Tax is due to increase from 19 per cent to 25 per cent next year, therefore the benefits of Gift Aid to SKyLight and the Group, will be even more significant.</p>	
	RESOLVED: SKyLight Board approved the 2023/24 budget	
06	YOUTH UPDATE (PRESENTATION)	
	The Youth Engagement Officer and Customer Engagement and Inclusion Team Leader introduced the presentation. The discussion covered:	

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	<p>More information was requested on how SKYlight's youth work links to the Youth Offending Services. The Customer Engagement and Inclusion Team Leader explained that SKYlight work closely with the Youth Offending Service. She added that SKYlight has developed a partnership with the Youth Offending Services and Life Leisure which enables them to work on strategic priorities.</p> <p>It was highlighted that Stockport Council have become more of a commissioner for youth activities, than a provider.</p> <p>The Board asked whether it has been explored to make the youth work fully financially sustainable, by making the activities fee-paying for those who can afford it through means testing. The Customer Engagement and Inclusion Team Leader explained that charging for activities would deter the current targeted demographic of customers which would potentially lead to some disengagement.</p> <p>The Board commended the Mental Toughness Project highlighting that this is a good example of preventable mental ill-health initiatives.</p> <p>The Board encouraged SKYlight to engage with The Prince's Trust as often as possible, due to their reach across the sector. The Youth Engagement Officer confirmed that SKYlight do currently work with them on some initiatives, however the Prince's Trust predominantly work with older young people, which fall out of SKYlight's target audience for this work.</p> <p>The Board asked whether schools pay for Youth Services to provide activities in their school. The Customer Engagement and Inclusion Team Leader confirmed that schools do not currently pay, but this is something that can be considered going forward. The Director of SKYlight & Customer Services added that SHG currently provide a range of different services to differing schools (such as security, energy procurement) and the long-term objective will be to offer a package that will be attractive to schools.</p> <p>The Board highlighted that SKYlight need to ensure that they are promoting the brand as often as possible. They added that SKYlight is delivering great work but needs to ensure it is celebrated so that communities in Stockport and wider are aware of SKYlight.</p>	
07	SKYLIGHT QUARTER THREE 2022-2023 RISK UPDATE AND 2023-24 RISK REGISTER (DECISION)	
	<p>The Head of Assurance introduced the report to provide an update on delivery of risk control actions at the end of Quarter Three 2022-23, to present the proposed SKYlight Risk Register for 2023-24 and Risk Appetite statement and to provide an update on the delivery of the Internal Audit Plan. Questions were invited. The discussion covered:</p>	

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	<p>The Board highlighted the positive steps SKYlight has taken to expand its operations and transfer roles over from Stockport Homes. They asked for assurances on whether there is confidence that staff are effectively integrated in SKYlight and whether there was value in a future Internal Audit assessing whether this was the case. The Director of SKYlight & Customer Services provided clarity that SKYlight only transfer roles when they become vacant and that employees from SHL and SKYlight work alongside each other within the same teams effectively. There may be a case for a future audit if wholesale transfer of services into SKYlight were to take place, though this prospect was remote at present.</p> <p>The Board asked whether the financial settlement that Stockport Council have recently had to pay would have any impact on the income provided to SKYlight from Stockport Council. The Assistant Director of Finance provided assurances to the Board that the funds provided by the Council is ringfenced from the Housing Revenue Account (HRA) and therefore would be unaffected.</p>	
	<p>RESOLVED: SKYlight Board:</p> <ol style="list-style-type: none"> I. Took assurance from the contents of the Quarter Three Risk Report II. Approved the 2023-24 SKYlight Risk Register (subject to ratification by SHG Board) III. Reaffirmed their commitment to the existing Risk Appetite Statement, and IV. Provided comments on the draft 2023-24 Internal Audit Plan 	
08	FORWARD PLAN (INFORMATION)	
	<p>The Governance and Scrutiny Officer introduced the forward plan of the expected business for 2023-24.</p>	

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